

PERIODIC DISCLOSURES									
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED									
Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2024				
Registration No. 115 dated August 03, 2001 CIN: L67200MH2000PLC129408									
Information as at March 31st, 2024									
a. Specify whether In-house Claim Settlement or Services rendered by TPA - Inhouse									
Name of the TPA (If services rendered by TPA) - ICICI Lombard General Insurance Company Limited (Inhouse)									
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)									
b. Number of policies and lives services in respect of which public disclosures are made:									
Description		Individual		Group		Government			
Number of policies serviced		685,737		17,305		-			
Number of lives serviced		1,339,353		19,597,772		-			
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer									
Name of the State			Name of the Districts						
https://www.icicilombard.com/support/contact-us									
d. Data of number of claims processed:									
i.	Outstanding number of claims at the beginning of the year					32,717			
ii.	Number of claims received during the year					858,509			
iii.	Number of claims paid during the year (specify % also in brackets)					7,40,376 (86.13%)			
iv.	Number of claims repudiated during the year (specify % also in brackets)					1,19,233 (13.87%)			
v.	Number of claims outstanding at the end of the year					31,617			
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	53.50%	65.29%	76.60%	68.63%				
2	Within 1-2 hours	27.78%	28.30%	13.89%	26.26%				
3	Within 2-6 hours	16.58%	6.14%	8.04%	4.87%				
4	Within 6-12 hours	1.14%	0.14%	0.69%	0.18%				
5	Within 12-24 hours	0.55%	0.10%	0.37%	0.04%				
6	>24 hours	0.45%	0.03%	0.40%	0.01%				
	Total	100.00%	100.00%	100.00%	100.00%				
Percentage to be calculated on total of the 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		
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	
Within 1 month	130,910	99.8%	726,958	99.8%	4	100.0%	857,872	99.8%	
Between 1-3 months	306	0.2%	1,427	0.2%	-	0.0%	1,733	0.2%	
Between 3 to 6 months	1	0.0%	3	0.0%	-	0.0%	4	0.0%	
More than 6 months	-	0.0%	-	0.0%	-	0.0%	-	0.0%	
Total	131,217	100.0%	728,388	100.0%	4	100.0%	859,609	100.0%	
Percentage shall be 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 the beginning of year	48							
2	Grievances received during the year	1,453							
3	Grievances resolved during the year	1,462							
4	Grievances outstanding at the end of the year	39							
Refer Health TPA Regulations , as amended from time to time									
* Out of 38,738 outstanding claims at the end of the period, 20,725 claims are outstanding due to document not received from customer / cashless approved and awaiting documents from hospitals.									

PERIODIC DISCLOSURES								
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED								
Name of the Insurer: ICICI Lombard General Insurance Company Limited				Date: 31st March, 2024				
Registration No. 115 dated August 03, 2001 CIN: L67200MH2000PLC129408								
Information as at March 31st, 2024								
a. Specify whether In-house Claim Settlement or Services rendered by TPA -								
Name of the TPA (If services rendered by TPA) - Medvantage Insurance TPA Private Limited								
Validity of agreement with the TPA: from 12/04/2021 to 11/04/2024								
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)								
b. Number of policies and lives services in respect of which public disclosures are made:								
Description	Individual	Group	Government					
Number of policies serviced	-	1	-					
Number of lives serviced	-	9,422	-					
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer								
Name of the State	Name of the Districts							
Maharashtra	Thane , Pune, Navi Mumbai							
West Bengal	Kolkata							
Haryana	Gurgaon							
Tamilnadu	Chennai							
Telangana	Hyderabad							
Karnataka	Bangalore							
d. Data of number of claims processed:								
i.	Outstanding number of claims at the beginning of the year			617				
ii.	Number of claims received during the year			1,230				
iii.	Number of claims paid during the year (specify % also in brackets)			1,647 (94.33%)				
iv.	Number of claims repudiated during the year (specify % also in brackets)			99 (5.67%)				
v.	Number of claims outstanding at the end of the year			101				
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	-	-	85.88%	77.00%			
2	Within 1-2 hours	-	-	11.16%	16.40%			
3	Within 2-6 hours	-	-	1.76%	4.71%			
4	Within 6-12 hours	-	-	1.20%	1.00%			
5	Within 12-24 hours	-	-	0.00%	0.89%			
6	>24 hours	-	-	0.00%	0.00%			
	Total	-	-	100.00%	100.00%			
Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	1,745	99.9%	-	-	1,745	99.9%
Between 1-3 months	-	-	1	0.1%	-	-	1	0.1%
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%
More than 6 months	-	-	-	0.0%	-	-	-	0.0%
Total	-	-	1,746	100.0%	-	-	1,746	100.0%
Percentage shall be 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 the beginning of year	-						
2	Grievances received during the year	-						
3	Grievances resolved during the year	-						
4	Grievances outstanding at the end of the year	-						
Refer Health TPA Regulations, as amended from time to time.								

