

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: 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	-	18	-
Number of lives serviced	-	61,101	-

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: 866

ii. Number of claims received during the year: 8,487

iii. Number of claims paid during the year: 7,861 (95.18%)

iv. Number of Claims repudiated during the year: 398 (4.81%)

v. Number of claims outstanding at the end of the year: 1094

*Out of 1,094 outstanding claims, 443 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 95.42%

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	-	-	64.95	63.58
2	Within 1-2 hours	-	-	27.34	30.80
3	Within 2-6 hours	-	-	7.39	5.59
4	Within 6-12 hours	-	-	0.16	-
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	0.16	-
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	-	-	8,820	99.02	-	-	8,820	99.02
Between 1- 3 Months	-	-	81	0.91	-	-	81	0.91
Between 3- 6 Months	-	-	6	0.07	-	-	6	0.07
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	8,907	100	-	-	8,907	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	Location	Address	State	Contact
1	Mumbai	3A, A Wing, 3rd Floor, Gundecha Onclave, Kherani Road, Saki Naka, Andheri (East), Mumbai - 400 072	Maharashtra	Rajesh Dhayalkar – 022 68846503/ 9833726009

Registered Office				
S.No	Location	Address	State	Contact
1	Mumbai	3A, A Wing, 3rd Floor, Gundecha Onclave, Kherani Road, Saki Naka, Andheri (East), Mumbai - 400 072	Maharashtra	Rajesh Dhayalkar – 022 68846503/ 9833726009

Branch Offices				
S.No	Location	Address	State	Contact
1	Pune	Heritage House, CTS # 4/2B, 6, Ramabai Ambedkar Road, Tadiwala Road, ground Floor, Pune- 411001.	Maharashtra	9860649091
2	Gurgaon	Millennium Plaza, Unit No. 504, 5th Floor, Tower "B", Sector - 27, Sushant Lok, Gurgaon, Haryana – 122002	Delhi	8826865510 , 0124 456 8700 / 0124 456 8600
3	CHENNAI	528, Anna Salai, 3rd Floor, Teynampet, Chennai - 60 0018	Tamilnadu	044 4560 7878
4	BANGALORE	No.1, Victor Mansion, Golf View Avenue, Old Airport Road, Kodihalli, Bangalore - 560 008	Karnataka	080 46640400