

Health Insurance Status: An Electronic Survey and Analysis

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Abstract — According to Insurance Regulatory and Development Authority (IRDA) act 1999. Health insurance plays an important role in access to medical care and is the focus of extensive policy efforts. In this research paper we have attempted data analysis of Health Insurance of All community, We have designed Questionnaire, and conducted an electronic survey. The percentage of India's national budget allocated to the health sector remains one of the lowest in the world, and healthcare expenditures are largely out-of-pocket (OOP). Currently, efforts are being made to expand health insurance coverage as one means of addressing health disparity and reducing catastrophic health costs. Analysis of reasons for doing or not doing health insurance, presented here can help in identifying marketing needs, and some of the findings can be helpful in deciding policies in the social context. Our survey indicates that more than 69% percent of people in general and about the same percentage of students don't have health coverage. It is surprising that prominent reasons why people don't go for insurance are a combination of "CANT AFFORD", "DON'T NEED", "DON'T BELIEVE IN", and few instances of "BAD EXPERIENCE" with vendors. What is most surprising is that the educational institutions, who are the prime caretakers of the student community don't seem to be taking this aspect of student-health seriously at all. In addition to the objective of highlighting current scenario in health care insurance in the student community, an associative objective of demonstrating use of visual analytics (Simmi Aggarwal and Pooja Mankar, 2015) is achieved in this article. We have used Power BI - trial version in addition to using Google Forms in our methodology.

Keywords: Bayesian networks Diagram, Google form, Online Survey, Power BI trial version.

INTRODUCTION

Health insurance is necessary for all. Students mostly are dependent on parents. Hence they may not have insurance, unless taken care off by the government regulations or by parents out of family concern. Health insurance offer protection against high medical costs. Many HEALTH insurance providers offer cashless claim facility. In such an arrangement, you do not have to make any out-of-pocket payments. Awareness of Health insurance is a very important aspect if you ever wish to study abroad. Health Insurance provides "Convalescence Benefit" also known as recuperating or recovery benefit, insurers take care of the insured's recovery expenses under this head. The benefit is given to cover supplementary costs that may arise due to hospitalization, such as loss of income. The insurer pays a lump sum amount in case of prolonged hospitalization, ranging from 7 to 10 days, of the policyholder. The findings are reported in this article. Constraining the rapid escalation of health care costs while extending health insurance

coverage to all, the primary objectives of health care reform will require significant improvements in the performance of our system for health care. This performance imperative is

especially important because some of the factors behind rising health care expenditures, such as the aging of the population, are external to the healthcare system. The actual health insurance start from minimum Rs 5000 upto 1 Lakh. 1 Lakh Premium contain room rent and other expenses. Following Table (Fig: 3) Shows the Turnaround Time Prescribed by IRDA. For different policies:

Services	Maximum Turnaround Time
General	
Processing of proposal and Communication of decision including requirements/issue of policy/cancellations	15 Days
Obtaining copy of the proposal	30 Days
Post policy issue service requests concerning mistakes/refund of proposal deposit and also Non-Claim related services requests	10 Days
Life Insurance	
Surrender value/annuity/pension processing	10 Days
Maturity claim/Survival; benefit/penal interest not paid	15 Days
Raising claim requirements after lodging the Claim	15 Days
Depth claim settlement without Investigation requirement	30 Days
Death claim settlement/repudiation with Investigation requirement	6 Months
General Insurance	
Survey Report submission	30 Days
Insurer Seeking addendum report	15 Days
Settlement/Rejection of Claim after receiving first/addendum survey report	30 Days
Grievances	
Acknowledge a Grievance	3 Days
Resolve a Grievance	15 Days

Fig:3 Policyholder Servicing Turnaround Times Prescribed by IRDA

OBJECTIVES OF THE STUDY

1. To highlight current scenario of health care insurance in the student's community
2. To demonstrate use of visual analytics
3. To study the extent of health insurance coverage among the students community
4. To study demographic characteristics of students

RESEARCH METHODOLOGY

To study this scenario we conducted an online survey, using google forms. Pilot survey, using google forms [3] was conducted in Aug 2018, where 405 responses were received. Following Abbreviations are used in data visualizations created for extent of analysis:

Male: M Female: F
 Company: C Parent: P Yourself: Y
 Can't Afford: CA Don't Believe: DB No Need: NN
 Dissatisfied: DISS

ANALYSIS

Extent of Insurance coverage: We see that more than 69% are not insured, and a look into gender wise distribution shows that the proportions hold. It may be concluded from above facts that , marketing opportunities in medical

insurance still remain open. If large proportion of the target population is not insured then reasons must be examined. Extent of overall coverage of medical insurance is the first indicator of the situation. It is interesting to note the distribution as shown in Fig 1.