PERIODIC DISCLOSURES									
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED									
Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2024				
Registration No. 115 dated August 03, 2001 CIN: L67200MH2000PLC129408									
Information as at March 31st, 2024									
a. Specify whether In-house Claim Settlement or Services rendered by TPA -									
Name of the TPA (If services rendered by TPA) - Medi Assist Insurance TPA Pvt Ltd									
Validity of agreement with the TPA: from 22/09/2022 to 21/09/2025									
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)									
b. Number of policies and lives services in respect of which public disclosures are made:									
Description		Individual		Group		Government			
Number of policies serviced		-		171		-			
Number of lives serviced		-		435,611		-			
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer									
Name of the State		Name of the Districts							
Karnataka		Bengaluru, Hubballi, Mangalore							
Gujarat		Surat, Baroda, Ahmedabad							
Orissa		Bhubaneshwar							
Punjab		Chandigarh							
Tamilnadu		Chennai, Coimbatore, Madurai							
Kerala		Cochin, Thrissur							
Jharkhand		Jamshedpur, Ranchi							
Madhya Pradesh		Indore							
Goa		Goa, Panaji							
Assam		Guwahati							
Telangana		Hyderabad							
Jharkhand		Jamshedpur							
West Bengal		Kolkata, Siliguri							
Uttar Pradesh		Lucknow, Noida							
Maharashtra		Mumbai, Pune, Kolhapur, Nashik							
Bihar		Patna, Ranchi							
Chattisgarh		Raipur							
Andhra Pradesh		Visakhapatnam							
d. Data of number of claims processed:									
i.		Outstanding number of claims at the beginning of the year						7,807	
ii.		Number of claims received during the year						58,641	
iii.		Number of claims paid during the year (specify % also in brackets)						58,624 (92.04%)	
iv.		Number of claims repudiated during the year (specify % also in brackets)						5,072 (7.96%)	
v.		Number of claims outstanding at the end of the year						2,752	
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	-	-	89.27%	80.77%				
2	Within 1-2 hours	-	-	8.75%	14.49%				
3	Within 2-6 hours	-	-	1.35%	3.71%				
4	Within 6-12 hours	-	-	0.25%	0.66%				
5	Within 12-24 hours	-	-	0.16%	0.17%				
6	>24 hours	-	-	0.21%	0.21%				
Total		-	-	100.00%	100.00%				
Percentage to be calculated on total of the 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		
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	
Within 1 month	-	-	63,667	100.0%	-	-	63,667	100.0%	
Between 1-3 months	-	-	19	0.0%	-	-	19	0.0%	
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%	
More than 6 months	-	-	-	0.0%	-	-	-	0.0%	
Total	-	-	63,686	100.0%	-	-	63,686	100.0%	
Percentage shall be 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 the beginning of year	-							
2	Grievances received during the year	-							
3	Grievances resolved during the year	-							
4	Grievances outstanding at the end of the year	-							
Refer Health TPA Regulations, as amended from time to time.									

