

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, 2023

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2023

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	625,416	15,171	-
Number of lives serviced	1,201,133	12,810,342	-

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	43,486
ii.	Number of claims received during the year	676,610
iii.	Number of claims paid during the year (specify % also in brackets)	5,85,702 (85.21%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1,01,677 (14.79%)
v.	Number of claims outstanding at the end of the year	32,717

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	69.86%	76.12%	79.53%	74.30%
2	Within 1-2 hours	18.77%	19.76%	12.54%	22.45%
3	Within 2-6 hours	9.88%	3.84%	6.50%	3.02%
4	Within 6-12 hours	0.53%	0.15%	0.92%	0.15%
5	Within 12-24 hours	0.18%	0.13%	0.51%	0.08%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
	Total	99.22%	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	111,632	99%	554,077	99%	19,446	100%	685,155	100%
Between 1-3 months	771	1%	1,281	1%	-	0%	2,052	0%
Between 3 to 6 months	61	0%	62	0%	-	0%	123	0%
More than 6 months	38	0%	11	0%	-	0%	49	0%
Total	112,502	100%	555,431	100%	19,446	100%	687,379	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	10
2	Grievances received during the year	1,239
3	Grievances resolved during the year	1,201
4	Grievances outstanding at the end of the year	48

Refer Health TPA Regulations, as amended from time to time

* Out of 32,717 outstanding claims at the end of the period, 18,590 claims are outstanding due to document not received from customer / cashless approved and awaiting documents from hospitals.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

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Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2023

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

Information as at March 31st, 2023

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

Name of the TPA (If services rendered by TPA) - Medvantage Insurance TPA Private Limited

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	-	13	-
Number of lives serviced	-	27,964	-

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, Navi Mumbai
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	2,241
ii.	Number of claims received during the year	3,988
iii.	Number of claims paid during the year (specify % also in brackets)	5106 (90.98%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	506 (9.02%)
v.	Number of claims outstanding at the end of the year	617

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	-	-	85.99%	88.58%
2	Within 1-2 hours	-	-	6.96%	3.55%
3	Within 2-6 hours	-	-	6.20%	4.14%
4	Within 6-12 hours	-	-	0.85%	0.55%
5	Within 12-24 hours	-	-	0.00%	3.07%
6	>24 hours	-	-	0.00%	0.10%
	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	-	-	5,531	98.56%	-	-	5,531	98.56%
Between 1-3 months	-	-	55	0.98%	-	-	55	0.98%
Between 3 to 6 months	-	-	16	0.29%	-	-	16	0.29%
More than 6 months	-	-	10	0.18%	-	-	10	0.18%
Total	-	-	5,612	100.00%	-	-	5,612	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, 2023

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

Information as at March 31st, 2023

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 22/09/2022 to 21/09/2025

(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	-	133	-
Number of lives serviced	-	509,907	-

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	Surat, Baroda, Ahmedabad
Orissa	Bhubaneswar
Punjab	Chandigarh
Tamilnadu	Chennai, Coimbatore, Madurai, Thrissur, Trivandrum, Erode, Karur, Krishnagiri, Mailaduthurai, Nagapattinam
Kerala	Cochin, Thrissur
Jharkhand	Jamshedpur, Ranchi
Madhya Pradesh	Indore
Goa	Goa, Panaji
Assam	Guwahati
Telangana	Hyderabad
Jharkhand	Jamshedpur
West Bengal	Kolkata, Siliguri
Uttar Pradesh	Lucknow, Noida, Agra, Aligarh, Amroha, Baghpat, Bijnor, Bulandshahr, Etah, Firozabad, Gaziabad, Haridwar
Maharashtra	Mumbai, Pune, Aurangabad, Buldhana, Chandapur, Jalgaon, Kolhapur, Nashik, Wardha, Yavatmal
Bihar	Patna, Ranchi
Chattisgarh	Raipur
Andhra Pradesh	Visakhapatnam

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	5,510
ii.	Number of claims received during the year	155,147
iii.	Number of claims paid during the year (specify % also in brackets)	143357 (93.79%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	9493 (6.21%)
v.	Number of claims outstanding at the end of the year	7,807

