

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

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

a. TPA Name: Medi Assist Insurance TPA Pvt Ltd

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

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

Description	Individual	Group	Government
Number of policies serviced	-	36	-
Number of lives serviced	-	80,923	-

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

d. Data of number of claims processed :

i. Outstanding number of claims at the beginning of the year: 516

ii. Number of claims received during the year: 9,220

iii. Number of claims paid during the year: 8,495 (95.27%)

iv. Number of Claims repudiated during the year: 422 (4.73%)

v. Number of claims outstanding at the end of the year: 819

\* Out of 819 outstanding claims, 168 claims are outstanding due to document not received from customer/ documents not received from Hospital for cashless approved claims.

\*\* Excluding duplicate claims from repudiation count, the paid percentage would stand at 95.91% and repudiation percentage at 4.09% .

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	-	-	87.64	80.89
2	Within 1-2 hours	-	-	7.92	13.14
3	Within 2-6 hours	-	-	2.31	5.58
4	Within 6-12 hours	-	-	0.06	0.34
5	Within 12-24 hours	-	-	0.06	0.04
6	>24 hours	-	-	2.01	-
Total		-	-	100	100

\*Percentage is calculated on total of respective column

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

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

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

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
within 1 months	-	-	8,881	99.60	-	-	8,881	99.60
Between 1- 3 Months	-	-	32	0.36	-	-	32	0.36
Between 3- 6 Months	-	-	4	0.04	-	-	4	0.04
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	8,917	100	-	-	8,917	100

\* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

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

Place:

Date:

Bhargav Dasgupta

MD & CEO

ICICI LOMBARD GENERAL INSURANCE COMPANY LTD

## Annexure :1

Head Office				
S.No	District	Address	State	Contact
1	Bangalore	IBC Knowledge Park, Tower D, 4th Floor, Bannerghatta Main Rd, 4/1, Bengaluru, Karnataka	Karnataka	1800 425 9449

Registered Office				
S.No	District	Address	State	Contact
1	Bangalore	IBC Knowledge Park, Tower D, 4th Floor, Bannerghatta Main Rd, 4/1, Bengaluru, Karnataka	Karnataka	1800 425 9449

Branch Offices				
S.No	District	Address	State	Contact
1	Bangalore	IBC Knowledge Park, Tower D, 4th Floor, Bannerghatta Main Rd, 4/1, Bengaluru, Karnataka	Karnataka	1800 425 9449
2	Ahmedabad	#602 & 603, 6th floor, Rembrandt Building, Opp. Associated Petrol Pump, C G Road, Ellisbridge, Ahmedabad - - 380006	Gujarat	080-22069449
3	Chandigarh	S.C.O. 37, 02nd floor, sector 31 D, Chandigarh. PIN - 160030	Punjab	080-22069449
4	Chennai	2nd Floor, RWD Atlantis Building, 24, Nelson Manickam Road, Opp. Shobhan Babu Statue, Aminjekarai, Chennai – 600 029	Tamilnadu	080-22069449
5	Cochin	4th Floor, Chicago Plaza, Rajaji Road, OFF M.G. Road, Cochin – 682 035	Kerala	080-22069449
6	Coimbatore	No: 55, ATT Colony, Behind RTO Office, Opp to Labour Office, Coimbatore – 641018	Tamilnadu	080-22069449
7	Delhi	#8 B, TEJ Building , 2nd floor, Bahadur Shah Zafar Marg, Next to Times of India, Delhi – 110 002	Delhi	080-22069449
8	Guwahati	2nd Floor, Above SBI ATM, Kali Mandir Chowk, Hengarabari Road, Hengarabari, Guwahati, Assam – 781036	Assam	080-22069449
9	Hyderabad	#6-3-1192/1/1, 3rd Block, 2nd Floor, White House, Kundanbagh, Begumpet, Hyderabad – 500026	Telengana	080-22069449

10	Jamshedpur	CEB Complex, Telco, Jamshedpur – 831 004	Jharkand	080-22069449
11	Kolkata	#25, Thapar House, 07th, 08th & 09th floor, Brabourne Road, Kolkata – 700 001	West Bengal	080-22069449
12	Madurai	No 10 C, 1st Floor, Shri Complex, T B Road, Mahaboopalayam, Madurai, – 625016.	Tamilnadu	080-22069449
13	Mumbai	4th Floor, AARPEE Chambers, Shagbaug, Off Andheri-Kurla Road, Next To Times Square, Marol, Andheri East, Mumbai – 400059	Maharashtra	080-22069449
14	Pune	Manikchand Galleria, “B” wing, 5th Floor, Near Deep Bungalow Chowk, Model Colony, Shivajinagar, Pune – 411 016	Maharashtra	080-22069449
15	Raipur	HIG C-51, Shailendra Nagar, Raipur (Chhattisgarh) – 492 001	Chhattisgarh	080-22069449
16	Vadodara	306, Sidcup Tower, Beside Marble Arch, Race Course Circle, Vadodara - 390007	Gujarat	080-22069449