

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2020)

a. TPA Name: ICICI Lombard General Insurance Company Limited (Inhouse)

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

Description	Individual	Group	Government
Number of policies serviced	4,27,103	7,678	8
Number of lives serviced	8,26,489	73,02,973	38,39,306

c. Information with regards to the geographical area in which services are rendered by the TPAs/insurer (States names-Districts names are provided) in respect of which public disclosures are made.

<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: 47,739

ii. Number of claims received during the year: 3,54,401

iii. Number of claims paid during the year: 3,15,014 (87.93%)

iv. Number of Claims repudiated during the year: 43,228 (12.07%)

v. Number of claims outstanding at the end of the year: 43,898

*Out of 43,898 outstanding claims, 19,618 claims are outstanding due to document not received from customer/ documents not received from Hospital for cashless approved claims & 19,171 claims are pending due to Premium not received for RSBY policy.

**Excluding duplicate claims from repudiation count, the paid percentage would stand at 91.83% and repudiation percentage at 8.17% .

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	22.04	35.21	43.10	33.44
2	Within 1-2 hours	43.45	61.07	29.12	61.77
3	Within 2-6 hours	33.53	3.18	25.80	4.21
4	Within 6-12 hours	0.50	0.27	0.99	0.26
5	Within 12-24 hours	0.48	0.27	0.99	0.33
6	>24 hours	-	-	-	-
Total		100	100	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	78,448	99.87	2,79,416	99.91	30	100.00	3,57,894	99.90
Between 1- 3 Months	96	0.12	219	0.08	-	-	315	0.09
Between 3- 6 Months	3	0.00	25	0.01	-	-	28	0.01
More than 6 months	2	0.00	3	0.00	-	-	5	0.00
Total	78,549	100	2,79,663	100	30	100	3,58,242	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	9
2	Grievances received during the year	243
3	Grievances resolved during the year	248
4	Grievances Outstanding at the end of the year	4

Place:

Date:

Bhargav Dasgupta

MD & CEO

ICICI LOMBARD GENERAL INSURANCE COMPANY LTD