

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2021)

Name of the Insurance Company : ICICI Lombard General Insurance Company Limited

a. TPA Name: Medi Assist Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

b. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government
Number of policies serviced	-	43	-
Number of lives serviced	-	1,81,723	-

c. Information with regards to the geographical area in which services are rendered by the TPA (States names-District names shall be provided) in respect of which public disclosures are made: Refer Annexure 1

d. Data of number of claims processed :

i. Outstanding number of claims at the beginning of the year: 819

ii. Number of claims received during the year: 43,085

iii. Number of claims paid during the year: 40,081 (96.20%)

iv. Number of Claims repudiated during the year: 1,581 (3.79%)

v. Number of claims outstanding at the end of the year: 2,242

* Out of 2,242 outstanding claims, 1,082 claims are outstanding due to document not received from customer/ documents not received from Hospital for cashless approved claims.

Considering the cashless cases as paid, Paid % would be 96.30%

e. Turn Around Time (TAT) for cashless Claims (in respect of number of claims)

S. NO	Description	Individual policies (in %)		Group policies (in %)	
		TAT for Pre-auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge
1	Within <1 hour	-	-	93.95	87.40
2	Within 1-2 hours	-	-	5.61	12.06
3	Within 2-6 hours	-	-	0.35	0.54
4	Within 6-12 hours	-	-	0.09	-
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	-	-
Total		-	-	100	100

*Percentage is calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals.

*** Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f .Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
within 1 months	-	-	41,980	99.94	-	-	41,980	99.94
Between 1- 3 Months	-	-	24	0.06	-	-	24	0.06
Between 3- 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	42,004	100	-	-	42,004	100

* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

S no	Description	Number of Grievances
1	Grievances Outstanding at beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place:

Date:

Bhargav Dasgupta

MD & CEO

ICICI LOMBARD GENERAL INSURANCE COMPANY LTD

Annexure :1

Head Office				
S.No	Location	Address	State	Contact
1	Bangalore	Tower D, 4th Floor, IBC Knowledge Park, 4/1 Bannerghatta Road, Bangalore – 560 029	Karnataka	1800 425 9449

Registered Office				
S.No	Location	Address	State	Contact
1	Bangalore	Tower D, 4th Floor, IBC Knowledge Park, 4/1 Bannerghatta Road, Bangalore – 560 029	Karnataka	1800 425 9449

Branch Offices				
S.No	Location	Address	State	Contact
1	Ahmedabad	#602 & 603, 6th floor, Rembrandt Building, Opp. Associated Petrol Pump, C G Road, Ellisbridge, Ahmedabad, Gujarat – 380 006	Gujarat	080-22069449
2	Bhubaneswar	656, 2nd Floor, Saheed Nagar, Bhubaneswar - 751 007	Odissa	
3	Chandigarh	S.C.O. 37, 02nd floor, sector 31 D, Chandigarh - 160 030	Chandigarh	080-22069449
4	Chennai	2nd Floor, RWD Atlantis Building, 24, Nelson Manickam Road, Opp. Shobhan Babu Statue, Aminjikarai, Chennai – 600 029	Tamilnadu	080-22069449
5	Cochin	4th Floor, Chicago Plaza, Rajaji Road, OFF M.G. Road, Cochin – 682 035	Kerala	080-22069449
6	Coimbatore	No: 55, ATT Colony, Behind RTO Office, Opp to Labour Office, Coimbatore – 641 018	Tamilnadu	080-22069449
7	Delhi	#8 B, TEJ Building , 2nd floor, Bahadur Shah Zafar Marg, Next to Times of India, Delhi – 110 002	Delhi	080-22069449

8	Goa	Central Tower, 4th Floor, 403, Near Saibaba Sansthan, Boca De Veca, Swami Vivekanand Road, Panjim – 403 001	Goa	
9	Guwahati	2nd Floor, Above SBI ATM, Kali Mandir Chowk, Hengarabari Road, Hengarabari, Guwahati, Assam – 781 036	Assam	080-22069449
10	Hubballi	Banningida Stop, Gokul road, Bellad Tower, 2nd Floor, Hubballi - 580 030	Karnataka	
11	Hyderabad	#6-3-1192/1/1, 3rd Block, 2nd Floor, White House, Kundanbagh, Begumpet, Hyderabad, Telengana – 500 026	Telengana	080-22069449
12	Jamshedpur	CEB Complex, Telco, Jamshedpur – 831 004	Jharkand	080-22069449
13	Kolkata	#25, Thapar House, 07th, 08th & 09th floor, Brabourne Road, Kolkata – 700 001	West Bengal	080-22069449
14	Lucknow	202, Second Floor, Sky Hi Chamber, 11/5, Park Road, Hazaratganj, Lucknow - 226 001	Uttar Pradesh	
15	Madurai	No.20/2, 1st Floor, Ponmeni Narayanan Street, Opp to Grace Public School, S.S.Colony, Madurai - 625016	Tamilnadu	080-22069449
16	Mangalore	D.NO-15-13-703/20, First Floor, Shivabagh Hotel Commercial Complex, Kankanady Post, Kadri, Mangalore - 575 002	Karnataka	
17	Mumbai	4th Floor, AARPEE Chambers, Shagbaug, Off Andheri-Kurla Road, Next To Times Square, Marol, Andheri East, Mumbai – 400 059	Maharastra	080-22069449
18	Patna	Flat # 270, 01st floor, Pataliputra colony, Patna - 800 013	Bihar	
19	Pune	1st Floor, C Wing, Manikchand ICON Building, Dhole Patil Road, Pune - 411 001	Maharastra	080-22069449
20	Raipur	HIG C-51, Shailendra Nagar, Raipur (Chhattisgarh) – 492 001	Chhattisgarh	080-22069449
21	Surat	Green Elina, #227, 02nd floor, Opp. Centre point, Anand mahal road, Adajan, Surat - 395 009	Gujarat	

22	Siliguri	2nd Floor, No. 96, Ashram, Nazrul Sarani, Siliguri - 734 001	Assam	
23	Thrissur	Thrissur Trade Centre, 2nd Floor, Kuruppam road, Thrissur - 680 001	Kerala	
24	Trivandrum	Saj Complex, TC 13/1263 (3), Kumarapuram, Medical College Post, Trivandrum - 695 011	Kerala	
25	Vadodara	306, Sidcup Tower, Beside Marble Arch, Race Course Circle, Vadodara - 390 007	Gujarat	080-22069449
26	Visakhapatnam	No.48-9-19/16, D -3, 4th Floor, Pavan Towers, Dwarakanagar 1st Lane, Visakhapatnam – 530 016	Andhra Pradesh	