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Annexure – I

**MINIMUM ELIGIBILITY CRITERIA/QUALIFICATION FOR APPLICATION
TO BE ENGAGED AS THIRD PARTY ADMINISTRATOR (TPA) BY LIC**

1. The TPA applying for engagement of health services should hold a valid certificate of registration from the Authority as TPA, which has to be in force at the time of tendering and continue to hold the validity of the same without break, subsequent to award of tender also.

(Copy of the Registration duly attested to be enclosed).

2. The TPAs should have a minimum of 5 years' experience in health claims adjudication.
3. The TPAs should have tie up with a minimum of 1000 Network Hospitals in the Region applied for, except for East Region, where the minimum tie up requirement is 500 Network Hospitals.
4. The TPAs should have their own Web-site and a Toll-Free/Call-Center number along with a dedicated number to address the issues pertaining to senior citizens
5. The TPA should have in force SLAs for Health Services with at least 3 insurers where it is in business for 5yrs and with at least 4 insurers where it is in business for more than 5yrs, as on date of application.