

Federation of Health Providers
Questionnaire for Hospital administration

- 1) Name of the Hospital _____
- 2) Name of the owner / owners _____
- 3) Address of the Hospital _____

- 4) Telephones of Hospital _____
- 5) Mobile of Owner _____
- 6) Fax of Hospital _____
- 7) Website _____ Email _____
- 8) Year of establishment _____
- 9) Number of inpatient beds _____
- 10) Type of Hospital
 - a. Multi-specialty
 - b. Super-specialty
 - c. Single-specialty (Please Specify) _____
- 11) Do you have tie-ups with any Third Party Administrators (TPA) Yes No
If No any specific reasons you do not want TPA
 - a. _____
 - b. _____
 - c. _____

d. _____

12) Name the TPAs who have empanelled your hospital?

1. _____
2. _____
3. _____
4. _____
5. _____

13) Have you had difficulty in getting empanelled by any TPA? Yes No
If yes

14) Place write reasons given by TPA for refusing / delaying empanelment or
renewal of empanelment

Name of TPA	Reason for Refusal / delay
1.	
2.	
3.	
4.	
5.	

15) Did you have to pay charges towards being empanelled? Yes No
If Yes

16) How much and to which TPA was the amt. paid

Name of TPA	Amount paid
1.	
2.	
3.	
4.	
5.	

17) Are the MOU signed with different TPA similar Yes No
If no

18) Please catalogue the major differences you have noticed among the various

MOU if any

Name of TPA	Major differences
1.	
2.	
3.	

19) Are your rates / charges given to the TPA accepted by them? Yes No

20) Have packages been proposed by them? Yes No

Name the TPA who have proposed packages

- 1)
- 2)
- 3)

Do their packages amount to:

Good reimbursement Reasonable rates unacceptability low charges

21) Have you been asked to give any discounts on your bills? Yes No

If yes what and by which TPA?

- 1.
- 2.
- 3.

Have packages proposed by TPA been a precondition for empanelment by them

Please name the TPA who have made this a precondition

- 1.
- 2.
- 3.

22) Do you feel TPA are qualified to grade institutions Yes No

23) Do you have difficulty with getting as Authorization letter(A.L.) for your patients?

Never Occasional Frequently Always

24) What are the most common reasons for your difficulty in getting AL.. Please rate from

1-6 in block provided

- a) Non availability at the TPA end to receive phone call like line
always busy, extreme hold time, poor response
- b) Poorly trained operators receiving your phone concerned
- c) Information not available about concerned patient with the TPA
- d) Charges given by you are not acceptable citing they are
more than the contracted package
- e) Doctor at TPA end recommends alternate line of treatment
for patients
- f) Any other (spell out if any)

25) Have your requests for AL been refused Yes No

26) What are the common reasons for refusal of A L by TPA

1.

2.

3.

27) Are you generally happy with the TPA settlement of your claim? Yes No

28) What is the agreed schedule for claim settlement that your hospital has with the

TPAs you are dealing with?

Time Period	Name of TPA
Less than 1 week	
1 week to 1 month	
1 month to 2 months	
More than 2 months (Please specify)	

27) Do you feel The TPA are OK with your pattern of bill submission Yes No

If No

1. Do they ask for extreme / unnecessary bill details
2. Extreme documentation
3. C D 10 coding to be written by you

28) How much time on an average do the TPAs take to settle a claim with your hospitals?

Less than 1 week 1-2 weeks 2-4 weeks 1-2 months
 2-3 months 3-4 months More than 4 months

Name the 3 best TPA's who settle bill on time

- 1.
- 2.
- 3.

Name the poorest 3 TPA's who delay settlements

- 1.
- 2.
- 3.

29) Do the TPA generally reimburse at least 95% of the bill amount raised by you after A.L. has been issued? Yes No

30) Who pays the amount non reimbursed by the TPA

Patient Insurer No one

31) Do any TPA compel you not to charge any thing more than specified on A.L.

when it is on non packaged procedures? Yes No

32) What action has been threatened if any, by the TPA for such so called violation of asking the patient to pay you the surplus over the A.L. in a Non packaged procedure?

33) Does the MOU contain an interest payable clause on delayed payment / settlement of bills? Yes No

If Yes

34) What is interest promised by TPA

Interest specified in MOU	Name of TPA
10 %	
12%	
15%	
20%	

35) Have you ever received any interest on your delayed bill? Yes No

36) Are the reimbursement of your bills delayed even when the disputed amount are less than 20 % of the total bill ?

Never

Occasionally

Frequently

Always

37) Do you feel it is justified to tell the TPA to pay the undisputed part of a

bill if the disputed part is less than 10 – 15 % of the total claim made Yes No

38) Have you been suggested to pay a commission to get your bills reimbursed Yes No
If Yes

Who has suggested this Patient Middleman TPA

39) Does TPA interfere in treatment given to the patients

Never Occasionally Often Always

40) Which TPA are the most interfering in such situations as interference in treatments

- 1.
- 2.
- 3.

Do the TPA demand to see your indoor case papers Yes No

Do the TPA return the X ray, ECG MRI films of patients submitted by you

Occasionally Never Always

41) Because of TPA services the number of admission in my hospital has

increased by% remained unchanged decreased by %

42) Because of TPA, the expenses of staff and maintenance of hospital have

increased by remained unchanged decreased by

43) While the insured patients are admitted, how often have TPAs come and done

any of the following :

- I. arrange specialized consultation for a second opinion on treatment
- II. asking about the protocol followed for treatment
- III. audit and scrutinize the bill of the patients before processing the claims
- IV. enquiring about the room rent of the patient
- V. enquiring about the length of stay of the patient in the hospital
- VI. Any other (Please specify)

47) Are your patients generally happy with the advent of the TPA system?

Yes No

If No, what is their main grouse

- 1)
- 2)

48) Do the patients feel harassed by the actions of the TPA? Yes No

If so what are they

- 1.
- 2.
- 3.

Which are the best TPA as far as overall service / performance please name in order of merit the best being(1) and so on

- 1.
- 2.
- 3.
- 4.
- 5.

Which are the worst TPA as far as service / performance is concerned. Please name the worst as 1 and so on

- 1.
- 2.
- 3.
- 4.

Any other relevant information you wish to tell or suggestions you wish to make

- 1.
- 2.
- 3.
- 4.

49) Do you think there must be a more effective redresal mechanism like a Apex Body or

Grievance Cell consisting of representatives of

1. Insurance Company
2. TPA
3. AMC
4. AOH
5. Nursing Home Owner
6. Preferably one representative for IRDA

50) What powers do you think this body must have?

Preliminary Investigation recommendatory solutions

Final Orders