

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: United Healthcare Parekh Insurance TPA Pvt. Ltd.

Validity of Agreement from 12/04/2018 to 11/04/2021

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

Description	Individual	Group	Government
Number of policies serviced	-	21	-
Number of lives serviced	-	78,515	-

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: 799

ii. Number of claims received during the year: 9,407

iii. Number of claims paid during the year: 8,884 (95.12%)

iv. Number of Claims repudiated during the year: 456 (4.88%)

v. Number of claims outstanding at the end of the year: 866

*Out of 866 outstanding claims, 409 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 95.19% and repudiation percentage at 4.81% .

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	-	-	64.79	64.51
2	Within 1-2 hours	-	-	18.38	28.72
3	Within 2-6 hours	-	-	10.18	6.69
4	Within 6-12 hours	-	-	0.40	0.05
5	Within 12-24 hours	-	-	4.31	-
6	>24 hours	-	-	1.94	0.02
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	-	-	9,291	99.48	-	-	9,291	99.48
Between 1- 3 Months	-	-	48	0.51	-	-	48	0.51
Between 3- 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	1	0.01	-	-	1	0.01
Total	-	-	9,340	100	-	-	9,340	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	Mumbai	3B, B Wing, 3rd Floor, Gundecha Onclave, Kherani Road, Saki Naka, Andheri (East), Mumbai - 400 072	Maharashtra	02240387300

Registered Office				
S.No	District	Address	State	Contact
1	Mumbai	3B, B Wing, 3rd Floor, Gundecha Onclave, Kherani Road, Saki Naka, Andheri (East), Mumbai - 400 072	Maharashtra	02240387300

Branch Offices				
S.No	District	Address	State	Contact
1	Gurgaon	Millennium Plaza, Unit No. 504, 5th Floor, Tower "B", Sector - 27, Sushant Lok, Gurgaon, Haryana – 122002	Haryana	0124 456 8700
2	Chennai	528, Anna Salai, 3rd Floor, Teynampet, Chennai - 60 0018	Tamil Nadu	044 4560 7878
3	Hyderabad	6-3-668/10/7, Durga Nagar Colony, Panjagutta, Hyderabad - 500 082	Hyderabad	040 66619700
4	Bangalore	No.1, Victor Mansion, Golf View Avenue, Old Airport Road, Kodihalli, Bangalore - 560 008	Karnataka	08046640400
5	Pune	Heritage House, CTS # 4/2B, 6, Ramabai Ambedkar Road, Tadiwala Road, ground Floor, Pune- 411001.	Maharashtra	98 6064 9091

6	Kolkata	Unit 305,3rd Floor, Shubham Building, 1 Sarojini Naidu Sarani,Rawdon Street, Kolkata 700017 West Bengal	West Bengal	03340086579
7	Ahmadabad	201, Dev Shruti Complex, Opp. Medisurge Hospital, Near Mithakali Six Roads, Ahmadabad - 380 009	Gujarat	079-26460725