PERIODIC DISCLOSURES									
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED									
Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2024				
Registration No. 115 dated August 03, 2001 CIN: L67200MH2000PLC129408									
Information as at March 31st, 2024									
a. Specify whether In-house Claim Settlement or Services rendered by TPA -									
Name of the TPA (If services rendered by TPA) - Paramount Health Services & Insurance TPA Pvt. Ltd									
Validity of agreement with the TPA: from 16/12/2023 to 15/12/2026									
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)									
b. Number of policies and lives services in respect of which public disclosures are made:									
Description	Individual	Group	Government						
Number of policies serviced	-	296	-						
Number of lives serviced	-	273,557	-						
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer									
Name of the State	Name of the Districts								
Maharashtra	Thane, Hingoli, Jalgaon, Nagpur, Nashik, Pune, Kolhapur, Mumbai, Parbhani, Sangli, Solapur								
Karnataka	Bangalore								
Tamil nadu	Chennai								
Delhi	Delhi								
West Bengal	Kolkata								
Gujarat	Ahmedabad, Surat, Baroda								
Odisha	Bhubaneswar								
Punjab	Chandigarh, Ludhiana								
Kerala	Cochin								
Assam	Guwahati								
Telangana	Hyderabad								
Madhya Pradesh	Indore, Bhopal								
Rajasthan	Jaipur								
Uttar Pradesh	Lucknow, Noida								
Mizoram	Aizawl								
Nagaland	Dimapur								
Goa	Panaji								
Bihar	Patna								
Sikkim	Gangtok								
Chhattisgarh	Raipur								
Jharkhand	Ranchi								
d. Data of number of claims processed:									
i.	Outstanding number of claims at the beginning of the year				1,335				
ii.	Number of claims received during the year				33,681				
iii.	Number of claims paid during the year (specify % also in brackets)				30,988 (92.73%)				
iv.	Number of claims repudiated during the year (specify % also in brackets)				2,431 (7.27%)				
v.	Number of claims outstanding at the end of the year				1,597				
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	-	-	89.45%	67.90%				
2	Within 1-2 hours	-	-	9.10%	28.03%				
3	Within 2-6 hours	-	-	1.13%	4.01%				
4	Within 6-12 hours	-	-	0.09%	0.00%				
5	Within 12-24 hours	-	-	0.14%	0.02%				
6	>24 hours	-	-	0.10%	0.02%				
	Total	-	-	100.00%	100.00%				
Percentage to be calculated on total of the 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		
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	
Within 1 month	-	-	33,398	99.9%	-	-	33,398	99.9%	
Between 1-3 months	-	-	21	0	-	-	21	0.1%	
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%	
More than 6 months	-	-	-	0.0%	-	-	-	0.0%	
Total	-	-	33,419	100.0%	-	-	33,419	100.0%	
Percentage shall be 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 the beginning of year	-							
2	Grievances received during the year	-							
3	Grievances resolved during the year	-							
4	Grievances outstanding at the end of the year	-							
Refer Health TPA Regulations, as amended from time to time.									

