

SUMMER TRAINING

At

Max Hospital Gurgaon, Haryana

(May 12 2021 to July 4 2021)

A Report

Study of Patient's Satisfaction Based on the TPA services at Max Hospital.

By

Saloni Walia

MBA Health and Hospital Management

2020 – 2022



Indian Institute of Management Research, Jaipur, Rajasthan.

Completion of Summer Internship

The certificate is awarded to

Ms. Saloni Walia

In recognition of having successfully completed her

Internship in the department of

Medical Administration

And has successfully completed her Project on

*Study of patient's satisfaction based on TPA services at Max Hospital,
Gurgaon*

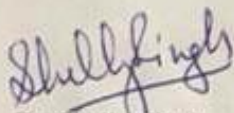
From 12 May 2021 to 4 July 2021

At

Max Hospital, Gurgaon

She comes across as a committed, sincere & diligent person who has a strong drive & Zeal for learning.

We wish her all the best for future endeavours.



Dr. Shelly Singh
Assistant Manager
Max Hospital, Gurgaon



Dr. Suchismita
Medical Superintendent
Max Hospital, Gurgaon



Date:-02 July 21

TO WHOMSOEVER IT MAY CONCERN

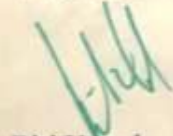
This is to certify that Ms. Saloni Walia has worked with Max Hospital, Gurgaon as Management Trainee – Medical Administration w.e.f 12-May-2021 to 04-July-2021.

She is well versed in her capacity as Management Trainee in Medical Administration.

During the period of her association with us, we found her to be a dedicated, loyal, sincere and hard working person.

We wish her all the best for the future.

Yours sincerely,



Riti Uppal
Unit Head-HR



ACKNOWLEDGEMENT

I would like to express my special thanks to all the professionals at **MAX HOSPITAL GURUGRAM, HARYANA** for giving me the golden opportunity to do my summer training at their esteemed organization. Also I would like to appreciate all for bigheartedly for their precious time, who lead me to do my best in my summer training project, it was great chance of learning and professional development. I pay my deep sense of thankfulness to **Mr. Sanjay Kumar Dhankhar** (Senior Executive) to embolden me to the highest peak and directed me with all support and patience.

I am very much thankful and express my genuine appreciativeness to respectful **Miss. Arpita Mukherjee** (Vice President Operations) who wholeheartedly acknowledged me for my summer training internship and obliged for the constant support and inspiration.

My regards go to my university mentor **Prof. Veena Nair** (Assistant Professor, IIHMR, Jaipur) for her relentless support and guidance.

I want to communicate my unfeeling gratitude to my folks for their ethical help, which consistently rouse me to perform best. Lastly credits go to every one of my partners who helped me in this study.

Sincerely

Saloni Walia

MBA- HM (2020 – 2022)

TABLE OF CONTENT

S.NO	CONTENTS	Page No.
1.	Acknowledgement	4
2.	Abbreviations	6
3.	Hospital profile	7
4.	TPA Study	22
5.	Data Analysis	32
6.	Recommendations	43
7.	Conclusion	44
8.	References	45
9.	Annexure	46

ACRONYMS/ABBREVIATIONS

MOS	Max operating system
HIS	Hospital information system
HRD	Human resource development
MRD	Medical record department
NABH	National accreditation board for hospital and healthcare providers
IPD	Inpatient department
OPD	Outpatient department
OT	Operation theatre
TAT	Turnaround Time
TPA	Third Party Administrator
MIS	Management Information System
SCD	Supply chain department
IRDA	Insurance regulatory development authority
HIS	Health insurance sector
CH	Cashless hospitalization
IC	Insurance company
HP	Health providers
PH	Policy holders
HIF	Health insurance form
UHID	Unique hospital identification number



MAX HOSPITAL, GURGAON, HARYANA



Max Hospital Gurgaon (A unit of ALPS hospital Ltd.)

Opposite huda city center metro station, B block sushant lok- 1, Gurgaon 122001, Phone- +91-124-6623-000

 www.maxhealthcare.in

INTRODUCTION

The 72+ Max Hospital Gurgaon, has treated over 5 Lakh Patients, applying its expertise across 35 specialized fields including the core departments like cardiac sciences also vast utility in the laparoscopic surgery and also in neurosciences field, orthopedics field and surgeries like aesthetics and reconstructive. It is a contemporary healthcare capability armed with 12 ICU beds, 5 PICUS, 5 NICUs, and 5 Cardiac Care beds making one of the best medical centers in North India.

Along with this the hospital also has an endoscopy department, radiology, and pathology diagnostics and other support units. Its consisting a team of 150 doctors and 155 nursing are focused solely on providing a world class best healthcare experience.

Max Hospital use state of the Art Technology, four high end modular Operation Theatres, and NABL accredited Max Lab and NABH accreditation.

Max hospital Gurgaon bids the advantage of unified medical care in a multi-disciplinary location. As a result, it has received multiple awards and industry accreditations.

Max healthcare institute limited is now one of the India's largest healthcare organizations as seen in this world. Max operate in total of 16 healthcare facilities of almost 3400 beds across over the states of Delhi, Haryana, Punjab, uttarakhand and Maharashtra.

Max Healthcare is indorsed and driven by Mr. Abhay Soi who is the unrivaled executive and overseeing overseer of max clinic. Additionally, the maximum clinic is being co-advanced by KKR who is notorious worldwide private value store offering all the help to the clinic.

- **MAX CHAIRMAN MESSAGE:**

“Every day we come to honor a higher purpose. To serve to excel”.



KEY FACTS ABOUT MAX HOSPITAL

1. 72 beds
2. 12 ICU beds
3. 5 PICU & 5 NICU
4. 5 Cardiac Care beds
5. 4 High – end modular Operation Theatres
6. 150 leading doctors
7. 155 nurses
8. NABL accredited Max Lab
9. NABH accredited
10. 35 Specialties

MAX INFRASTRUCTURE

- Max medical clinic, Gurgaon is of right around 100 beds with organized in the state of craftsmanship birthing that give office with singular held warmers many separate child cupboards different LCD screen, and furthermore fridge is been given. It is additionally committed with numerous LDR suites which is being represented considerable authority in dialysis unit adjusts with global guidelines.
- Hospital additionally gives the office of hemodialysis for patients with end stage kidney sickness/requiring substitution treatment. There are extremely extraordinary plans of MRI 1.5 Telsa, Fluoroscopy, Interventional Radiology Suite (Cath Lab) for giving direct help to Ophthalmoscopy for fundus and furthermore the high level heart life support ambulances and air clearing administration is additionally being given here at the max hospital.

FACILITIES GIVEN IN MAX HOSPITAL

- **COMFORT DURING STAY:**

Max focuses in providing the utmost facilities to their patients. By giving them all comforting and top most facilities like: TV in the waiting lounges and room, availability of free Wi-Fi, family accommodation, laundry, nursery/nanny services, dry cleaning area, religious facilities like small temple, also giving business center services to the patients and to their peer Also providing availability of parking area.

- **MONEY MATTERS:**

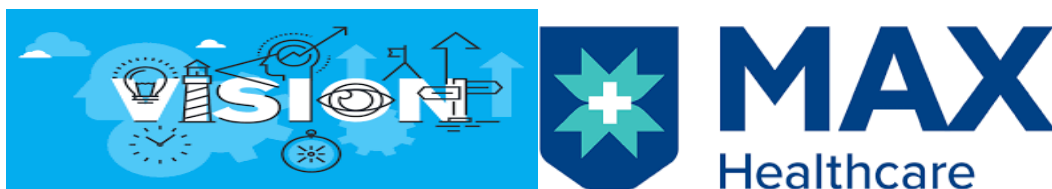
They give facilities like medical travel insurance, Foreign currency exchange and also ATM machines.

