

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: Vipul Medcorp Insurance TPA PVT Ltd.

Validity of Agreement from 29/06/2020 to 28/06/2023

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	-	2,576	-

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: 111

iii. Number of claims paid during the year: 43 (81.13%)

iv. Number of Claims repudiated during the year: 10 (18.86%)

v. Number of claims outstanding at the end of the year: 58

* Out of 58 outstanding claims, 55 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 90.74%

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	-	-	70.18	72.73
2	Within 1-2 hours	-	-	22.81	22.73
3	Within 2-6 hours	-	-	5.26	4.55
4	Within 6-12 hours	-	-	1.75	-
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	-	-
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	-	-	53	94.64	-	-	53	94.64
Between 1- 3 Months	-	-	3	5.36	-	-	3	5.36
Between 3- 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	56	100	-	-	56	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	Vipul Medcorp Insurance TPA Pvt Ltd	Gurugram	515, UDYOG VIHAR PHASE-5, GURUGRAM-122016	Haryana	Dr. Deepika Arora(Vice President) -8527981555, Nishikant Yadav - 7700901104

Registered Office					
S.No	TPA Name	Location	Address	State	Contact
1	Vipul Medcorp Insurance TPA Pvt Ltd	Delhi	Flat No.219, 2nd Floor Ansal Chamber- II, Bhikaji Cama Place, New Delhi-110066	Delhi	Dr. Deepika Arora(Vice President) - 8527981555, Nishikant Yadav - 7700901104

S.No	TPA Name	Location	Address	State	Contact
1	Vipul Medcorp Insurance TPA Pvt Ltd	Delhi	219, Ansal Chamber II, Bhikaji Cama Place, New Delhi, Pin Code : 110 066	DELHI	011-46074578-81
2	Vipul Medcorp Insurance TPA Pvt Ltd	Amritsar	122-123, First Floor, Deep Complex Court Road, Amritsar, Pin Code: 143 001	PUNJAB	0183-5056482

3	Vipul Medcorp Insurance TPA Pvt Ltd	Chandigarh	S.C.I. No. 98, First Floor,Industrial Area,Phase-2, Chandigarh Pin Code :160002	HARYANA	0172-4629601,02,03
4	Vipul Medcorp Insurance TPA Pvt Ltd	Dehradun	Shop No. 30, Windlas Shopping Complex,11-A, Rajpur Road, Near Clock Tower, Dehradun,Pin Code : 248001	UTTARAKHAND	0135-3200004
5	Vipul Medcorp Insurance TPA Pvt Ltd	Faridabad	Plot no : 116 M ,first floor,NIIT 5, Near by Dayanand College,Pin Code : 121001	HARYANA	0129-4004017-18
6	Vipul Medcorp Insurance TPA Pvt Ltd	Indore	#306, 3rd Floor,Shreevardhan Complex,4,R.N.T. Marg,Indore,Pin Code : 452 001	MADHYA PRADESH	0731-4285670-75
7	Vipul Medcorp Insurance TPA Pvt Ltd	Jaipur	S-10, Shyam Nagar Ajmer Road,Jaipur, Rajasthan.Pin Code: 302 019	RAJASTHAN	0141- 4182000 to 4182049
8	Vipul Medcorp Insurance TPA Pvt Ltd	Kanpur	313, 3rd Floor, City Centre,The Mall, KanpurPin Code: 208003	UTTAR PRADESH	0512-2391013,14
9	Vipul Medcorp Insurance TPA Pvt Ltd	Ludhiana	SCO no 121, Fourth Floor, Cabin no. 401,Feroze Gandhi Market, LudhianaPin Code: 141 001	PUNJAB	0161-4633088
10	Vipul Medcorp Insurance TPA Pvt Ltd	Noida	Quantum Building, Basement,Plot no. C-3, Sector 3, Noida(U.P)Pin Code: 201 301	UTTAR PRADESH	0120-2442533