PERIODIC DISCLOSURES									
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED									
Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2024				
Registration No. 115 dated August 03, 2001 CIN: L67200MH2000PLC129408									
Information as at March 31st, 2024									
a. Specify whether In-house Claim Settlement or Services rendered by TPA -									
Name of the TPA (If services rendered by TPA) - Vidal Health Insurance TPA Pvt Ltd									
Validity of agreement with the TPA: from 02/07/2021 to 01/07/2024									
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)									
b. Number of policies and lives services in respect of which public disclosures are made:									
Description	Individual		Group		Government				
Number of policies serviced	-		45		-				
Number of lives serviced	-		124,409		-				
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer									
Name of the State	Name of the Districts								
Karnataka	Bangalore, Mangalore, Hubli								
Kerala	Cochin								
Tamilnadu	Chennai, Coimbatore								
Haryana	Gurgaon, Chandigarh, Faridabad								
Kerala	Thiruvananthapuram								
Punjab	Amritsar, Ludhiana								
Uttarakhand	Dehradun								
Madhya Pradesh	Indore, Bhopal								
Rajasthan	Jaipur, Jodhpur,								
Telangana	Hyderabad								
Maharashtra	Mumbai, Pune								
West Bengal	Kolkata								
Gujarat	Ahmedabad, Gandhi Nagar, Surat, Vadodara								
Assam	Guwahati								
Bihar	Patna								
Uttar Pradesh	Noida, Kanpur								
Andhra Pradesh	Vishakhapatnam								
d. Data of number of claims processed:									
i.	Outstanding number of claims at the beginning of the year				1,624				
ii.	Number of claims received during the year				21,691				
iii.	Number of claims paid during the year (specify % also in brackets)				19,658 (89.30%)				
iv.	Number of claims repudiated during the year (specify % also in brackets)				2,355 (10.70%)				
v.	Number of claims outstanding at the end of the year				1,302				
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	-	-	87.11%	69.82%				
2	Within 1-2 hours	-	-	7.94%	18.39%				
3	Within 2-6 hours	-	-	4.33%	11.21%				
4	Within 6-12 hours	-	-	0.62%	0.58%				
5	Within 12-24 hours	-	-	0.00%	0.00%				
6	>24 hours	-	-	0.00%	0.00%				
	Total	-	-	100.00%	100.00%				
Percentage to be calculated on total of the 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		
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	
Within 1 month	-	-	21,886	99.4%	-	-	21,886	99.4%	
Between 1-3 months	-	-	127	0.6%	-	-	127	0.6%	
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%	
More than 6 months	-	-	-	0.0%	-	-	-	0.0%	
Total	-	-	22,013	100.0%	-	-	22,013	100.0%	
Percentage shall be 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 the beginning of year	-							
2	Grievances received during the year	-							
3	Grievances resolved during the year	-							
4	Grievances outstanding at the end of the year	-							
Refer Health TPA Regulations, as amended from time to time.									

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Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2024				
Registration No. 115 dated August 03, 2001 CIN: L67200MH2000PLC129408									
Information as at March 31st, 2024									
a. Specify whether In-house Claim Settlement or Services rendered by TPA -									
Name of the TPA (If services rendered by TPA) - East West Assist Insurance TPA Private Limited									
Validity of agreement with the TPA: from 30/03/2022 to 29/03/2025									
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)									
b. Number of policies and lives services in respect of which public disclosures are made:									
Description	Individual		Group		Government				
Number of policies serviced	-		6		-				
Number of lives serviced	-		4,193		-				
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer									
Name of the State		Name of the Districts							
Delhi		New Delhi							
Rajasthan		Jaipur							
Karnataka		Bengaluru							
Tamilnadu		Chennai							
Telangana		Hyderabad							
Chandigarh		Chandigarh							
Maharashtra		Mumbai, Pune							
d. Data of number of claims processed:									
i.	Outstanding number of claims at the beginning of the year				203				
ii.	Number of claims received during the year				1,192				
iii.	Number of claims paid during the year (specify % also in brackets)				1,280 (94.53%)				
iv.	Number of claims repudiated during the year (specify % also in brackets)				74 (5.47%)				
v.	Number of claims outstanding at the end of the year				41				
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	-	-	77.23%	71.43%				
2	Within 1-2 hours	-	-	12.96%	19.11%				
3	Within 2-6 hours	-	-	4.03%	5.75%				
4	Within 6-12 hours	-	-	1.40%	1.48%				
5	Within 12-24 hours	-	-	3.33%	2.04%				
6	>24 hours	-	-	1.05%	0.19%				
Total		-	-	100.00%	100.00%				
Percentage to be calculated on total of the 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		
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	
Within 1 month	-	-	1,335	98.6%	-	-	1,335	98.6%	
Between 1-3 months	-	-	19	1.4%	-	-	19	1.4%	
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%	
More than 6 months	-	-	-	0.0%	-	-	-	0.0%	
Total	-	-	1,354	100.0%	-	-	1,354	100.0%	
Percentage shall be 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 the beginning of year	-							
2	Grievances received during the year	-							
3	Grievances resolved during the year	-							
4	Grievances outstanding at the end of the year	-							
Refer Health TPA Regulations, as amended from time to time.									