- **FOOD FACALITIES:**

Availability of restaurant and also International Cuisine

- **TRANSPORTATION FACILITIES:**

There are various Patients who comes to the hospital from abroad max provide the direct connectivity and facility for airport pickup, local transportation booking is available. On the other hand, max hospital also keeps their private driver's / Limousine services for the transport convenience of the patient's.



VISION

Max Healthcare convey the worldwide class medical care zeroing in on the complete help which are being given to the patients by producing a foundation which is in effect completely

dedicated to the predefined best expectations of giving greatness in quiet consideration, logical information, exploration and clinical schooling.



MISSION

Max hospital are having crystal clear missions in which they are working day and night. So that they don't dissapoint anyone.

The hospital missions are as follows:

To create exceptional standards of Medical & Service, to be principal choice for various physicians, to be above in all ethical practices and to generate international Centre of excellence for select super specialties.

STRATEGIES

Max hospital now being a brand name considered and suggested by various people all over the world. For maintaining this flow and name max hospital working on the various strategies which are as follows: To be partnership with Medial community, and also focusing immensely on no Franchising at all.

VALUES

SEVABHAV

CREDIBILITY

EXCELLENCE

MAX MEDICAL SERVICES



Max emergency clinic Gurgaon with more than 35 clinical strengths that offers the benefit of coordinated clinical consideration in a multidisciplinary setting given by a personnel of exceptionally qualified specialists.

Medical attendants and medical are experts. Additionally, they give the best for reaching expert administrations that are being progressed with extraordinary clinical innovation and making it a provincial center point for complex techniques like best medical procedures, muscular medical procedures, and fruitfulness therapies.

Max Hospital, Gurgaon is set up with the best medical services pioneers who are altogether having numerous honors and industry accreditations to its name for a list framework, cutting edge innovation, wellbeing and security standard.

❖ DEPARTMENTS OF MAX HOSPITAL

DEPARTMENT OF GENERAL & MINIMAL INVASIVE SURGERY.



The Department boasts of having surgeons who have well-honed Minimal access surgical skills perfected over decades devoted to surgical services. The spectrum of the services includes diagnostic as well as therapeutic laparoscopic procedures involving practically all abdominal organs.

Our niche areas of service include running successful and dedicated programs for weight management, care of hernia of all kinds, gall bladder stones and other biliary tract diseases, management of upper gastrointestinal problems and short stay surgeries.

Our surgical program is well supported by an efficient anesthesia team and well-equipped operation theatres. It has been able to substantially minimize the use of antibiotics and reduce the average length of stay in the hospital in elective surgery cases.

TREATMENT AVAILABLE FOR

- Gall Bladder & Biliary Tract Surgery.
- Comprehensive Hernia management programmed.
- Short stay & Day Care Surgery.
- Intestinal Surgeries.
- Laparoscopic Oncosurgery.
- Surgical Management of all kinds of Trauma.

DEPARTMENT OF JOINT REPLACEMENT & ORTHOPAEDICS

Department of Joint Replacement & Orthopedics has a unique approach towards the treatment of its patients. This ensures expertise and a much more focused approach in diagnosis and treatment. The Department has a comprehensive approach to treat ailments of knee, hip, shoulder, hand, foot and spine.



TREATMENT AVAILABLE

1. KNEE

- Complex Knee Fractures.
- Osteonecrosis of knee.
- Arthroscopic Fixation of Fratures.
- Alignment Surgeries of Knee.
- Anthroscopic Management of Ligament Injuries of knee.

2. HIP

- Osteoarthritis of the Hip.
- Osteonecrosis of the Hip.
- Alignment Surgeries of Hip.
- Ligament Injuries of Hip.
- Arthroscopic Hip Surgery.
- Fractures around Hip.

3. SHOULDER

- Arthroscopic (key hole) Shoulder Surgery for Dislocation and Muscle Rupture.

- Complex Shoulder Fracture
- Frozen Soulder.

4. COMPLEX TRAUMA

- All kinds of Accidental Emergencies.
- Multiple Complex Fractures.
- Integrated Trauma centre between specialities.

5. FOOT & ANKLE

- Ankle Sprain.
- Foot & Ankle Deformity.
- Diabetic Foot.
- Foot & Ankle Fractures.
- Bunion.

6. HAND

- Carpel Tunnel.
- Scaphoid Fracture.
- Wrist Fracture.
- Elbow Fracture.
- Wrist Arthroscopy.
- Elbow Arthroscopy.
- Tendon Injuries.
- Ligament Injuries.
- Fractures & Dislocation.

DEPARTMENT OF NEUROSCIENCES



The Department of Neurosciences believes in contribution of all the super speciality facility that are all types of neurological disorders. The experts here at the max hospital specialise in giving all kinds of treatment related to the brain tumours, spinal degenerative diseases, movement disorders, congenital anomalies of spine and brain.

Max hospital also execute in neurological procedures like brain & spine surgery, paediatric, brain tumor removal and also in disc replacement surgery.

TREATMENT AVAILABLE

- Cervical Spine Surgery.
- Lumbar Spine Surgery.
- Deep Brain Stimulation (DBS) Surgery.
- Back Pain.
- Soliosis.
- Disc Replacement.

TREATMENT AVAILABLE IN NEUROLOGY

- Epilepsy.
- Headaches.
- Acute Strokes.
- Neuromuscular Diseases.

TREATMENT FOR SPINE

- Back & Neck Pain.
- Spondylolisthesis.
- Scoliosis & Spinal Deformities.
- Spinal Infections.

DEPARTMENT OF UROLOGY & NEPHROLOGY

UROLOGY & ANDROLOGY



The Department has the latest state-of-the-art technology which includes all kinds of lasers to treat urinary and kidney stones and prostate diseases, special microscopes for Treatment of male infertility, latest implants for urinary leakage and erectile dysfunction to name a few.

TREATMENT AVAILABLE

- All Urinary Stones.
- Prostate Diseases.
- Urinary Infections.
- Infertility Cases.

DEPARTMENT OF OBSTETRICS AND GYNAECOLOGY



TREATMENT AVAILABLE

- Comprehensive Prenatal, Intranatal and Postnatal care.
- Care of High Risk Pregnancy.
- Painless Delivery.
- Recurrent Abortion Management.
- Reproduction Health Services.
- Infertility Management & IVF.
- Conventional Gynaecological Surgery.
- Laparoscopic Hysterectomy.
- Treatment of Menopausal and Uro – Gynaecological Surgeries.
- Gynaecological Cancer Screening & Management.



DEPARTMENT OF INTERNAL MEDICINE

The Department of Internal Medicine here at the max hospital deals with the prevention, diagnosis, and treatment of adult diseases. Also in the internists who all are being skilled in managing those patients who are all suffering from undifferentiated disease.

TREATMENT AVAILABLE

- Autoimmune Diseases.
- Seasonal Fever.
- Common Cold.
- Stomach Ache.
- Diarrhea.

DEPARTMENT OF IVF



Department of IVF (In-Vitro-Fertilization) treats infertility in men and women . As both are equivalent to suffering from infertility because of increased work stress, hectic and fast stepped urban lifestyle also causes from the environmental toxins and delaying marriageable age that increase the chances of infertility.

