

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA - Inhouse

Name of the TPA (If services rendered by TPA) - ICICI Lombard General Insurance Company Limited (Inhouse)

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	575,015	638,420	-
Number of lives serviced	1,071,201	9,557,556	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
https://www.icicilombard.com/support/contact-us	

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	50,438
ii.	Number of claims received during the year	558,887
iii.	Number of claims paid during the year (specify % also in brackets)	4,93,872 (87.28%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	71,967 (12.72%)
v.	Number of claims outstanding at the end of the year	43,486

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	60.22%	77.46%	75.23%	71.74%
2	Within 1-2 hours	28.20%	18.92%	15.73%	24.20%
3	Within 2-6 hours	10.94%	3.28%	7.69%	3.74%
4	Within 6-12 hours	0.49%	0.21%	0.78%	0.22%
5	Within 12-24 hours	0.15%	0.14%	0.57%	0.10%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
	Total	100.00%	100.00%	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	110,853	96%	445,566	99%	-	-	556,419	98%
Between 1-3 months	3,885	3%	4,795	1%	-	-	8,680	2%
Between 3 to 6 months	256	0%	317	0%	-	-	573	0%
More than 6 months	85	0%	82	0%	-	-	167	0%
Total	115,079	100%	450,760	100%	-	-	565,839	100%

Percentage shall be 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 the beginning of year	19
2	Grievances received during the year	789
3	Grievances resolved during the year	798
4	Grievances outstanding at the end of the year	10

Refer Health TPA Regulations, as amended from time to time

* Out of 43,486 outstanding claims at the end of the period, 16,351 claims are outstanding due to document not received from customer / cashless approved and awaiting documents from hospital & 19,392 claims of RSBY hold due to premium not received.

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Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - UnitedHealthcare Parekh Insurance TPA Pvt. Ltd

Validity of agreement with the TPA: from 12/04/2021 to 11/04/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	25	-
Number of lives serviced	-	70,768	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Maharashtra	Thane , Pune
West Bengal	Kolkata
Haryana	Gurgaon
Tamilnadu	Chennai
Telangana	Hyderabad
Karnataka	Bangalore

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1,120
ii.	Number of claims received during the year	18,290
iii.	Number of claims paid during the year (specify % also in brackets)	15,530 (90.45%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1,639 (9.55%)
v.	Number of claims outstanding at the end of the year	2,241

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	-	-	75.39%	72.49%
2	Within 1-2 hours	-	-	16.07%	17.09%
3	Within 2-6 hours	-	-	7.37%	8.96%
4	Within 6-12 hours	-	-	1.16%	1.47%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	16,339	95.17%	-	-	16,339	95.17%
Between 1-3 months	-	-	693	4.04%	-	-	693	4.04%
Between 3 to 6 months	-	-	119	0.69%	-	-	119	0.69%
More than 6 months	-	-	18	0.10%	-	-	18	0.10%
Total	-	-	17,169	100.00%	-	-	17,169	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

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FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Medi Assist Insurance TPA Pvt Ltd

Validity of agreement with the TPA: from 22/09/2019 to 21/09/2022

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	14,503	-
Number of lives serviced	-	456,916	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Karnataka	Bengaluru, Hubballi, Mangalore
Gujarat	Ahmedabad, Surat, Vadodara
Orissa	Bhubaneswar
Punjab	Chandigarh
Tamilnadu	Chennai, Coimbatore, Madurai, Thrissur, Trivandrum
Kerala	Cochin
Delhi	Delhi
Goa	Goa
Assam	Guwahati
Telangana	Hyderabad
Jharkhand	Jamshedpur
West Bengal	Kolkata, Siliguri
Uttar Pradesh	Lucknow
Maharashtra	Mumbai, Pune
Bihar	Patna
Chattisgarh	Raipur
Andhra Pradesh	Visakhapatnam

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	2,877
ii.	Number of claims received during the year	100,520
iii.	Number of claims paid during the year (specify % also in brackets)	92,304 (94.30%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	5,583 (5.70%)
v.	Number of claims outstanding at the end of the year	5,510

