

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2021)

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

a. TPA Name: Family Health Plan Insurance TPA Ltd.

Validity of Agreement from 29/03/2020 to 28/03/2023

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

Description	Individual	Group	Government
Number of policies serviced	-	5	-
Number of lives serviced	-	19,282	-

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: 0

ii. Number of claims received during the year: 812

iii. Number of claims paid during the year: 604 (93.07%)

iv. Number of Claims repudiated during the year: 45 (6.93%)

v. Number of claims outstanding at the end of the year: 163

* Out of 163 outstanding claims, 126 claims are outstanding due to document not received from customer/ documents not received from Hospital for cashless approved claims.

Considering the cashless cases as paid, Paid % would be 94.19%

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	-	-	67.34	41.74
2	Within 1-2 hours	-	-	23.29	42.15
3	Within 2-6 hours	-	-	8.35	15.29
4	Within 6-12 hours	-	-	0.25	-
5	Within 12-24 hours	-	-	-	0.83
6	>24 hours	-	-	0.76	-
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	-	-	666	99.55	-	-	666	99.55
Between 1- 3 Months	-	-	3	0.45	-	-	3	0.45
Between 3- 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	669	100	-	-	669	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	TPA Name	Location	Address	State	Contact
1	FAMILY HEALTH PLAN INSURANCE TPA LTD	Hyderabad	Srinilaya – Cyber Spazio, Suite # 101, 102, 109 & 110, Ground Floor, Road No. 2, Banjara Hills, Hyderabad – 500 034.	Telangana	1-800-425-4033

Registered Office					
S.No	TPA Name	Location	Address	State	Contact
1	FAMILY HEALTH PLAN INSURANCE TPA LTD	Hyderabad	Srinilaya – Cyber Spazio, Suite # 101, 102, 109 & 110, Ground Floor, Road No. 2, Banjara Hills, Hyderabad – 500 034.	Telangana	1-800-425-4033

Branch Offices					
S.No	TPA Name	Location	Address	State	Contact
1	FAMILY HEALTH PLAN INSURANCE TPA LTD	Delhi	Plot No.276, Udyog Vihar, Phase-IV, Gurugram - 122016 , Haryana	Haryana	+919212256973
2	FAMILY HEALTH PLAN INSURANCE TPA LTD	Bangalore	No.11, 2nd Floor, E Block Niton, Palace Road, Bangalore - 560 052	Karnataka	+919243468751
3	FAMILY HEALTH PLAN INSURANCE TPA LTD	Chennai	3RD Floor, SP 7 A, Guindy Industrial Estate, Ekkathuthangal, Chennai - 600032	Tamilnadu	044-42612224
4	FAMILY HEALTH PLAN INSURANCE TPA LTD	Mumbai	Neelkanth Corporate Park, Office No. 710 & 711, 7th Floor, Kiro Road, Opp. Vidyavihar Railway station (West), Mumbai-400 086.	Maharashtra	+919223329002

5	FAMILY HEALTH PLAN INSURANCE TPA LTD	Kolkata	3A, Shakespeare Sarani,Corporate House, 7th Floor, (Beside A/C Market),Kolkata - 700071.	West Bengal	+919073903902/033-22881787
6	FAMILY HEALTH PLAN INSURANCE TPA LTD	Ahmedabad	Unit - 303, 3rd Floor, Mauryansh Elanza, Near Parekh Hospital, Opp. Jain Derasar, Shyamalal Cross Road, Satellite, Ahmedabad –380015,	Gujarat	+919227207001
7	FAMILY HEALTH PLAN INSURANCE TPA LTD	Coimbatore	Flat No.550/7, 2nd Floor, Whites Building, DB Road, RS Puram, Coimbatore – 641002, Tamil Nadu, PH: 0422-4270851.	Tamilnadu	+919244555012
8	FAMILY HEALTH PLAN INSURANCE TPA LTD	Bhopal	59, Hindustan Chamber, Office No.6, 1st Floor,Zone II, M.P.Nagar,Bhopal - 462001	Madhya Pradesh	+97898436566
9	FAMILY HEALTH PLAN INSURANCE TPA LTD	Indore	804, Rajani Bhawan, 8th Floor ,569/1, M.G.Road,Indore-452010.	Madhya Pradesh	+919229171101/0731-4038503
10	FAMILY HEALTH PLAN INSURANCE TPA LTD	Bhubaneswar	Plot No-187, 1st Floor,(Near Alok E.M. School) ,Kharvel Nagar, Unit-III, Bhubaneswar, Orissa - 751001. PH : 0674-2534560	Orissa	+919438013223
11	FAMILY HEALTH PLAN INSURANCE TPA LTD	Jaipur	Shop No. 39, Ground Floor, Opp. SBI Bank, Vidhyadhar Enclave II, Central Spine Road, Vidhyadhar Nagar ,Jaipur - 302 023.	Rajasthan	+919214332001
12	FAMILY HEALTH PLAN INSURANCE TPA LTD	Chandigarh	Office No. 24, 2nd Floor, Berkley Squire, Plot No.24, Industrial Area Phase 1, Chandigarh, Chandigarh - 160002	Chandigarh	+919216905002