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	-	-	80.72%	68.16%
2	Within 1-2 hours	-	-	15.90%	26.12%
3	Within 2-6 hours	-	-	2.48%	4.11%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.89%	1.60%
6	>24 hours	-	-	0.02%	0.01%
	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	-	-	151,978	99.43%	-	-	151,978	99.43%
Between 1-3 months	-	-	599	0.39%	-	-	599	0.39%
Between 3 to 6 months	-	-	191	0.12%	-	-	191	0.12%
More than 6 months	-	-	82	0.05%	-	-	82	0.05%
Total	-	-	152,850	100.00%	-	-	152,850	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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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, 2023

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

Information as at March 31st, 2023

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	-	119	-
Number of lives serviced	-	169,062	-

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, Naggpur, Nashik, Pune, Kolhapur, Mumbai, Parbhani, Sangli, Solapur
Karnataka	Bangalore
Tamil nadu	Chennai
Delhi	Delhi
West Bengal	Kolkata
Gujarat	Ahmedabad, Surat, Baroda, Gandhinagar
Odisha	Bhubaneswar
Punjab	Chandigarh, Ludhiana
Kerala	Cochin
Assam	Guwahati
Telangana	Hyderabad
Madhya Pradesh	Indore
Rajasthan	Jaipur
Uttar Pradesh	Lucknow, Noida
Mizoram	Aizawl
Nagaland	Dimapur
Goa	Panaji
Bihar	Patna
Sikkim	Gantok
Chhattisgarh	Raipur
Jharkhand	Ranchi

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	832
ii.	Number of claims received during the year	15,874
iii.	Number of claims paid during the year (specify % also in brackets)	14183 (92.27%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1188(7.73%)
v.	Number of claims outstanding at the end of the year	1,335

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	-	-	90.83%	92.39%
2	Within 1-2 hours	-	-	7.12%	5.89%
3	Within 2-6 hours	-	-	0.65%	1.52%
4	Within 6-12 hours	-	-	0.21%	0.16%
5	Within 12-24 hours	-	-	0.30%	0.03%
6	>24 hours	-	-	0.91%	0.01%
	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	-	-	15,135	98.46%	-	-	15,135	98.46%
Between 1-3 months	-	-	76	0.49%	-	-	76	0.49%
Between 3 to 6 months	-	-	50	0.33%	-	-	50	0.33%
More than 6 months	-	-	110	0.72%	-	-	110	0.72%
Total	-	-	15,371	100.00%	-	-	15,371	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, 2023

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

Information as at March 31st, 2023

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	-	41	-
Number of lives serviced	-	126,039	-

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
Haryana	Gurgaon, Chandigarh, Faridabad
Kerala	Thiruvananthapuram
Punjab	Amritsar, Ludhiana
Uttarakhand	Dehradun
Madhya Pradesh	Indore, Bhopal
Rajasthan	Jaipur, Jodhpur,
Telangana	Hyderabad
Maharashtra	Mumbai, Pune
West Bengal	Kolkata
Gujarat	Ahmedabad, Gandhi Nagar, Surat, Vadodara
Assam	Guwahati
Bihar	Patna
Uttar Pradesh	Noida, Kanpur
Andhra Pradesh	Vishakhapatnam

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	501
ii.	Number of claims received during the year	15,096
iii.	Number of claims paid during the year (specify % also in brackets)	12767 (91.37%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1206 (8.63%)
v.	Number of claims outstanding at the end of the year	1,624

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	-	-	80.11%	59.34%
2	Within 1-2 hours	-	-	14.77%	25.00%
3	Within 2-6 hours	-	-	4.90%	14.96%
4	Within 6-12 hours	-	-	0.23%	0.71%
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	-	-	13,780	98.62%	-	-	13,780	98.62%
Between 1-3 months	-	-	174	1.25%	-	-	174	1.25%
Between 3 to 6 months	-	-	17	0.12%	-	-	17	0.12%
More than 6 months	-	-	2	0.01%	-	-	2	0.01%
Total	-	-	13,973	100.00%	-	-	13,973	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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Date: 31st March, 2023