PERIODIC DISCLOSURES								
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED								
Name of the Insurer: ICICI Lombard General Insurance Company Limited				Date: 31st March, 2024				
Registration No. 115 dated August 03, 2001								
CIN: L67200MH2000PLC129408								
Information as at March 31st, 2024								
a. Specify whether In-house Claim Settlement or Services rendered by TPA -								
Name of the TPA (If services rendered by TPA) - Family Health Plan Insurance TPA Ltd								
Validity of agreement with the TPA: from 30/03/2023 to 29/03/2026								
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)								
b. Number of policies and lives services in respect of which public disclosures are made:								
Description	Individual	Group	Government					
Number of policies serviced	-	24	-					
Number of lives serviced	-	54,964	-					
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer								
Name of the State	Name of the Districts							
Telangana	Hyderabad							
Gujarat	Ahmedabad, Vadodara							
Karnataka	Bangalore							
Madhya Pradesh	Bhopal, Indore							
Haryana and Punjab	Chandigarh, Gurugram							
Tamil Nadu	Coimbatore, Madurai, Chennai							
Rajasthan	Jaipur							
Kerala	Kochi, Trivandrum							
West Bengal	Kolkata							
Uttar Pradesh	Lucknow							
Maharashtra	Mumbai, Pune, Nagpur, Solapur, Borivali							
Odisha	Bhubaneswar							
Andhra Pradesh	Krishna, Visakhapatnam							
Assam	Guwahati							
Goa	Goa, Mapusa							
Nagaland	Dimapur							
Punjab	Mohali							
Jharkhand	Jamshedpur							
Delhi	Delhi							
Himachal Pradesh	Shimla							
d. Data of number of claims processed:								
i.	Outstanding number of claims at the beginning of the year						552	
ii.	Number of claims received during the year						2,558	
iii.	Number of claims paid during the year (specify % also in brackets)						2,243 (76.50%)	
iv.	Number of claims repudiated during the year (specify % also in brackets)						689 (23.50%)	
v.	Number of claims outstanding at the end of the year						178	
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	53.23%	50.00%	69.95%	51.56%			
2	Within 1-2 hours	18.41%	19.51%	16.26%	32.99%			
3	Within 2-6 hours	17.91%	24.39%	9.41%	13.77%			
4	Within 6-12 hours	5.47%	4.27%	1.07%	0.65%			
5	Within 12-24 hours	2.99%	1.83%	2.78%	0.91%			
6	>24 hours	1.99%	0.00%	0.53%	0.13%			
Total		100.00%	100.00%	100.00%	100.00%			
Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	1,144	97.4%	1,748	99.5%	0	0	2,892	98.6%
Between 1-3 months	29	2.5%	9	0.5%	0	0	38	1.3%
Between 3 to 6 months	2	0.2%	-	0.0%	0	0	2	0.1%
More than 6 months	-	0.0%	-	0.0%	0	0	-	0.0%
Total	1,175	100.0%	1,757	100.0%	0	0	2,932	100.0%
Percentage shall be 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 the beginning of year	-						
2	Grievances received during the year	-						
3	Grievances resolved during the year	-						
4	Grievances outstanding at the end of the year	-						
Refer Health TPA Regulations, as amended from time to time.								

PERIODIC DISCLOSURES									
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED									
Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2024				
Registration No. 115 dated August 03, 2001 CIN: L67200MH2000PLC129408									
Information as at March 31st, 2024									
a. Specify whether In-house Claim Settlement or Services rendered by TPA -									
Name of the TPA (If services rendered by TPA) - Health India Insurance TPA Services Pvt. LTD.									