13	FAMILY HEALTH PLAN INSURANCE TPA LTD	Kochi	D.No.CC41/1064C,Golden Plaza Annex complex,2nd Floor,Chittoor Road,Opp.My Moon Theatre,Pullepady Junction,Ernakulam – 682018, PH : 0484-2350115/2350110	Kerala	+919249491004/0484-2350115
14	FAMILY HEALTH PLAN INSURANCE TPA LTD	Lucknow	A-1006,INDIRA NAGAR, LUCKNOW(UP),PIN CODE:- 226016	Uttar Pradesh	+918448859944
15	FAMILY HEALTH PLAN INSURANCE TPA LTD	Vishakapatnam	D. No: 43-9-149,Flat No.402, AVR Enclave, Opp.Rajahmundry Silk House, Beside TATA Motors, Dondaparthi, Visakhapatnam-530016.	Andhra Pradesh	+919505011573
16	FAMILY HEALTH PLAN INSURANCE TPA LTD	Nagpur	PLOT NO.71,GR. FLOOR,NAWAB LANE, GOKUL PETH, NAGPUR-440010.	Maharashtra	+919423638602
17	FAMILY HEALTH PLAN INSURANCE TPA LTD	Pune	Office 501-506, Sky Max Mall, Near Datta Mandir chowk, Viman Nagar,Pune-411014, Phone Number -020-30520230/31/32/33.	Maharashtra	+919225628699/9049144338
18	FAMILY HEALTH PLAN INSURANCE TPA LTD	Vijayawada	Plot No. 22 & 23, 3rd Floor, RG Towers, Veterinary Colony, Ring Road, Vijayawada - 520008 - Krishna District, Andhra Pradesh.	Andhra Pradesh	+91950523481/0866-2974355
19	FAMILY HEALTH PLAN INSURANCE TPA LTD	Madurai	Old No.71, New No.31, 1st Floor, Kalavasal, Theni Main Road, Madurai – 625 016.Cell: 90872 82007	Tamilnadu	+919087282007
20	FAMILY HEALTH PLAN INSURANCE TPA LTD	Trivandrum	TC 83/840, 2nd Floor, "ELEEZA" Luke's Cottage, Seeveli Nagar, Kaithamukku,Trivandrum - 695024	Kerala	+919447852815

21	FAMILY HEALTH PLAN INSURANCE TPA LTD	Guwahati	H.NO.06,1st Floor,Narendra Complex, S.S.Road,Lakhotika, Near Panbazar Flyover, Guwahati-781001, Assam	Assam	+919864108389
22	FAMILY HEALTH PLAN INSURANCE TPA LTD	Mapusa	SF 2, Aurburge Phase 2, Elite Convergence, Village Guirim, Near St.Diogo's Church, Mapusa, Goa -403507.	Goa	+8657431840
23	FAMILY HEALTH PLAN INSURANCE TPA LTD	Solapur	S.No.174, Shubharaya Tower, Third Floor, office No.1, South Kasba, Solapur-413007, Maharashtra.	Maharashtra	+8879536603
24	FAMILY HEALTH PLAN INSURANCE TPA LTD	Dimapur	3rd Floor, Galleria Building, Church Road,Dimapur-797112,Nagaland.	Nagaland	
25	FAMILY HEALTH PLAN INSURANCE TPA LTD	Vadodara	Office No. S17A, Indiabulls Mega Mall, Nr. Dinesh Mill Road,Akota Road,Vadodara District – 390020,Gujarat	Gujarat	0265-2988466/2988566
26	FAMILY HEALTH PLAN INSURANCE TPA LTD	Mohali	Industrial Plot No.E-302, Vista Tower, Phase 8-A, Sector 75, SAS Nagar, Punjab - 160071.	Punjab	+919122571904
27	FAMILY HEALTH PLAN INSURANCE TPA LTD	Jamshedpur	Address: Unit 1 C, Fair deal Complex, 1st Floor, Opp. Ram Mandir, Main Road, Bistupur, Jamshedpur, Jharkhand - 831001	Jharkhand	+919122872287