

INTERNSHIP REPORT

DISSERTATION LOCATION: - FORTIS MEMORIAL
RESEARCH INSTITUTE, GURGAON, INDIA

DEPARTMENT: - THIRD PARTY ADMINISTRATION

TENURE: - 18 / 03 / 2024 - 10 / 06 / 2024.

Introduction

The Third-Party Administration (TPA) department at Fortis Memorial Research Institute (FMRI), Gurgaon, plays a crucial role in facilitating healthcare services by managing the insurance claims process and acting as an intermediary between patients, healthcare providers, and insurance companies. During my internship at FMRI, I had the opportunity to closely observe and contribute to the operations of this department. During my almost 3 months tenure, I got exposure to almost all the works that need to be performed as an employee in the TPA department.

Objectives of Internship

The primary objectives of my internship were to:

- Gain practical exposure to the functioning of a TPA in a renowned healthcare institution.
- Understand the complexities involved in health insurance claim processing.
- Learn about the regulations and guidelines governing TPAs in the healthcare sector.

- Develop skills in data management, customer service, and communication within a healthcare setting.

Organizational Profile

Fortis Memorial Research Institute (FMRI) is a leading multi-specialty hospital located in Gurgaon, known for its advanced medical facilities and patient-centric care. The hospital is equipped with state-of-the-art infrastructure and offers a wide range of medical services, catering to both national and international patients.

Services Provided by Organization

FMRI provides comprehensive healthcare services including but not limited to:

- Diagnostic services (imaging, pathology, etc.)
- Inpatient and outpatient care across various medical specialties.
- Emergency medical services.
- Surgical procedures (both routine and specialized).
- Rehabilitation services.

Key Activities

During my internship, the key activities of the TPA department included:

- Verification of insurance coverage and eligibility.
- Pre-authorization of medical procedures and treatments.
- Processing of insurance claims and coordination with insurance companies.
- Patient billing and reconciliation of payments.
- Providing assistance and information to patients regarding their insurance coverage and claims status.
- Compliance with regulatory requirements and guidelines related to health insurance and TPA operations.
- Processing of Pre - auth query letter, pre - authorization approval letter, cashless authorization letter, discharge summary, inpatient summary running bill & final bill.

- * Work involving HIS portal related to TPA
- * Claim book Management
- * Fulfilling of patient-side queries related to insurance processing

Key Learnings from Internship

My internship at the TPA department of FMRI provided me with invaluable insights and learnings, including:

- Understanding the importance of accuracy and attention to detail in processing insurance claims.
- Enhancing my communication skills through interactions with patients, healthcare providers, and insurance companies.
- Developing proficiency in using healthcare information systems and software for data management and claim processing.
- Gaining insights into the complexities of healthcare financing and insurance reimbursement.
- Appreciating the collaborative efforts required between different departments within a hospital to ensure smooth patient care and service delivery.

This internship experience at FMRI's TPA department has not only enriched my understanding of healthcare administration but has also equipped me with practical skills that are essential for a career in this field & will also help me in my upcoming job as a healthcare underwriter in NIVA BUPA Health Insurance. I am grateful for the opportunity to have been part of such a dynamic and professional healthcare environment.