Max Hospital, Gurgaon is committed to provide great treatment in infertility and assisted reproduction.

SERVICES AVAILABLE

- Blastoyst Transfer.
- Optical spindle.
- Surgical sperm retrieval.

STATE – OF – THE –ART DIAGNOSTIC INFRASTRUCTURE

1. Cath Lab – Angiography, Angioplasty.
2. TMT.
3. Holter.
4. ECHO.
5. Stress Echo.
6. Dobutamine Stress Echo.
7. PFT.
8. Carotid Doppler.
9. ECG.
10. NCV,EMG,EEG.
11. X-Ray & C- arm.
12. Mammography.
13. Bone densitometry.
14. 3D & 4D Ultrasound.
15. Laboratory & Radiology Services.
16. Audiometry.
17. Spirometry.
18. Urodynamicys study.



ALLIED SPECIALITIES

- | | |
|--|---------------|
| 1. Anesthesiology. | 10. Podiatry. |
| 2. Acute & Chronic Pain Management services. | |
| 3. Audiology & Speech Therapy. | |
| 4. Clinical Psychology. | |
| 5. Dental Sciences. | |
| 6. Dermatology & Venereology. | |
| 7. Emergency Medicine. | |
| 8. Foetal Medicine. | |
| 9. Vascular Surgery. | |



MAX @ Home **MAX** Healthcare

There are times when complete recovery requires care even after discharge from the hospital. Max@Home, envisions in bringing the various medical expertise and trying hard in giving hospital-quality healthcare in the ease of patient's homes. Max@Home working with a special drive to help people lead a life with Independence and dignity by delivering the services with great compassion, excellence and reliability.

Max@Homes helping their patients in recovering faster and prime a relaxed life, the service incorporates all aspects of health – diagnostic, curative, preventive, rehabilitative and palliative.

- | | |
|-----------------------|------------------------------------|
| 1. Physiotherapy. | 6. Nursing and Patient assistance. |
| 2. Medicine Delivery. | 7. Sample Collection. |
| 3. X-ray at Home | 8. Doctor Visit. |
| 4. Medical Equipment. | 9. Nursing Procedures. |
| 5. Critical Care. | |

***To Book Services at your home call on**

8744888888.



MAX LAB

Max Lab is presently being vanguard in the field of indicative innovation, overhauling crisis and basic tertiary consideration that requiring them of in excess of 7 Super Speciality clinics and different numerous essential consideration medical services suppliers and Doctors.

Max Lab is currently being capable of more than 70,00,000 examples tried each year, these research facility furnishes patients with complex in deciphering strange outcomes.

Max Lab are being furnished with completely computerized condition of the workmanship. Max Lab presently makes a stride nearer to their clients straightforwardly in adjusting them through master lab administrations and assortment focuses situated at an advantageous separation from their area.

- Firstly, around 10 Labs are been structured and managed here at Max Hospital.
- Secondly, there are over 550 highly trained staff.
- Thirdly, there are more than 80 doctors trained in various sub-specialties.
- Fourthly, the average of over 20,000 samples tested every day here at the labs.

***For Free sample collection or franchise enquiry, give a missed call on 9711030330.**

**Study of Patient's Satisfaction based on the TPA services at Max Hospital
Gurgaon, Haryana.**



THIRD PARTY ADMINISTRATOR (TPA)

INTRODUCTION:

“In case of a situation for an emergency hospitalization of any dear one. Then I must tell you it is a hard and unavoidable factor of anyone life. At the time of accidental happenings or mishaps that need immediate hospital care, then people rush for medical aid. Those people who haven an insurance policy can breathe a bit but those who don’t can face a financial crisis. In these cases, there are many different types insurance companies to buy a health insurance cover”.

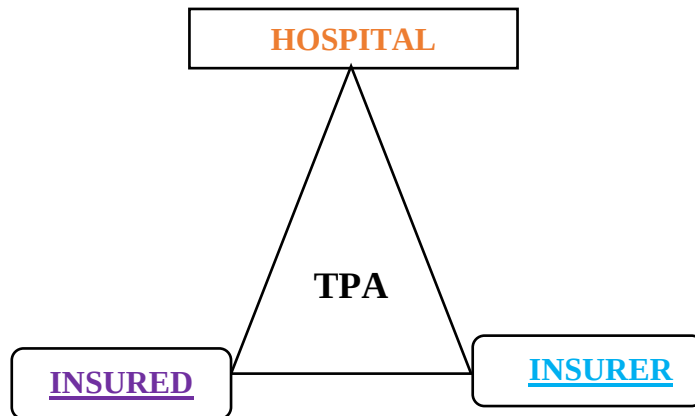
However here at the Max Hospital they have TPA for example Outside Administrator office whose work is in fixing all kind of issues identified with the health care coverage claims. So that when any safeguarded patient is concerned to the medical clinic an insinuation of the equivalent is being given to the TPA.

TPA (Third Party Administrator) is an agency that holds the power of license from **Insurance Regulatory Development Authority (IRDA)** for processing claim in various corporate and retail policies in addition to this they are also providing cashless facilities which are now standing as an outstanding entity of an **Insurance Company (IC)**.

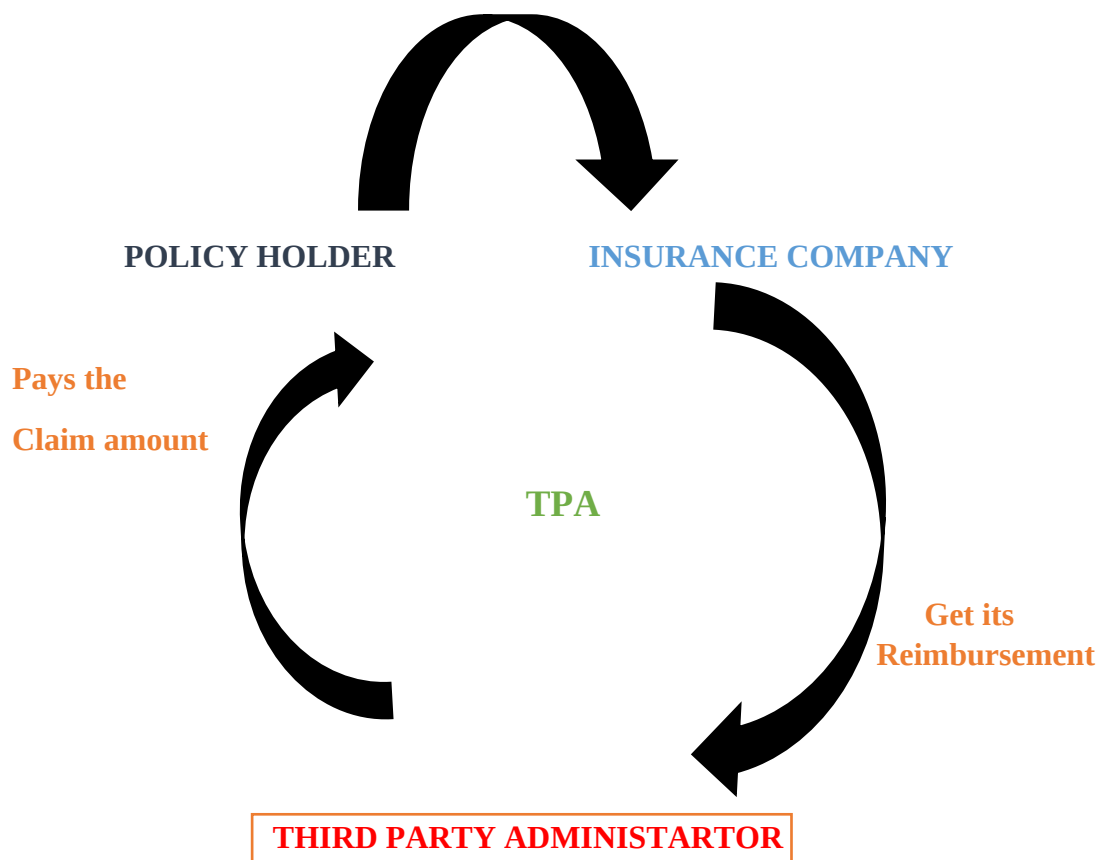
TPA was introduced by **IRDA in 2001** through notification on TPA – Health Service Regulations. The very basic role is that this is functioning as an intermediary between insurer and insured.