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	-	-	87.54%	78.66%
2	Within 1-2 hours	-	-	9.16%	16.02%
3	Within 2-6 hours	-	-	2.95%	4.89%
4	Within 6-12 hours	-	-	0.27%	0.31%
5	Within 12-24 hours	-	-	0.04%	0.09%
6	>24 hours	-	-	0.05%	0.04%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	95,323	97.38%	-	-	95,323	97.38%
Between 1-3 months	-	-	2,046	2.09%	-	-	2,046	2.09%
Between 3 to 6 months	-	-	406	0.41%	-	-	406	0.41%
More than 6 months	-	-	112	0.11%	-	-	112	0.11%
Total	-	-	97,887	100.00%	-	-	97,887	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Paramount Health Services & Insurance TPA Pvt. Ltd

Validity of agreement with the TPA: from 16/12/2020 to 15/12/2023

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	41,872	-
Number of lives serviced	-	308,891	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Maharashtra	Thane , Hingoli, Jalgaon, Nagpur, Nashik ,Pune
Karnataka	Bangalore
Tamil nadu	Chennai
Delhi	Delhi
West Bengal	Kolkata
Gujarat	Ahmedabad, Surat , Vadodara
Odisha	Bhubaneswar
Punjab	Chandigarh , Ludhiana
Kerala	Cochin
Assam	Guwahati
Telangana	Hyderabad
Madhya Pradesh	Indore
Rajasthan	Jaipur
Uttar Pradesh	Lucknow
Mizoram	Aizawl
Nagaland	Dimapur
Goa	Panaji
Bihar	Patna
Chhattisgarh	Raipur
Jharkhand	Ranchi

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1,289
ii.	Number of claims received during the year	17,589
iii.	Number of claims paid during the year (specify % also in brackets)	16,393 (90.84%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1,653 (9.16%)
v.	Number of claims outstanding at the end of the year	832

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	-	-	1.56%	2.15%
2	Within 1-2 hours	-	-	93.96%	92.12%
3	Within 2-6 hours	-	-	4.13%	5.56%
4	Within 6-12 hours	-	-	0.23%	0.09%
5	Within 12-24 hours	-	-	0.13%	0.09%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	16,279	90.21%	-	-	16,279	90.21%
Between 1-3 months	-	-	1,363	7.55%	-	-	1,363	7.55%
Between 3 to 6 months	-	-	342	1.90%	-	-	342	1.90%
More than 6 months	-	-	62	0.34%	-	-	62	0.34%
Total	-	-	18,046	100.00%	-	-	18,046	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Vidal Health Insurance TPA Pvt Ltd

Validity of agreement with the TPA: from 02/07/2021 to 01/07/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	32	-
Number of lives serviced	-	30,882	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Karnataka	Bangalore, Mangalore, Hubli
Kerala	Cochin
Tamilnadu	Chennai, Coimbatore
Telangana	Hyderabad
Maharashtra	Mumbai, Pune
West Bengal	Kolkata
New Delhi	New Delhi
Andhra Pradesh	Vishakhapatnam

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	129
ii.	Number of claims received during the year	2,163
iii.	Number of claims paid during the year (specify % also in brackets)	1,766 (91.08%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	173 (8.92%)
v.	Number of claims outstanding at the end of the year	353

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	-	-	91.30%	78.02%
2	Within 1-2 hours	-	-	5.59%	14.29%
3	Within 2-6 hours	-	-	3.11%	7.69%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	1,850	95.41%	-	-	1,850	95.41%
Between 1-3 months	-	-	79	4.07%	-	-	79	4.07%
Between 3 to 6 months	-	-	9	0.46%	-	-	9	0.46%
More than 6 months	-	-	1	0.05%	-	-	1	0.05%
Total	-	-	1,939	100.00%	-	-	1,939	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

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FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Vipul Medcorp Insurance TPA PVT Ltd

Validity of agreement with the TPA: from 29/06/2020 to 28/06/2023

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	29	-
Number of lives serviced	-	16,567	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Haryana	Gurugram, Chandigarh, Faridabad, Panipat
Delhi	Delhi
Punjab	Amritsar, Ludhiana
Uttarakhand	Dehradun
Madhya Pradesh	Indore
Rajasthan	Jaipur, Udaipur
Uttar Pradesh	Kanpur, Noida, Mathura, Lucknow
Karnataka	Bengaluru
Tamilnadu	Chennai
Telangana	Hyderabad
Kerala	Kochi
Assam	Guwahati
West Bengal	Kolkata
Bihar	Patna
Gujarat	Ahmedabad, Surat, Vadodara
Maharashtra	Mumbai, Pune

d. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year	93
ii. Number of claims received during the year	984
iii. Number of claims paid during the year (specify % also in brackets)	780 (83.96%)
iv. Number of claims repudiated during the year (specify % also in brackets)	149 (16.04%)
v. Number of claims outstanding at the end of the year	148