11	Vipul Medcorp Insurance TPA Pvt Ltd	Bengaluru	# 110, 4th Floor, Sudham Nagar K.H Road,Near Suzuki Show Room, BengaluruPin Code: 560 027	KARNATAKA	080-40870888,40927707,08,09,91,93
12	Vipul Medcorp Insurance TPA Pvt Ltd	Chennai	G.R. Complex, Annexure Building2ND Floor, No. 407 & 408, Anna salai Nandanam ChennaiPin Code: 600 035	TAMIL NADU	044 49126666
13	Vipul Medcorp Insurance TPA Pvt Ltd	Hyderabad	Door No. 6-3-347/22/6, Flat No.201, 2nd Floor,Sri Durga Tulasi AppartmentsDwarakapuri Colony, Panjagutta, HyderabadPin Code : 500 082	TELANGANA	040-40021845
14	Vipul Medcorp Insurance TPA Pvt Ltd	Kochi	Mariam Tower Door No.36/3120-B-3Kaloor Kadavanthra Road,Kathrikadavu KochiPin Code : 682017	KERALA	0484-2102021,2330079
15	Vipul Medcorp Insurance TPA Pvt Ltd	Guwahati	1Hatigaon, Dispur, PO Hatigaon,Guwahati,Pin Code : 781038	ASSAM	70021 74341
16	Vipul Medcorp Insurance TPA Pvt Ltd	Kolkata	19, R.N.Mukherjee Road,Main Building (2nd Floor).Kolkata.Pin Code : 700 001	WEST BENGAL	033-40205700,40205701
17	Vipul Medcorp Insurance TPA Pvt Ltd	Patna	Yamuna Tower,Campus of Maurya Dental CareNear Jain Mandir,Besides PWD Office,Gulzar Bagh Station Road,Patna-800007	BIHAR	0612-2385894 ,0612-2385895

18	Vipul Medcorp Insurance TPA Pvt Ltd	Ahemdabad	Second Floor 202,Binali Complex, Opp.Torrent Power Zonal Office, AEC,Naranpura Ahmedabad, Gujarat.Pin Code : 380 013	GUJARAT	079-40051202
19	Vipul Medcorp Insurance TPA Pvt Ltd	Surat	712, 7th Floor, City Center,Sosyo Circle, Udhana Magdalla Road,Pin Code : 395007	GUJARAT	0261 - 2630140/2630142
20	Vipul Medcorp Insurance TPA Pvt Ltd	Vadodara	449-450, Phoenix ComplexNear Suraj Plaza,Sayajiganj Vadodara.Pin Code : 390 005	GUJARAT	0265-6643222 (10 Lines)
21	Vipul Medcorp Insurance TPA Pvt Ltd	Mumbai	Unit no.15, Ground Floor, Shilpin Centre,G. D. Ambekar Marg, Wadala (W), Mumbai.Pin Code: 400 031	MAHARASHTRA	022-40764545 (24 Lines)
22	Vipul Medcorp Insurance TPA Pvt Ltd	Pune	Office No.45, 5th floor, Lokmanaya House,Opposite to Shastrinagar Police Station,Paud Road, Kothrud.Pin Code: 411 038	MAHARASHTRA	020-25394055
23	Vipul Medcorp Insurance TPA Pvt Ltd	Agra/Mathura	85/2, krishnapuri behind society hall, Mathura, UP.	UTTAR PRADESH	
24	Vipul Medcorp Insurance TPA Pvt Ltd	Panipat	H,No. 30 Jatal road, near shani mandir, Ramnagar, Panipat	HARYANA	9870860315
25	Vipul Medcorp Insurance TPA Pvt Ltd	Lucknow	Centre Court 3c/5,2,3 Floor 5-park Road	UTTAR PRADESH	9415995700

26	Vipul Medcorp Insurance TPA Pvt Ltd	Udaipur	H.no. 651, "Meera Nikunj", Shiv nagar, Ganesh nagar, Pahada, Udaipur (Rajasthan) - 313001	RAJASTHAN	9929079973
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