While some of the TPA’s may operate as units of health insurance company. Health insurance companies being the special agencies set up by IRDA makes health care accessible for insured at the right time by handling the process of claim smoothly.

RELATIONSHIP MATRIX OF TPA:



OVERVIEW OF TPA



NEED OF TPA:

TPA action as a mediator in between the insurance company & insured to smoothen the entire process of health insurance claim settlement.

Having a special agency (TPA) licensed by the **IRDA** helps health insurance industry and the policy holders in various ways.

- Following are the reasons for which TPA's need arise here at the Max Hospital:
 1. TPA (Third Party Administrator) deliver the services more effectively & efficiently.
 2. Helps in increasing the knowledge about health care services of the patients.
 3. Adhering the **TAT (TURN AROUND TIME)** for settlement of cashless and reimbursement.
 4. Due diligence and standardized procedures.
 5. Improved Health Insurance penetration.
 6. Minimizes expenditure as TPA charges no cost for the services.
 7. Helps in the proper management and investigation of the cases.

SERVICES PROVIDED BY TPA:

1. The absolute first assistance of the TPA is to give the ID Card with remarkable Id number after this they give guaranteed a manual on guarantee measure in which a rundown of arranged clinics is being referenced.
2. The second assistance that is being given by the TPA that is demand for approval structure that should be filled by an guaranteed patient for their rearrangement treatment. The structure should have the Doctor name, Registration number and Telephone number. In the event that regardless the clinical official at the TPA needs any explanation, at that point he/she can contact further with the counselling specialist
3. The third help that is being given by the TPA is to handle the cases for both credit only and repayment.
 - The measure for the credit only case with the assistance of TPA resembles that it begins at whatever point the guaranteed needs to conceded with an organization clinic then the protected stroll in with the gave character card or strategy number. After this the clinic sends preauthorization.
 - In the event that by any possibility any case comes up in which guarantee is genuine then TPA issues the letter to the approving clinic for continuing the greatest furthest reaches of cover.

4. **24 Hour customer support service:**

The TPA helps through their 24 Hours Call focus that gives data in regards to strategy holder information, supplier organization, guarantee status, benefits accessible with existing card holder and so forth This load of subtleties is outfitted on demand.

5. **Helpline Facility:**

The policy holder can know the status of claim also via the toll free no. 18002585956.

6. **Ambulance Service:**

TPA also successful in arranging for the services like- Ambulance and various other wellbeing programs.

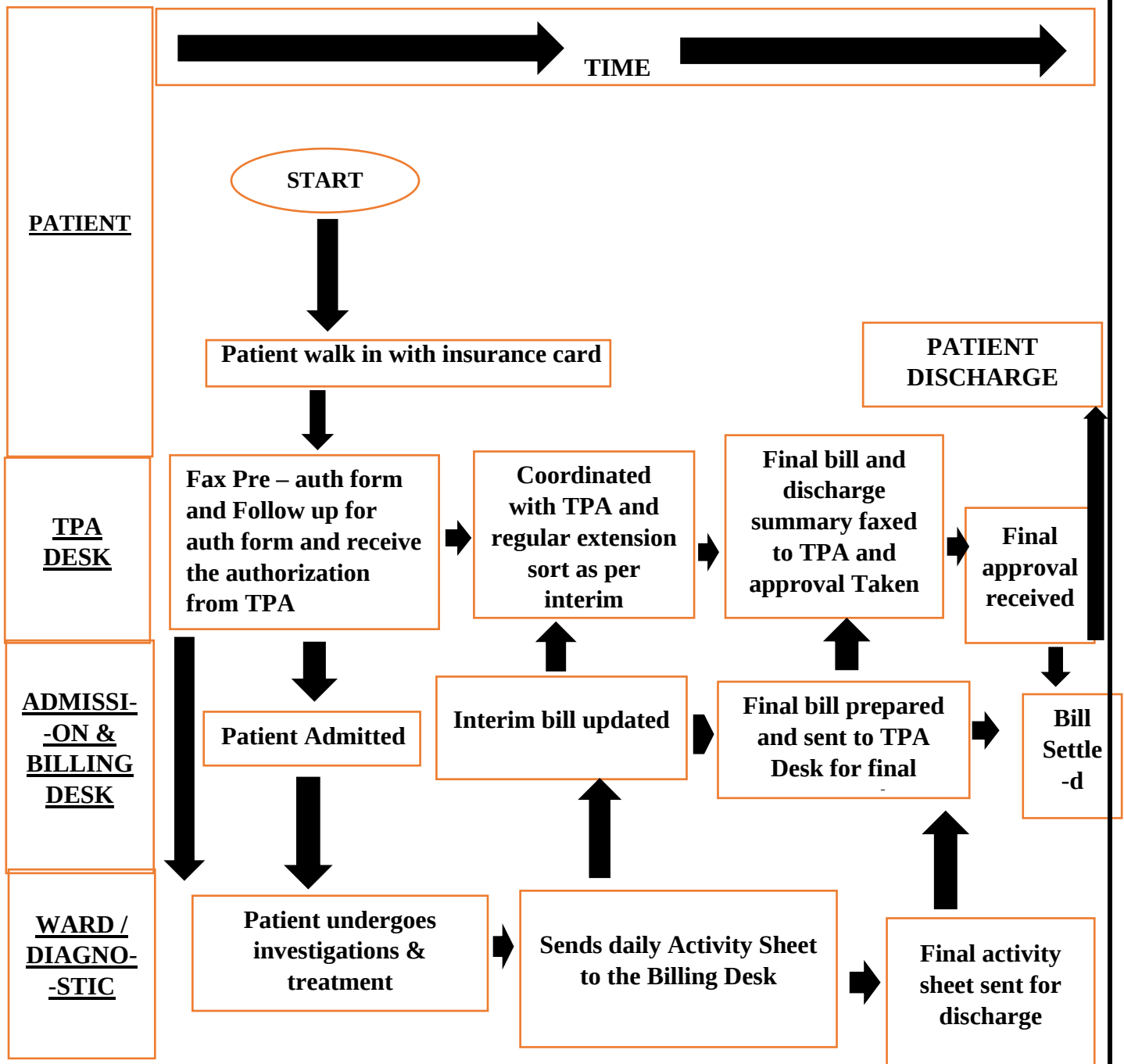
TPA DIFFERENT FROM HEALTH INSURANCE COMPANY

TPA is intermediary who facilitates the health insurance claim settlement. However, the decision of rejecting or accepting the claim will be taken by the provider of Health insurance solutions that is the health insurance company.