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	-	-	57.50%	53.72%
2	Within 1-2 hours	-	-	23.93%	27.70%
3	Within 2-6 hours	-	-	18.57%	18.58%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	765	82.35%	-	-	765	82.35%
Between 1-3 months	-	-	139	14.96%	-	-	139	14.96%
Between 3 to 6 months	-	-	20	2.15%	-	-	20	2.15%
More than 6 months	-	-	5	0.54%	-	-	5	0.54%
Total	-	-	929	100.00%	-	-	929	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

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Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Family Health Plan Insurance TPA Ltd

Validity of agreement with the TPA: from 29/03/2020 to 28/03/2023

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	19,128	2,350	-
Number of lives serviced	46,042	140,269	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Telangana	Hyderabad
Gujarat	Ahmedabad, Vadodara
Karnataka	Bangalore
Madhya Pradesh	Bhopal, Indore
Haryana and Punjab	Chandigarh, Gurugram
Tamil Nadu	Coimbatore , Coimbatore, Madurai
Rajasthan	Jaipur
Kerala	Kochi, Trivandrum
West Bengal	Kolkata
Uttar Pradesh	Lucknow
Maharashtra	Mumbai , Pune, Nagpur, Solapur
Odisha	Bhubaneswar
Andhra Pradesh	Krishna, Visakhapatnam
Assam	Guwahati
Goa	Goa
Nagaland	Dimapur
Punjab	Mohali
Jharkhand	Jamshedpur

d. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year	1,173
ii. Number of claims received during the year	10,667
iii. Number of claims paid during the year (specify % also in brackets)	8,187 (73.43%)
iv. Number of claims repudiated during the year (specify % also in brackets)	2,962 (26.57%)
v. Number of claims outstanding at the end of the year	691

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	60.96%	60.13%	66.73%	59.39%
2	Within 1-2 hours	21.99%	30.06%	20.33%	29.25%
3	Within 2-6 hours	11.81%	9.28%	8.92%	10.56%
4	Within 6-12 hours	0.77%	0.11%	0.79%	0.13%
5	Within 12-24 hours	1.39%	0.21%	0.91%	0.40%
6	>24 hours	3.09%	0.21%	2.32%	0.27%
	Total	100.00%	100.00%	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	1,192	86.75%	7,475	76.47%	0	0	8,667	77.74%
Between 1-3 months	110	8.01%	1,627	16.64%	0	0	1,737	15.58%
Between 3 to 6 months	65	4.73%	485	4.96%	0	0	550	4.93%
More than 6 months	7	0.51%	188	1.92%	0	0	195	1.75%
Total	1,374	100.00%	9,775	100.00%	0	0	11,149	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Health India Insurance TPA Services Pvt. LTD.

Validity of agreement with the TPA: from 27/04/2021 to 26/04/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	128	-
Number of lives serviced	-	125,952	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Maharashtra	Mumbai (Vidvavihar), Mumbai(Narimanpoint), Kolhapur, Nagpur, Pune, Solapur, Nashik, Aurangabad
Gujarat	Ahmedabad, Surat, Vadodara, Rajkot
Karnataka	Banglore, Manqlore
Tamil Nadu	Chennai, Cochin, Madurai
Delhi	Gurgaon
Andhra Pradesh	Hyderabad
West Bengal	Kolkata
Uttar Pradesh	Lucknow
Rajasthan	Jaipur
Bihar	Patna
Madhya Pradesh	Bhopal, Indore
Chhattisgarh	Raipur
Odisha	Rourkela
Punjab	Chandigarh

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	266
ii.	Number of claims received during the year	5,007
iii.	Number of claims paid during the year (specify % also in brackets)	3,827 (77.17%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1,132 (22.83%)
v.	Number of claims outstanding at the end of the year	314

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	-	-	80.26%	56.12%
2	Within 1-2 hours	-	-	15.49%	27.56%
3	Within 2-6 hours	-	-	3.02%	11.01%
4	Within 6-12 hours	-	-	1.23%	5.31%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	3,965	79.96%	-	-	3,965	79.96%
Between 1-3 months	-	-	807	16.27%	-	-	807	16.27%
Between 3 to 6 months	-	-	159	3.21%	-	-	159	3.21%
More than 6 months	-	-	28	0.56%	-	-	28	0.56%
Total	-	-	4,959	100.00%	-	-	4,959	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Raksha Health Insurance TPA PVT LTD

