

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: Vidal Health Insurance TPA Pvt Ltd.

Validity of Agreement from 02/07/2018 to 1/07/2021

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

Description	Individual	Group	Government
Number of policies serviced	-	3	-
Number of lives serviced	-	8,779	-

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: 668

ii. Number of claims received during the year: 2,882

iii. Number of claims paid during the year: 3,091 (93.75%)

iv. Number of Claims repudiated during the year: 206 (6.25%)

v. Number of claims outstanding at the end of the year: 253

* Out of 253 outstanding claims, 77 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 95.79% and repudiation percentage at 4.21% .

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	-	-	63.15	65.24
2	Within 1-2 hours	-	-	21.08	20.55
3	Within 2-6 hours	-	-	14.15	13.39
4	Within 6-12 hours	-	-	0.69	0.20
5	Within 12-24 hours	-	-	0.38	0.20
6	>24 hours	-	-	0.54	0.41
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	-	-	3,230	97.97	-	-	3,230	97.97
Between 1- 3 Months	-	-	64	1.94	-	-	64	1.94
Between 3- 6 Months	-	-	3	0.09	-	-	3	0.09
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	3,297	100	-	-	3,297	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	First Floor,Tower No. 2, SJR iPark,EPIP Zone, Whitefield,Bangalore - 560066,	Karnataka	Ph: 080-40125678 Fax: 080-28418216

Registered Office				
S.No	District	Address	State	Contact
1	Bangalore	First Floor,Tower No. 2, SJR iPark,EPIP Zone, Whitefield,Bangalore - 560066,	Karnataka	Ph: 080-40125678 Fax: 080-28418216

Branch Offices				
S.No	District	Address	State	Contact
1	Chennai	No.88,Anmol Palani,G N Chetty Road, 2nd Floor,'T' Nagar,Chennai – 600 017.	Tamil Nadu	Ph: 044-42894444 Fax: 044-42024343
2	Coimbatore	146, Sri Sai Baba Towers,Raju Naidu Road, Tatabad,Coimbatore – 641 012.	Tamil Nadu	Ph: 0422-2491335 Fax: 0422-2491309

3	Cochin	Door No:40/3232,2nd Floor,Near Rajarajeswari Temple, SL Plaza,Palarivattom Cochin – 682025.	Kerala	Ph: 1800-425-6264 Fax: 1800-425-6262
4	Hyderabad	VC Plaza, 3rd floor,H.No:6-2-273, Opp .BJP Office,Kukatpally, Hyderabad - 500072	Telangana	Ph: 040-66061300 Fax: 040-66061315/16
5	Mumbai	413-422, 4th Floor, B-WingChintamani PlazaAndheri Kurla Road, Andheri EastLandmark : Near Western Express Highway (WEH) Metro StationMumbai-400099.	Maharashtra	Ph: 022-29214700 Fax: 022-29214880
6	Pune	118/22, 4th Floor, Venkatesh Meher,Opp National Institute of Ophthalmology,Above ICICI Bank ATM lobby, Ghole Road, Shivajinagar, Pune - 411005	Maharashtra	Ph: 020-25530394/95 Fax: 020-25530398
7	Mangalore	#201-2013, 2nd Floor, City Plaza, Sheddi Gudda, Managalore-575003	Karnataka	Ph: 0824-2495679 Fax: 0824-2492749
8	Trivandrum	T.C 27/2343, First Floor, Vanchiyoor, Trivandrum-695001	Kerala	Ph: 0471-2471707
9	Kolkata	A-12, #33A, 6th Floor,Chatterjee International Centre,Jawaharlal Nehru Road,Kolkata- 700071.	West Bengal	Ph: 0033-22884191 Fax: 033-22884194
10	Noida	B-25, 1st Floor Sec-1,Behind Indian Oil building,Uttar Pradesh, NCR,Noida-201301.	Uttar Pradesh	Ph: 0120-4809800 Fax: 0120-4809820/30

11	Vishakhapatnam	D.No.5-94-19/1, N R Bhavan, Ground Floor, Shantipuram, Near Gurudwara Circle,Vishakhapatnam-530016	Andhra Pradesh	Ph: 0891-2723959/2754316 Fax: 0891-2723959
12	Hubli	Bhagyalaxmi Complex,4 Th Floor Opposite Ramesh Bhavan,Keshwapur,Hubli-580023	Karanataka	Ph: 0836-2284529
13	Bhubaneswar	Room No. 403, fourth Floor,Janpath Tower, AshokNagar,Bhubaneshwar-751009	Odisha	Ph: 0674-2530392