TPA PROCESS FLOW AT MAX HOSPITAL

PROCESS NAME: TPA PROCESS

PROCESS OWNER: MANAGER FRONT OFFICE



TPA PROCESS STEPS EXPLAINED AS FOLLOWS

1. Firstly, the Patient's walk in to the Hospital with an Insurance Card.
2. Then secondly, as soon he/she walks straight up to the TPA Desk and then take the Fax Pre authorization form and Follow up for authorization form and receive the authorization from TPA.
3. Thirdly, by completion of the authorization from the TPA Desk then the approved verification done at the Admission & Billing Desk and then afterwards the Patient's gets admitted.
4. As soon as the patient's get admitted then he/she undergoes various investigations & treatment.
5. Then after all the diagnostics the Daily Activity Sheet to the Billing Desk.
6. Then Final Activity Sheet sent for discharge.
7. Interim bill gets updated by this time period.
8. Billing Desk coordinates with TPA regular extension sort as per interim or in case of change in line of treatment being done.
9. Then final bill and discharge summary faxed to TPA and approval taken.
10. Then after the approval comes the final bill is being prepared and sent to TPA Desk for the very final approval.
11. By this time the Bill settled.
12. Final Approval is being received to the TPA.
13. And at last the Patient get Discharge.

LIST OF TPA ASSOCIATED WITH MAX HOSPITAL

Here at Max Hospital in total there are list of 43 TPA which are immensely associated. Here are some of the names:



1. Aditya Birla Health Insurance Company Ltd.
2. Alankit Healthcare TPA Limited.
3. Apollo Munich health insurance Co.Ltd.
4. Bajaj Allianz General Insurance Company Ltd.
5. Chola Mandalam MS General Insurance Co. Ltd.
6. East West Assist Private Limited.
7. Ericson TPA Healthcare Pvt. Ltd.
8. Family Health Plan (TPA) Ltd.
9. Future Generali India Insurance Co. Ltd.
10. Genins India TPA Limited.
11. Good Health TPA Services Ltd.
12. Hdfc Ergo General Insurance Co. Ltd
13. Health India TPA Services Pvt. Ltd.
14. Heritage Health TPA Pvt. Ltd.
15. Icici Lombard General Insurance Co. Ltd.
16. Icici Prudential Life Insurance Co. Ltd.
17. Iffco Tokio General Insurance Co. Ltd.
18. MAGMA HDI GENERAL INSURANCE COMPANY LIMITED
19. Manipal Cigna Health Insurance co Ltd.
20. Max Bupa Health Insurance Company Ltd.
21. Md India Healthcare Services (TPA) Pvt. Ltd.
22. Medi Assist India TPA Pvt. Ltd.
23. Medsave Healthcare TPA Ltd.
24. Paramount Health Services (TPA) Pvt. Ltd.
25. Park Mediclaim TPA Pvt. Ltd.
26. Raksha TPA Pvt. Ltd.
27. Reliance General Insurance Co. Ltd.
28. Religare Health Insurance Co. Ltd.
29. Safeway TPA Services Pvt. Ltd.
30. Star Health & Allied Insurance Co. Ltd.
31. Tata Aig General Insurance Company.
32. United Healthcare Parekh TPA Pvt. Ltd.
33. Universal Sompo General Insurance Co. Ltd.
34. Vidal Health TPA Pvt. Ltd.
35. Vipul Medicorp TPA Pvt.Ltd.

AIM

STUDY ON PATIENTS SATISFACTION ON TPA PATIENTS.

INTRODUCTION:

TPA is an organisation/agency that works in processing the insurance claims. TPA is used by the companies to manage its claim, processing, membership functions, provider network and utilization review. They are hired by the insurance companies to govern services that includes premium collection, enrolment, claim administration and also various other administrative activities.

OBJECTIVE OF THE STUDY:

- To contemplate the job of Third Party Administrator on quiet fulfilment as persistent fulfilment has arisen as an inexorably significant wellbeing result.
- To have a reasonable knowledge regarding what all convections should be done at the TPA Desk when a safeguard patient needs to get conceded.

METHODOLOGY

AREA OF STUDY: MAX HOSPITAL, GURGAON, HARYANA.

DESIGN: Non Interventional, Descriptive study is made by using survey.

SAMPLE SIZE: 124 TPA Patients.

STUDY AREA: All insured patients.

MODE OF DATA COLLECTION: Primary data is collected from Hospital Information system by conducting the survey using questioner. Survey was conducted using Google Form and analysis of the collected data is done.

DATA ANALYSIS: Descriptive statistical analysis is done with aid of Pie & Column charts.

INCLUSION CRITERIA: All insured patients are included.

EXCLUSION CRITERIA: Day Care patients was excluded.

SOURCES OF DATA

Primary Data Source: Questionnaire filled up by the insured patients/TPA patients.

Tools Used: Google Form & MS Excel.

- For the study, the Patient Satisfaction based on TPA services **google form** were send to all TPA patients on their Contact number. The Patients were called and asked to fill the google form online.
- Google Form which had been sent to the patients was containing of all together 11 questions, and all the questions based on the TPA services provided at max hospital.

Secondary Data Source:

- Secondary data was collected from the Hospital Information System and from Hospital records.
- Work manual of departments. Registered record of particular department.
- Observed Patients records, brochures, Pamphlets, Magazines & counselling form. Observation was made on then data collected.

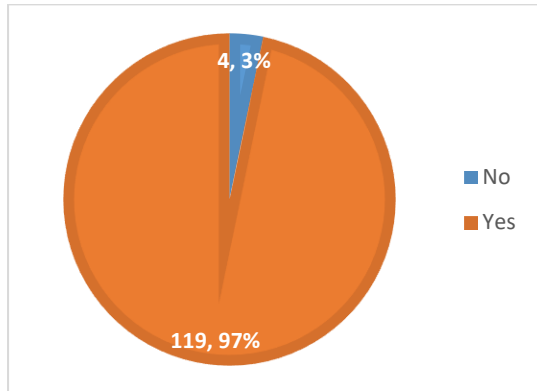
DATA ANALYSIS

Q1. DO YOU THINK TPA SERVICES IS PLAYING AN IMPORTANT ROLE HERE IN MAX HOSPITAL?

DATA TABLE

RESPONSES	Q.1 Do you think TPA services is playing an important role here in Max Hospital?
No	4
Yes	119
Grand Total	123

GRAPHICAL REPRESENTATION



INTERPRETATION

The TPA Services here at the Max Hospital have been rated highly effective with the short survey done. The beneficiaries were found to be highly satisfied based upon their responses, with the overall experience of the TPA services at Max.

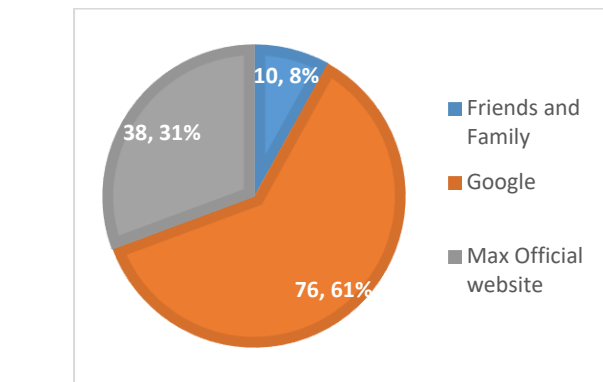
The survey was conducted within a closed group of 124 people who had availed the services for their treatment in the current year (FY2021) and received over a 99% response rate.

Q2. FROM WHERE DID YOU GET TO KNOW ABOUT THE VARIOUS TPA SERVICES WHICH ARE OFFERED AT THE MAX HOSPITAL?