Validity of agreement with the TPA: from 31/05/2021 to 30/05/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	32	-
Number of lives serviced	-	101,352	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Tamil Nadu	Chennai, Coimbatore
Haryana	Faridabad
New Delhi	Delhi
Madhya Pradesh	Indore, Bhopal
Chhattisgarh	Raipur
West Bengal	Kolkata
Assam	Guwahati
Bihar	Patna
Odisha	Bhubneshwar
Rajasthan	Jaipur, Jodhpur
Punjab	Chandigarh, Ludhiana
Maharashtra	Mumbai, Pune
Karnataka	Mangalore, Bengaluru, Hubli
Uttar Pradesh	Lucknow
Kerala	Kozhikode, Cochin
Andhra Pradesh	Vishakapatnam, Vijayawada
Gujarat	Surat, Ahmedabad, Vadodara
Jharkhand	Ranchi

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	42
ii.	Number of claims received during the year	1,252
iii.	Number of claims paid during the year (specify % also in brackets)	1,083 (90.25%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	117 (9.75%)
v.	Number of claims outstanding at the end of the year	94

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	-	-	69.30%	61.85%
2	Within 1-2 hours	-	-	9.58%	14.81%
3	Within 2-6 hours	-	-	11.83%	14.81%
4	Within 6-12 hours	-	-	3.10%	2.96%
5	Within 12-24 hours	-	-	6.20%	5.56%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	1,001	83.42%	-	-	1,001	83.42%
Between 1-3 months	-	-	157	13.08%	-	-	157	13.08%
Between 3 to 6 months	-	-	30	2.50%	-	-	30	2.50%
More than 6 months	-	-	12	1.00%	-	-	12	1.00%
Total	-	-	1,200	100.00%	-	-	1,200	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) -Ericson Insurance TPA Pvt Ltd

Validity of agreement with the TPA: **from** 12/04/2021 **to** 11/04/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	15	-
Number of lives serviced	-	13,827	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Maharashtra	Mumbai, Pune, Nagapur
Gujarat	Ahmedabad, Surat
Punjab	Tehsil Zirakpur

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	25
ii.	Number of claims received during the year	793
iii.	Number of claims paid during the year (specify % also in brackets)	782 (96.78%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	26 (3.22%)
v.	Number of claims outstanding at the end of the year	10

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	-	-	100.00%	84.06%
2	Within 1-2 hours	-	-	0.00%	15.94%
3	Within 2-6 hours	-	-	0.00%	0.00%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100%	100%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	746	92.33%	-	-	746	92.33%
Between 1-3 months	-	-	33	4.08%	-	-	33	4.08%
Between 3 to 6 months	-	-	19	2.35%	-	-	19	2.35%
More than 6 months	-	-	10	1.24%	-	-	10	1.24%
Total	-	-	808	100.00%	-	-	808	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Good Health Insurance TPA Limited

Validity of agreement with the TPA: from 09/06/2021 to 08/06/2023

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	13	-
Number of lives serviced	-	6,669	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Telangana	Hyderabad
Karnataka	Bengaluru
Tamilnadu	Chennai
Delhi	New Delhi
Maharashtra	Pune
Andhra Pradesh	Visakhapatnam

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	56
ii.	Number of claims received during the year	1,134
iii.	Number of claims paid during the year (specify % also in brackets)	773 (67.39%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	374 (32.61%)
v.	Number of claims outstanding at the end of the year	43

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	-	-	81.56%	72.80%
2	Within 1-2 hours	-	-	18.44%	27.20%
3	Within 2-6 hours	-	-	0.00%	0.00%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	977	85.18%	-	-	977	85.18%
Between 1-3 months	-	-	109	9.50%	-	-	109	9.50%
Between 3 to 6 months	-	-	51	4.45%	-	-	51	4.45%
More than 6 months	-	-	10	0.87%	-	-	10	0.87%
Total	-	-	1,147	100.00%	-	-	1,147	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Heritage Health Insurance TPA Pvt. Ltd