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2023

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

Name of the TPA (If services rendered by TPA) - East West Assist Insurance TPA Private Limited

Validity of agreement with the TPA: from 30/03/2022 to 29/03/2025

(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	-	11	-
Number of lives serviced	-	24,964	-

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
Madhya Pradesh	Indore
Rajasthan	Jaipur
Karnataka	Bengaluru
Tamilnadu	Chennai
Telangana	Hyderabad
West Bengal	Kolkata
Chandigarh	Chandigarh
Gujarat	Vadodara
Maharashtra	Mumbai, Pune

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	0
ii.	Number of claims received during the year	2515
iii.	Number of claims paid during the year (specify % also in brackets)	2143 (92.69%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	169 (7.31%)
v.	Number of claims outstanding at the end of the year	203

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	-	-	95.84%	95.39%
2	Within 1-2 hours	-	-	3.32%	4.33%
3	Within 2-6 hours	-	-	0.32%	0.21%
4	Within 6-12 hours	-	-	0.51%	0.07%
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	-	-
	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	-	-	2,292	99.13%	-	-	2,292	99.13%
Between 1-3 months	-	-	18	0.78%	-	-	18	0.78%
Between 3 to 6 months	-	-	2	0.09%	-	-	2	0.09%
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	2,312	100.00%	-	-	2,312	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, 2023

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

Information as at March 31st, 2023

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	7,335	10	-
Number of lives serviced	19,317	46,433	-

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, Madurai
Rajasthan	Jaipur
Kerala	Kochi, Trivandrum
West Bengal	Kolkata
Uttar Pradesh	Lucknow
Maharashtra	Mumbai, Pune, Nagpur, Solapur, Borivali
Odisha	Bhubaneswar
Andhra Pradesh	Krishna, Visakhapatnam
Assam	Guwahati
Goa	Goa, Mapusa
Nagaland	Dimapur
Kerala	Kochin
Punjab	Mohali
Jharkhand	Jamshedpur

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	691
ii.	Number of claims received during the year	4,801
iii.	Number of claims paid during the year (specify % also in brackets)	2876 (58.22%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	2064 (41.78%)
v.	Number of claims outstanding at the end of the year	552

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	50.38%	50.19%	53.85%	48.25%
2	Within 1-2 hours	23.30%	24.39%	21.96%	28.25%
3	Within 2-6 hours	19.01%	20.94%	16.64%	18.74%
4	Within 6-12 hours	2.59%	1.27%	2.10%	1.12%
5	Within 12-24 hours	2.55%	1.18%	2.24%	0.84%
6	>24 hours	2.17%	2.03%	3.22%	2.80%
	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	3,022	99.87%	1,566	81.82%	0	0	4,588	92.87%
Between 1-3 months	4	0.13%	220	11.49%	0	0	224	4.53%
Between 3 to 6 months	-	-	81	4.23%	0	0	81	1.64%
More than 6 months	-	-	47	2.46%	0	0	47	0.95%
Total	3,026	100.00%	1,914	100.00%	0	0	4,940	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.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

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, 2023

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2023

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	-	1	-
Number of lives serviced	-	17,304	-

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 (VidyaVihar), Mumbai(Narimanpoint), Kolhapur, Nagpur, Pune, Solapur, Nashik, Aurangabad
Gujarat	Ahmedabad, Surat, Vadodara, Rajkot
Karnataka	Bangalore, Mangalore
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	314
ii.	Number of claims received during the year	2,471
iii.	Number of claims paid during the year (specify % also in brackets)	2338 (89.41%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	277 (10.59%)
v.	Number of claims outstanding at the end of the year	170

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	-	-	69.15%	49.51%
2	Within 1-2 hours	-	-	24.98%	39.35%
3	Within 2-6 hours	-	-	5.87%	11.14%
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	-	-	2,517	96.25%	-	-	2,517	96.25%
Between 1-3 months	-	-	37	1.41%	-	-	37	1.41%
Between 3 to 6 months	-	-	40	1.53%	-	-	40	1.53%
More than 6 months	-	-	21	0.80%	-	-	21	0.80%
Total	-	-	2,615	100.00%	-	-	2,615	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.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