DATA TABLE

RESPONSES	Q.2 From where did you get to know about the various TPA services which are offered at the Max Hospital ?
Friends and Family	10
Google	76
Max Official website	38
Grand Total	124

GRAPHICAL REPRESENTATION



INTERPRETATION:

Among the various sources for TPA information to patients and their families, web search stands out to be the most effective one out of the lot.

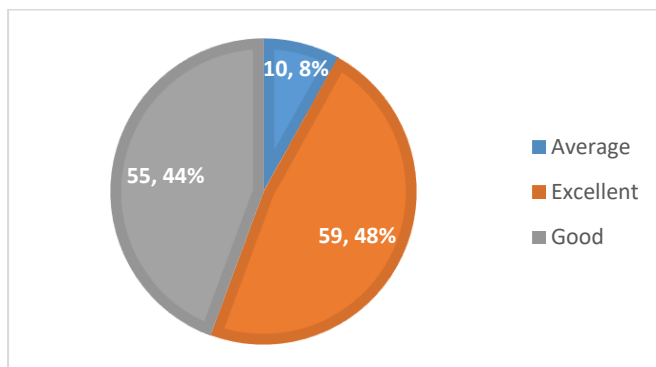
The survey indicates that over 3/4th population who availed TPA services in the year 2021, found the information through google – web search portal. Also, peer recommendation and official Max website were other prominent sources of information utilised by beneficiaries for gaining the information on the TPA services.

Q3. IN YOUR OPINION HOW WELL THE TPA SERVICES ARE BEING ORGANISED HERE AT THE MAX HOSPITAL?

DATA TABLE

RESPONSE S	Q.3 In your opinion how well the TPA Services are being organized here at the Max Hospital?
Average	10
Excellent	59
Good	55
Grand Total	124

GRAPHICAL REPRESENTATION



INTERPRETATION:

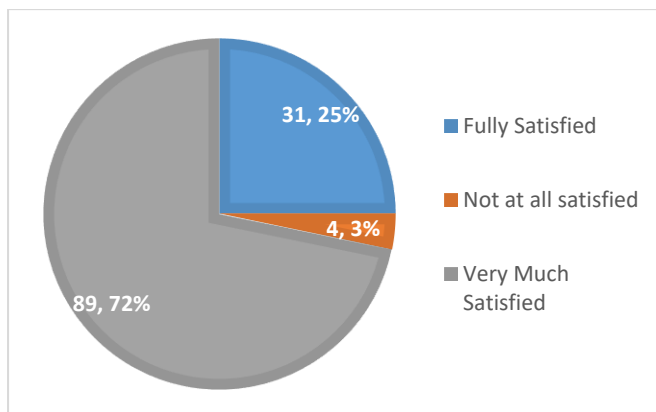
The survey indicates that approximately half the people found the TPA services to be excellent. A small group of people also indicate that the services were good and indicate room for improvement.

Q4. DID YOU FEEL SATISFIED BY BEING ASSISTANCE AT THE HELP OF TPA HERE AT THE MAX HOSPITAL?

DATA TABLE

RESPONSES	Count of Q,4 Did you feel satisfied by being assistance at the Help Desk of TPA here of the Max Hospital?
Fully Satisfied	31
Not at all satisfied	
Very Much Satisfied	89
Grand Total	124

GRAPHICAL REPRESENTATION



INTERPRETATION

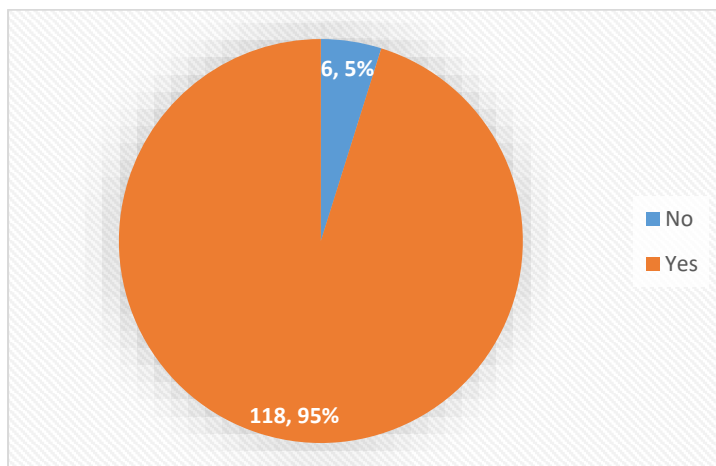
The survey indicates the level of satisfaction by help desk services of the TPA to the beneficiaries. A high percentage of people find it on the highest level of satisfaction, but also about 3% of people found the help desk services to be insufficient for them to help.

Q5. ARE ALL THE TESTS PRESCRIBED BY THE DOCTOR AT A HOSPITAL REIMBURSED UNDER YOUR TPA PLAN HERE AT THE MAX HOSPITAL?

DATA TABLE

RESPONSES	Q.5 Are all the tests prescribed by the doctors at a hospital reimbursed under your TPA plan here at the Max Hospital?
No	6
Yes	118
Grand Total	124

GRAPHICAL REPRESENTATION



INTERPRETATION

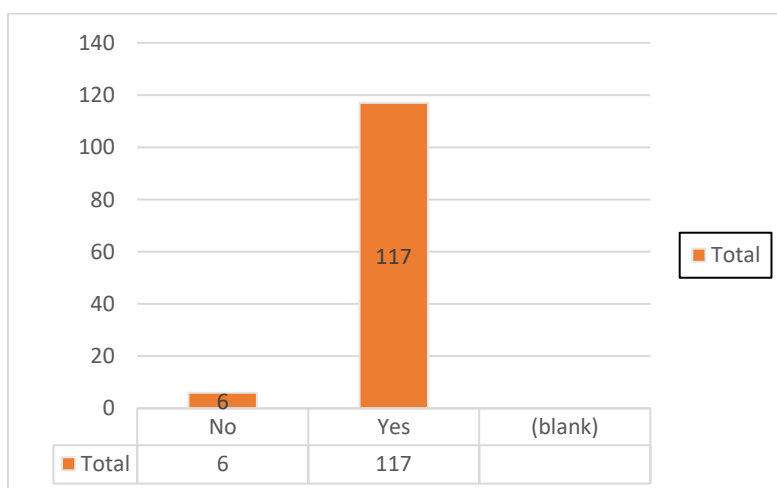
The survey indicates that a high percentage of people found that the recommended tests by the consulting doctors, were covered under the TPA plan. There is a small deviation of 5% where the recommended tests did not meet the criteria of the TPA plan and were not covered under it.

Q6. DID YOU FEEL SATISFIED GETTING ADMITTED UNDER THE TPA SERVICES HERE AT MAX HOSPITAL?