Validity of agreement with the TPA: from 31/05/2021 to 30/05/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	1	-
Number of lives serviced	-	717	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
West Bengal	Kolkata, Paschim Bardhaman
Maharashtra	Mumbai, Pune,
Gujarat	Ahmedabad, Baroda, Surat
Telangana	Hyderabad
Karnataka	Bangalore
Andhra Pradesh	Vishakapatnam
Tamil Nadu	Chennai, Coimbatore
Delhi	East Delhi
Rajasthan	Jaipur
Madhya pradesh	Indore
Bihar	Patna
Orissa	Khorda
Jharkhand	Ranchi
Kerala	Ernakulam, Thrissur
Uttar Pradesh	Lucknow
Tripura	West Tripura

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1
ii.	Number of claims received during the year	17
iii.	Number of claims paid during the year (specify % also in brackets)	15 (88.24%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	2 (11.76%)
v.	Number of claims outstanding at the end of the year	1

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	-	-	72.73%	54.55%
2	Within 1-2 hours	-	-	18.18%	36.36%
3	Within 2-6 hours	-	-	9.09%	9.09%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	15	88.24%	-	-	15	88.24%
Between 1-3 months	-	-	2	11.76%	-	-	2	11.76%
Between 3 to 6 months	-	-	-	0.00%	-	-	-	0.00%
More than 6 months	-	-	-	0.00%	-	-	-	0.00%
Total	-	-	17	100.00%	-	-	17	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - MDIndia Health Insurance TPA PVT LTD

Validity of agreement with the TPA: from 05/07/2021 to 04/07/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	39	-
Number of lives serviced	-	9,657	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Maharashtra	Pune, Nashik, Nagpur, Mumbai
Andhra Pradesh	Visakhapatnam, Vijayawada
Telangana	Hyderabad
Bihar	Patna
West Bengal	Kolkata
Goa	Panaji
Karnataka	Bangalore
Kerala	Kochi (Cochin)
Madhya Pradesh	Indore, Bhopal
Delhi	Delhi
Tamil Nadu	Chennai, Coimbatore
Uttar Pradesh	Lucknow
Gujarat	Ahmedabad, Surat, Baroda

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1,820
ii.	Number of claims received during the year	592
iii.	Number of claims paid during the year (specify % also in brackets)	535 (24.43%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1,655 (75.57%)
v.	Number of claims outstanding at the end of the year	222

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	-	-	71.28%	61.69%
2	Within 1-2 hours	-	-	28.72%	38.31%
3	Within 2-6 hours	-	-	0.00%	0.00%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	2,096	95.71%	-	-	2,096	95.71%
Between 1-3 months	-	-	79	3.61%	-	-	79	3.61%
Between 3 to 6 months	-	-	12	0.55%	-	-	12	0.55%
More than 6 months	-	-	3	0.14%	-	-	3	0.14%
Total	-	-	2,190	100.00%	-	-	2,190	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2022

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Medsave Health Insurance TPA Limited

Validity of agreement with the TPA: from 14/07/2021 to 13/07/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	130	-
Number of lives serviced	-	51,253	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Delhi	New Delhi
Gujarat	Ahmedabad, Gandhi Nagar, Vadodara
Punjab	Amritsar
Karnatka	Bangalore
Madhya Pradesh	Bhopal, Indore
Chandigarh	Chandigarh
Tamilnadu	Chennai
Telangana	Hyderabad
West Bengal	Kolkata
Maharashtra	Mumbai, Nashik, Pune
Bihar	Patna
Chhattishgarh	Raipur
Himachal Pradesh	Shimla
Andhra Pradesh	Vijayawada

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	186
ii.	Number of claims received during the year	1,989
iii.	Number of claims paid during the year (specify % also in brackets)	1,571 (74.49%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	538 (25.51%)
v.	Number of claims outstanding at the end of the year	66

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	-	-	65.20%	45.76%
2	Within 1-2 hours	-	-	23.08%	35.38%
3	Within 2-6 hours	-	-	6.96%	18.22%
4	Within 6-12 hours	-	-	1.10%	0.42%
5	Within 12-24 hours	-	-	3.48%	0.21%
6	>24 hours	-	-	0.18%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	1,573	74.59%	-	-	1,573	74.59%
Between 1-3 months	-	-	412	19.54%	-	-	412	19.54%
Between 3 to 6 months	-	-	97	4.60%	-	-	97	4.60%
More than 6 months	-	-	27	1.28%	-	-	27	1.28%
Total	-	-	2,109	100.00%	-	-	2,109	100.00%

Percentage shall be 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 the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations, as amended from time to time.