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, 2023

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2023

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	-	8	-
Number of lives serviced	-	176,845	-

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
Haryana	Faridabad
New Delhi	Delhi
Madhya Pradesh	Indore
Chhattisgarh	Raipur
West Bengal	Kolkata
Assam	Guwahati
Rajasthan	Jaipur
Punjab	Chandigarh, Ludhiana
Maharashtra	Mumbai, Pune
Karnataka	Bengaluru,
Uttar Pradesh	Lucknow
Kerala	Cochin
Telangana	Hyderabad
Gujarat	Ahmedabad , Vadodara

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	94
ii.	Number of claims received during the year	6,984
iii.	Number of claims paid during the year (specify % also in brackets)	6013 (94.03%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	382 (5.97%)
v.	Number of claims outstanding at the end of the year	683

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	-	-	97.65%	86.90%
2	Within 1-2 hours	-	-	1.15%	10.36%
3	Within 2-6 hours	-	-	0.80%	2.74%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.41%	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	-	-	6,285	98.28%	-	-	6,285	98.28%
Between 1-3 months	-	-	63	0.99%	-	-	63	0.99%
Between 3 to 6 months	-	-	32	0.50%	-	-	32	0.50%
More than 6 months	-	-	15	0.23%	-	-	15	0.23%
Total	-	-	6,395	100.00%	-	-	6,395	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.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

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, 2023

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2023

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	-	-	-
Number of lives serviced	-	163	-

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
Karnataka	Bengaluru
Chandigarh	Chandigarh
Delhi	Delhi
West Bengal	Kolkata
Tamilnadu	Chennai
Punjab	Tehsil Zirakpur

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	10
ii.	Number of claims received during the year	73
iii.	Number of claims paid during the year (specify % also in brackets)	68 (82.93%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	14 (17.07%)
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	-	-	75.00%	0.00%
2	Within 1-2 hours	-	-	25.00%	100.00%
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	-	-	67	81.71%	-	-	67	81.71%
Between 1-3 months	-	-	8	9.76%	-	-	8	9.76%
Between 3 to 6 months	-	-	1	1.22%	-	-	1	1.22%
More than 6 months	-	-	6	7.32%	-	-	6	7.32%
Total	-	-	82	100.00%	-	-	82	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.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

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, 2023

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2023

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	-	1	-
Number of lives serviced	-	1,453	-

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, Madurai, Coimbatore
Andhra Pradesh	Visakhapatnam

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	43
ii.	Number of claims received during the year	168
iii.	Number of claims paid during the year (specify % also in brackets)	111 (63.79%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	63 (36.21%)
v.	Number of claims outstanding at the end of the year	37

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	-	-	69.74%	53.70%
2	Within 1-2 hours	-	-	30.26%	46.30%
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	-	-	144	82.76%	-	-	144	82.76%
Between 1-3 months	-	-	6	3.45%	-	-	6	3.45%
Between 3 to 6 months	-	-	4	2.30%	-	-	4	2.30%
More than 6 months	-	-	20	11.49%	-	-	20	11.49%
Total	-	-	174	100.00%	-	-	174	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.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

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, 2023

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

Information as at March 31st, 2023

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	-	-	-
Number of lives serviced	-	-	-

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, Siliguri
Maharashtra	Mumbai, Pune,
Gujarat	Ahmedabad, Baroda, Surat, Vadodara, Gandhinagar
Telangana	Hyderabad
Karnataka	Bangalore
Andhra Pradesh	Vishakapatnam
Tamil Nadu	Chennai, Coimbatore, Madurai
Delhi	East Delhi
Rajasthan	Jaipur
Madhya Pradesh	Indore
Bihar	Patna
Orissa	Khorda, Bhubaneswar
Chandigarh	Chandigarh
Assam	Guwahati
Jharkhand	Ranchi
Kerala	Ernakulam, Thrissur, Thiruvananthapuram
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	5
iii.	Number of claims paid during the year (specify % also in brackets)	6 (100%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	0
v.	Number of claims outstanding at the end of the year	0