Validity of agreement with the TPA: from 27/04/2021 to 26/04/2024									
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)									
b. Number of policies and lives services in respect of which public disclosures are made:									
Description		Individual		Group		Government			
Number of policies serviced		-		14		-			
Number of lives serviced		-		90,634		-			
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer									
Name of the State		Name of the Districts							
Maharashtra		Mumbai (Vidyalihar), Mumbai(Narimanpoint), Kolhapur, Nagpur, Pune, Solapur, Nashik, Aurangabad, S							
Gujarat		Ahmedabad, Surat, Vadodara, Raikot							
Karnataka		Bangalore, Mangalore							
Tamil Nadu		Chennai, Madurai							
Delhi		Gurgaon							
Telengana		Hyderabad							
West Bengal		Kolkata							
Uttar Pradesh		Lucknow							
Rajasthan		Jaipur							
Bihar		Patna							
Madhya Pradesh		Bhopal, Indore, Raipur							
Chhattisgarh		Raipur							
Odisha		Rourkela							
Goa		Goa							
Haryana		Gurgaon							
Kerala		Chocin							
Punjab		Chandigarh							
d. Data of number of claims processed:									
i.		Outstanding number of claims at the beginning of the year						170	
ii.		Number of claims received during the year						6,699	
iii.		Number of claims paid during the year (specify % also in brackets)						5,653 (92.19%)	
iv.		Number of claims repudiated during the year (specify % also in brackets)						479 (7.81%)	
v.		Number of claims outstanding at the end of the year						737	
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	-	-	89.70%	80.59%				
2	Within 1-2 hours	-	-	6.90%	14.24%				
3	Within 2-6 hours	-	-	2.39%	4.88%				
4	Within 6-12 hours	-	-	0.28%	0.10%				
5	Within 12-24 hours	-	-	0.72%	0.20%				
6	>24 hours	-	-	0.00%	0.00%				
Total		-	-	100.00%	100.00%				
Percentage to be calculated on total of the 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		
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	
Within 1 month	-	-	6,125	99.9%	-	-	6,125	99.9%	
Between 1-3 months	-	-	7	0.1%	-	-	7	0.1%	
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%	
More than 6 months	-	-	-	0.0%	-	-	-	0.0%	
Total	-	-	6,132	100.0%	-	-	6,132	100.0%	
Percentage shall be 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 the beginning of year	-							
2	Grievances received during the year	-							
3	Grievances resolved during the year	-							
4	Grievances outstanding at the end of the year	-							
Refer Health TPA Regulations, as amended from time to time.									

PERIODIC DISCLOSURES																					
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED																					
Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2024																
Registration No. 115 dated August 03, 2001 CIN: L67200MH2000PLC129408																					
Information as at March 31st, 2024																					
a. Specify whether In-house Claim Settlement or Services rendered by TPA -																					
Name of the TPA (If services rendered by TPA) - Raksha Health Insurance TPA PVT LTD																					
Validity of agreement with the TPA: from 31/05/2021 to 30/05/2024																					
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)																					
b. Number of policies and lives services in respect of which public disclosures are made:																					
<table border="1"> <thead> <tr> <th>Description</th> <th>Individual</th> <th>Group</th> <th>Government</th> </tr> </thead> <tbody> <tr> <td>Number of policies serviced</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Number of lives serviced</td> <td>-</td> <td>9,083</td> <td>-</td> </tr> </tbody> </table>										Description	Individual	Group	Government	Number of policies serviced	-	-	-	Number of lives serviced	-	9,083	-
Description	Individual	Group	Government																		
Number of policies serviced	-	-	-																		
Number of lives serviced	-	9,083	-																		
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer																					
Name of the State					Name of the Districts																
Tamil Nadu					Chennai																
Haryana					Faridabad																
New Delhi					Delhi																
Madhya Pradesh					Indore																
Chhattisgarh					Raipur																
West Bengal					Kolkata																
Assam					Guwahati																
Rajasthan					Jaipur																
Punjab					Chandigarh, Ludhiana																
Maharashtra					Mumbai, Pune																
Karnataka					Bengaluru,																
Uttar Pradesh					Lucknow																
Kerala					Cochin																
Telangana					Hyderabad																
Gujarat					Ahmedabad , Vadodara																
d. Data of number of claims processed:																					
i. Outstanding number of claims at the beginning of the year					683																
ii. Number of claims received during the year					2,711																
iii. Number of claims paid during the year (specify % also in brackets)					2,962 (87.97%)																
iv. Number of claims repudiated during the year (specify % also in brackets)					405 (12.03%)																
v. Number of claims outstanding at the end of the year					27																