DATA TABLE

RESPONSES	Q.6 Did you feel satisfied getting admitted under the TPA services here at the Max Hospital?
No	6
Yes	117
Grand Total	123

GRAPHICAL REPRESENTATION



INTERPRETATION

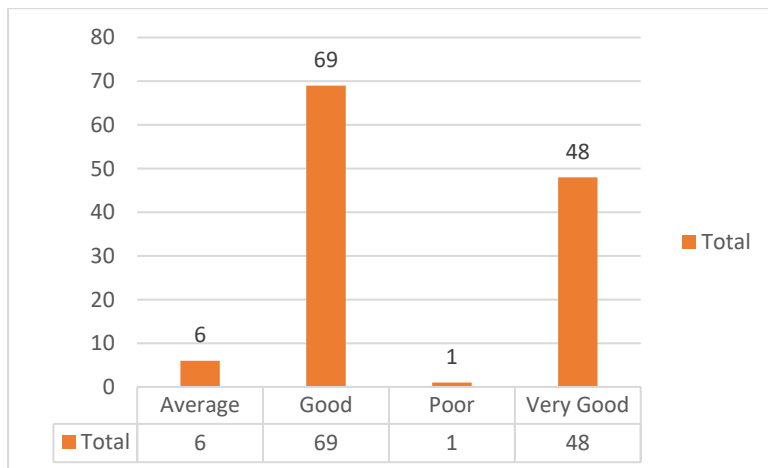
The survey indicates people were highly satisfied in getting themselves admitted at the MAX under their TPA services. Almost 95% voted to be highly satisfied with getting themselves admitted under the TPA services here at MAX.

Q7. WHAT WAS YOUR RESPONSE DURING CLAIM INTIMATION PROVIDED TO YOU UNDER TPA SERVICES HERE AT THE MAX HOSPITAL?

DATA TABLE

Row Labels	Count of Q.7 What was your response during claim intimation provided to you under TPA services here at the Max Hospital?
Average	6
Good	69
Poor	1
Very Good	48
Grand Total	124

GRAPHICAL REPRESENTATION



INTERPRETATION

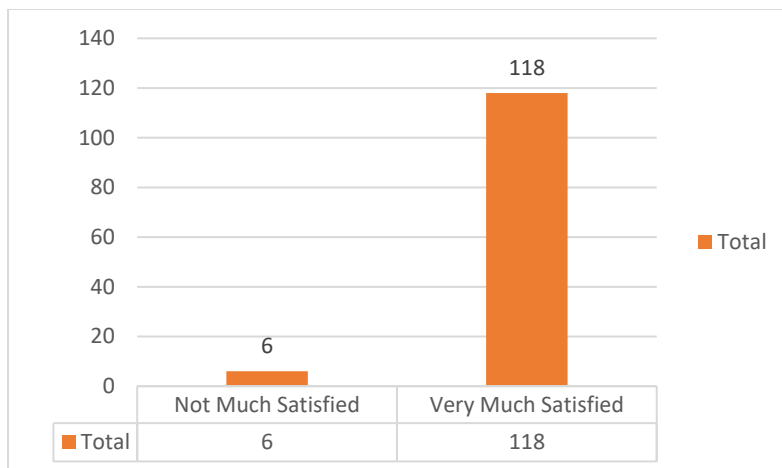
The survey indicates that the responses during the individual's claim intimation were highly proactive and satisfactory. Collectively, 95% people voted for the response to be on a scale of good and very good, whereas a small percentage of people showed dissatisfaction by voting towards a poor response or an average response.

Q8. DID YOU GET SATISFIED BY THE TIME OF RECEPTION OF APPROVAL UNDER ALL TPA SERVICES PROVIDED HERE AT MAX HOSPITAL?

DATA TABLE

RESPONSES	Q.8 Did you get satisfied by the time of reception of approval under all TPA services provided here at the Max Hospital
Not Much Satisfied	6
Very Much Satisfied	118
Grand Total	124

GRAPHICAL REPRESENTATION



INTERPRETATION

The survey indicates highly satisfactory experience in terms of reception of approval under all TPA services provided at Max.

Over 95% beneficiaries were satisfied by the turnaround time (TAT) over the approval under TPA services.

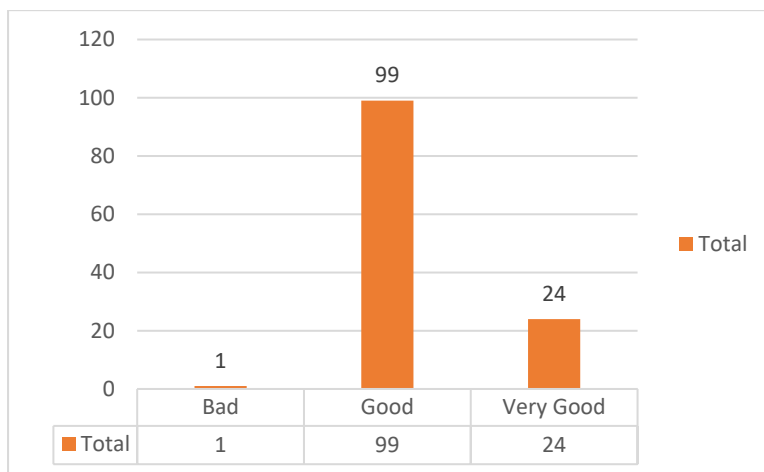
A small distress showed by a count of 6 among the 124 count of survey group.

Q9. HOW WAS THE STAFF MEMBER'S ATTITUDE AND WAS THEY WERE HELPFUL IN ANSWERING TO ALL QUESTIONS REGARDING TPA SERVICES HERE AT MAX HOSPITAL?

DATA TABLE

RESPONSES	Q.9 How was the staff member's attitude and was they were helpful in answering to all your questions regarding TPA Services here at the Max Hospital?
Bad	1
Good	99
Very Good	24
Grand Total	124

GRAPHICAL REPRSENTATION



INTERPRETATION

The survey indicates the staff member's attitude was good and above in almost 99% cases.

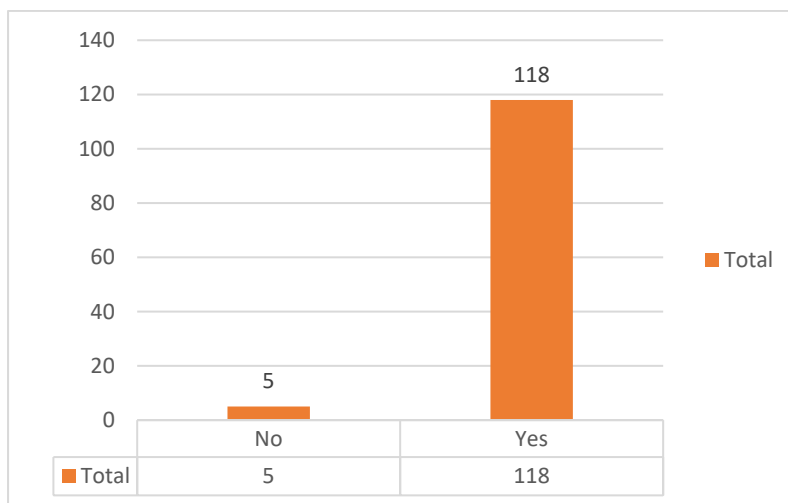
About 20% people voted above the scale of good and just shy of 80% voted for good and acceptable attitude.

Q10. DID YOU FEEL SATISFIED BY THE TPA SERVICES PROVIDED AT THE DISCHARGE TIME?