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%	100.00%
2	Within 1-2 hours	-	-	0.00%	0.00%
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	-	-	5	83.33%	-	-	5	83.33%
Between 1-3 months	-	-	1	16.67%	-	-	1	16.67%
Between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	6	100.00%	-	-	6	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.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

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, 2023

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

Information as at March 31st, 2023

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	-	4	-
Number of lives serviced	-	26,515	-

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, Ahmednagar, Akola, Amravati, Beed, Bhandara, Dhule, Gadchiroli, Gondia
Andhra Pradesh	Visakhapatnam, Vijayawada
Telangana	Hyderabad
Bihar	Patna
West Bengal	Kolkata, Asansol, Durgapur, Siliguri
Goa	Panjim
Karnataka	Bangalore, Bhadravati
Arunachal Pradesh	Nirjuli
Assam	Guwahati
Chattisgarh	Bhilai, Raipur
Jammu & Kashmir	Jammu, Srinagar
Jharkhand	Bokaro, Dhanbad, Ranchi
Orissa	Rourkela
Punjab	Ludhiana, Mohali
Rajasthan	Ajmer, Barmer, Bhilwara, Jaipur, Jalore, Jodhpur, Pali, Rajsamand, Sirohi
Uttarakhand	Dehradun
Kerala	Kochi (Cochin)
Madhya Pradesh	Indore, Bhopal
Delhi	New Delhi
Tamil Nadu	Erode, Chennai, Coimbatore, Cuddalore, Dindiqu, Kanchipuram, Kanyakumari, Madurai, Ramanathapuram
Uttar Pradesh	Lucknow, Badaun, Balrampur, Bareilly, Bhairich, Gonda, Lucknow, Noida, Pilibhit, Shahjahanpur, Shravasti, Gularat
Gujarat	Ahmedabad, Surat, Baroda

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	222
ii.	Number of claims received during the year	1,278
iii.	Number of claims paid during the year (specify % also in brackets)	839 (89.54%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	98 (10.46%)
v.	Number of claims outstanding at the end of the year	563

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	-	-	83.60%	79.97%
2	Within 1-2 hours	-	-	16.40%	20.03%
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	-	-	918	97.97%	-	-	918	97.97%
Between 1-3 months	-	-	9	0.96%	-	-	9	0.96%
Between 3 to 6 months	-	-	5	0.53%	-	-	5	0.53%
More than 6 months	-	-	5	0.53%	-	-	5	0.53%
Total	-	-	937	100.00%	-	-	937	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.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

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, 2023

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2023

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	-	-	-
Number of lives serviced	-	3,239	-

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, Vadodara
Punjab	Amritsar
Karnataka	Bangalore
Madhya Pradesh	Bhopal, Indore
Chandigarh	Chandigarh
Tamilnadu	Chennai
Telangana	Hyderabad
West Bengal	Kolkata
Maharashtra	Mumbai, Nashik, Pune
Bihar	Patna
Chhattishgarh	Raipur
Andhra Pradesh	Vijayawada

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	66
ii.	Number of claims received during the year	367
iii.	Number of claims paid during the year (specify % also in brackets)	294 (71.01%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	120 (28.99%)
v.	Number of claims outstanding at the end of the year	19

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	-	-	63.53%	64.49%
2	Within 1-2 hours	-	-	29.84%	32.15%
3	Within 2-6 hours	-	-	5.07%	3.36%
4	Within 6-12 hours	-	-	0.78%	0.00%
5	Within 12-24 hours	-	-	0.78%	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	-	-	340	82.13%	-	-	340	82.13%
Between 1-3 months	-	-	44	10.63%	-	-	44	10.63%
Between 3 to 6 months	-	-	19	4.59%	-	-	19	4.59%
More than 6 months	-	-	11	2.66%	-	-	11	2.66%
Total	-	-	414	100.00%	-	-	414	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.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023