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	-	-	76.67%	88.96%																
2	Within 1-2 hours	-	-	9.40%	8.47%																
3	Within 2-6 hours	-	-	13.92%	2.57%																
4	Within 6-12 hours	-	-	0.00%	0.00%																
5	Within 12-24 hours	-	-	0.00%	0.00%																
6	>24 hours	-	-	0.00%	0.00%																
Total		-	-	100.00%	100.00%																
Percentage to be calculated on total of the 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														
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage													
Within 1 month	-	-	3,351	99.5%	-	-	3,351	99.5%													
Between 1-3 months	-	-	16	0.5%	-	-	16	0.5%													
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%													
More than 6 months	-	-	-	0.0%	-	-	-	0.0%													
Total	-	-	3,367	100.0%	-	-	3,367	100.0%													
Percentage shall be 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 the beginning of year	-																			
2	Grievances received during the year	-																			
3	Grievances resolved during the year	-																			
4	Grievances outstanding at the end of the year	-																			
Refer Health TPA Regulations, as amended from time to time.																					
Note: Eight policies are booked in FY 22-23 which was also served in the FY-23-24																					

PERIODIC DISCLOSURES																					
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED																					
Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2024																
Registration No. 115 dated August 03, 2001																					
CIN: L67200MH2000PLC129408																					
Information as at March 31st, 2024																					
a. Specify whether In-house Claim Settlement or Services rendered by TPA -																					
Name of the TPA (If services rendered by TPA) -Ericson Insurance TPA Pvt Ltd																					
Validity of agreement with the TPA: from 12/04/2021 to 11/04/2024																					
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)																					
b. Number of policies and lives services in respect of which public disclosures are made:																					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Description</th> <th>Individual</th> <th>Group</th> <th>Government</th> </tr> </thead> <tbody> <tr> <td>Number of policies serviced</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> </tr> <tr> <td>Number of lives serviced</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> </tr> </tbody> </table>										Description	Individual	Group	Government	Number of policies serviced	-	-	-	Number of lives serviced	-	-	-
Description	Individual	Group	Government																		
Number of policies serviced	-	-	-																		
Number of lives serviced	-	-	-																		
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer																					
Name of the State		Name of the Districts																			
Maharashtra		Mumbai, Pune, Nagapur																			
Gujarat		Ahmedabad, Surat, Vadodara																			
Karnataka		Bengaluru																			
Chandigarh		Chandigarh																			
Delhi		Delhi																			
West Bengal		Kolkata																			
Tamilnadu		Chennai																			
Punjab		Tehsil Zirakpur																			
Bihar		Patna																			
Orissa		Bhubaneswar																			
Kerala		Kochin																			
Uttar Pradesh		Lucknow																			
Telengana		Hyderabad																			
d. Data of number of claims processed:																					
i. Outstanding number of claims at the beginning of the year								1													
ii. Number of claims received during the year								3													
iii. Number of claims paid during the year (specify % also in brackets)								4 (100%)													
iv. Number of claims repudiated during the year (specify % also in brackets)								-													
v. Number of claims outstanding at the end of the year								-													
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	-	-	66.67%	33.33%																
2	Within 1-2 hours	-	-	33.33%	66.67%																
3	Within 2-6 hours	-	-	0.00%	0.00%																
4	Within 6-12 hours	-	-	0.00%	0.00%																
5	Within 12-24 hours	-	-	0.00%	0.00%																
6	>24 hours	-	-	0.00%	0.00%																
Total		-	-	100%	100%																
Percentage to be calculated on total of the 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														
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage													
Within 1 month	-	-	4	100.0%	-	-	4	100.0%													
Between 1-3 months	-	-	-	0.0%	-	-	-	0.0%													
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%													
More than 6 months	-	-	-	0.0%	-	-	-	0.0%													
Total	-	-	4	100.0%	-	-	4	100.0%													
Percentage shall be 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 the beginning of year	-																			
2	Grievances received during the year	-																			
3	Grievances resolved during the year	-																			
4	Grievances outstanding at the end of the year	-																			
Refer Health TPA Regulations, as amended from time to time.																					