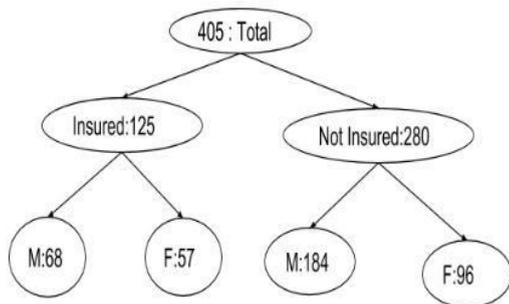


Fig 1: Insurance Coverage

When we look at the public as a whole, 30.9% people who have insurance & 69.1% they don't insured. There are total 62.2% Male whereas 37.8% female are in our record. 69.6% people have insurance for Themselves (Self) and 30.4% have Family type of insurance. According to Age group there are very high risks occurred between age group 18 to 40 so they insured more as compared to others. After 40 the risks are less & some of are independent so they don't insured or they don't renew their plan.

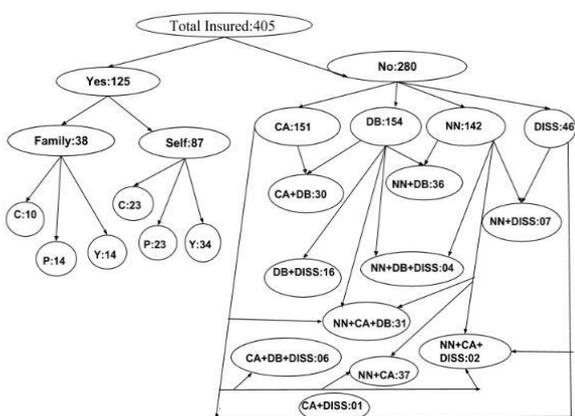


Fig 2: Distribution of respondents in Not Insured category

There are 280/405 people are not insured. There are 4 reasons for this, such as Can't Afford (CA), Don't Believe (DB), No Need (NN) and Dissatisfied (DISS). Some of the respondents choose both CA + DB. There are 154 people who said DB and 151 people who said CA the ratio is highest as compared to other. The market is open for the business opportunity seekers in the form of people who have said DB,CA and NN. The salesperson need to explain and convince. Those who have said can't afford, fall under

social responsibility category, to provide health coverage. Student are the responsibility of their school, colleges who are their gauradinas during their learning stage. Hence it is the responsibility to provide insurance facility to them, by including a subsidised cost in the total fee. And finally those who are saying dissatisfied with existing services, should help the companies need to identify and provide better services, through proper technology and quick convenient customer services. The findings are shown in Fig 1, Fig 2 in the form of Bayesian networks Diagram.

CONCLUSION

As per response (Fig:4) we got from all the stakeholders there are 405 people who filled up the survey form among them there are total 62.2% Male whereas 37.8% females. 69.6% people have insurance for Themselves (Self) and 30.4% have Family type of insurance. 30.9% people who have insurance & 69.1% they don't insured. The people who have not insured for the insurance have some kind of reasons and those are: Can't Afford (CA), Don't Believe (DB), No Need (NN) and Dissatisfied (DISS). Some of the respondents choose all of the above. Such as CA+DB+NN. Parent, Employees and Students are our biggest respondents as compared to others. According to their Age the age group 1 to 17 is youngest and they are dependent on their parents so some of them are insured. There are very high risks occurred between age group 18 to 40 so they insured more as compared to others. After 40 the risks are less & some of are independent so they don't insured or they don't renew their plan. Here is a sample BI-visualization report based on the data, created using Power BI trial version.

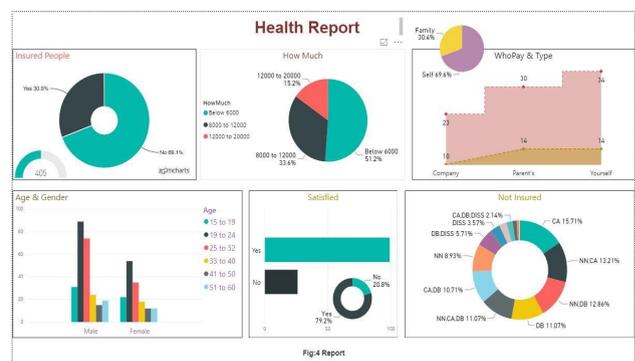


Fig 4 Report

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4.

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