DATA TABLE

RESPONSES	Q.10 Did you feel satisfied by the TPA services provided at the discharge time?
No	5
Yes	118
Grand Total	123

GRAPHICAL REPRESENTATION



INTERPRETATION

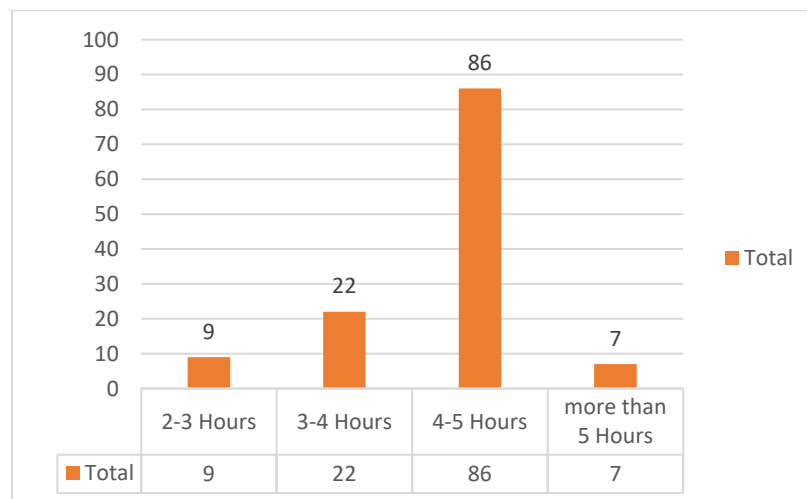
The survey indicates that almost 95% beneficiaries were satisfied by the TPA services provider at the time of discharge. A small percentage of 5% had their experience otherwise and showed dissatisfaction.

Q11. HOW MUCH WAS THE TAT (TURN AROUND TIME) FOR CASHLESS CLAIM OF THE PATIENTS?

DATA TABLE

RESPONSES	Q.11 How much was the TAT (TURN AROUND TIME) for cashless claim of the patients?
2-3 Hours	9
3-4 Hours	22
4-5 Hours	86
more than 5 Hours	7
Grand Total	124

GRAPHICAL REPRESENTATION



INTERPRETATION

The survey indicates that the Turnaround time (TAT) for the TPA claims was well under 5 hours for 95% of the cases.

About 5% of the cases received claim approval within the first 3 hours, whereas over 15% received it within the first four hours. At the fourth and fifth hour, we see maximum claim approvals for almost 75% beneficiaries. In a few handful of the cases, the TAT was over 5 hours, which comprise almost 5% of the total case.

RECOMMENDATION

- From my study I observe that there is a much need to handle the TPA services at the hospital in a more utmost corporative, effectiveness and more professionalism way.
- As TPA are new in exchange so they are having likewise learning by their everyday experiences. On the other hand, in my opinion they must formulate specific rules and regulations so that they can provide great services and should take care in all the aspect of their client base services.
- TPA should keep the earnestness of the patient in mind and understand with the patient by granting them approval at the right time, so that no one suffers and his/her treatment is not deferred.
- I would likewise propose that maximum clinic needs to send the bill on time on the grounds that as noticed deferral in the bill dispatch measure is additionally making delays in getting the sum from the stressed/concerned position.
- There should be maintenance of the credit period so that the settlement time of bills should be reduced. All the bill should be finish processing within the credit period that is being mention in the agreement.

CONCLUSION

From the Project report it is being inferred that health care coverage is a system to fund the medical services needs of individuals. To deal with the issues emerging out of expanding medical care costs, the polished methodology with TPA. The center assistance of a TPA is to guarantee better administration to strategy holders. Their fundamental capacity is to go about an Intermediary between the Insurer and the Insured and they work with cashless assistance at the hour of hospitalization.

Presence of TPA benefit both the safeguarded and backup plan in the medical care industry.

While they guaranteed profits by all day, every day administration, the safety net provider is profited by decrease in organization cost.

- Faster and centered cases the board.
- Lower overhead expense and decreased expense of guarantee the board.
- Immediate admittance to profoundly prepared case oversees.
- Improved authority over claims results.
- Provision of credit only administration at much simplicity.
- Safeguarding of all client connections.
- Protection of brand notoriety.
- Control of potential cheats by the private medical services suppliers.

REFERENCES

1. https://en.m.wikipedia.org/wiki/Third-party_administrator
2. <https://www.ncbi.nlm.nih.gov/genbank/tpa>
3. <https://www.healthindiatpa.com/>
4. https://www.healthindiatpa.com/Hospital_Search.aspx
5. <https://www.adityabirlacapital.com/abc-of-money/what-is-a-tpa/amp>
6. <https://www.adityabirlacapital.com/abc-of-money/what-is-a-tpa/amp>
7. <https://www.policybazaar.com/health-insurance/general-info/articles/third-party-administrator-tpa-in-health-insurance/>
8. <https://www.acko.com/health-insurance/tpa-third-party-administrator/>
9. https://www.irdai.gov.in/ADMINCMS/cms/NormalData_Layout.aspx?page=PageNo3649&mid=9.5.7
10. <https://www.medindia.net/patients/insurance/list-of-tpas.asp>
11. <https://www.maxhealthcare.in/tpa-and-panel-information>
12. <https://www.irdai.gov.in/ADMINCMS/cms/Uploadedfiles/Regulations/Consolidated/IRDAI%20TPA%20consolidated%20Reg%20may%202020.pdf>
13. https://www.irdai.gov.in/ADMINCMS/cms/frmGeneral_Layout.aspx?page=PageNo25&flag=1
14. <https://www.bankbazaar.com/health-insurance/third-party-administrators.html>

ANNEXURE

A) TIME SCHEDULE

<u>S.NO</u>	<u>NAME OF THE DEPARTMENT</u>	<u>DATE(s) OF VIST</u>	<u>% OF TIME SPENT</u>	<u>INTERACTED WITH (NAME & DESIGNATION)</u>
1	Medical Administration	12 May – 5 June	47%	Dr. Shelly Singh Assistant Manager
2	OP Pharmacy	6 June – 15 June	17%	Mr. Gyan Chand Pharmacy Unit Head
3	Marketing	16 June- 4 July	36%	Mr. Mahender Singh Marketing Head

B) DATA COLLETION METHOD

VIA GOOGLE FORM(S)

List of questions:

Q1. DO YOU THINK TPA SERVICES IS PLAYING AN IMPORTANT ROLE HERE IN MAX HOSPITAL?

Q2. FROM WHERE DID YOU GET TO KNOW ABOUT THE VARIOUS TPA SERVICES WHICH ARE OFFERED AT THE MAX HOSPITAL?

Q3. IN YOUR OPINION HOW WELL THE TPA SERVICES ARE BEING ORGANISED HERE AT THE MAX HOSPITAL?

Q4. DID YOU FEEL SATISFIED BY ASSISTANCE AT THE HELP OF TPA HERE AT THE MAX HOSPITAL?

Q5. ARE ALL THE TESTS PRESCRIBED BY THE DOCTOR AT A HOSPITAL REIMBURSED UNDER YOUR TPA PLAN HERE AT THE MAX HOSPITAL?

Q6. DID YOU FEEL SATISFIED GETTING ADMITTED UNDER THE TPA SERVICES HERE AT MAX HOSPITAL?

Q7. WHAT WAS YOUR RESPONSE DURING CLAIM INTIMATION PROVIDED TO YOU UNDER TPA SERVICES HERE AT THE MAX HOSPITAL?

Q8. DID YOU GET SATISFIED BY THE TIME OF RECEPTION OF APPROVAL UNDER ALL TPA SERVICES PROVIDED HERE AT MAX HOSPITAL?

Q9. HOW WAS THE STAFF MEMBER'S ATTITUDE AND WAS THEY WERE HELPFUL IN ANSWERING TO ALL QUESTIONS REGARDING TPA SERVICES HERE AT MAX HOSPITAL?

Q10. DID YOU FEEL SATISFIED BY THE TPA SERVICES PROVIDED AT THE DISCHARGE TIME?

Q11. HOW MUCH WAS THE TAT (TURN AROUND TIME) FOR CASHLESS CLAIM OF THE PATIENTS?