PERIODIC DISCLOSURES									
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED									
Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2024				
Registration No. 115 dated August 03, 2001 CIN: L67200MH2000PLC129408									
Information as at March 31st, 2024									
a. Specify whether In-house Claim Settlement or Services rendered by TPA -									
Name of the TPA (If services rendered by TPA) - Good Health Insurance TPA Limited									
Validity of agreement with the TPA: from 09/06/2023 to 08/06/2026									
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)									
b. Number of policies and lives services in respect of which public disclosures are made:									
	Individual	Group	Government						
Number of policies serviced	-	1	-						
Number of lives serviced	-	1,438	-						
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer									
Name of the State		Name of the Districts							
Telangana		Hyderabad							
Karnataka		Bengaluru							
Tamilnadu		Chennai, Maduri, Coimbatore							
Andhra Pradesh		Visakhapatnam							
Delhi		New Delhi							
Maharashtra		Mumbai							
d. Data of number of claims processed:									
i.	Outstanding number of claims at the beginning of the year								37
ii.	Number of claims received during the year								121
iii.	Number of claims paid during the year (specify % also in brackets)								114 (89.76%)
iv.	Number of claims repudiated during the year (specify % also in brackets)								13 (10.24%)
v.	Number of claims outstanding at the end of the year								31
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	-	-	97.54%	99.18%				
2	Within 1-2 hours	-	-	1.64%	0.00%				
3	Within 2-6 hours	-	-	0.82%	0.82%				
4	Within 6-12 hours	-	-	0.00%	0.00%				
5	Within 12-24 hours	-	-	0.00%	0.00%				
6	>24 hours	-	-	0.00%	0.00%				
	Total	-	-	100.00%	100.00%				
Percentage to be calculated on total of the 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		
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	
Within 1 month	-	-	124	97.6%	-	-	124	97.6%	
Between 1-3 months	-	-	2	1.6%	-	-	2	1.6%	
Between 3 to 6 months	-	-	1	0.8%	-	-	1	0.8%	
More than 6 months	-	-	-	0.0%	-	-	-	0.0%	
Total	-	-	127	100.0%	-	-	127	100.0%	
Percentage shall be 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 the beginning of year	-							
2	Grievances received during the year	-							
3	Grievances resolved during the year	-							
4	Grievances outstanding at the end of the year	-							
Refer Health TPA Regulations, as amended from time to time.									

PERIODIC DISCLOSURES									
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED									
Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2024				
Registration No. 115 dated August 03, 2001									
CIN: L67200MH2000PLC129408									
Information as at March 31st, 2024									
a. Specify whether In-house Claim Settlement or Services rendered by TPA -									
Name of the TPA (If services rendered by TPA) - MDIndia Health Insurance TPA PVT LTD									
Validity of agreement with the TPA: from 05/07/2021 to 04/07/2024									
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)									
b. Number of policies and lives services in respect of which public disclosures are made:									
	Description	Individual	Group	Government					
	Number of policies serviced	-	7	-					
	Number of lives serviced	-	16,293	-					
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer									
	Name of the State	Name of the Districts							
	Maharashtra	Pune, Nashik, Nagpur, Mumbai, Ahmednagar, Akola, Amravati, Beed, Bhandara, Dhule, Gadchiroli, Gond							
	Andhra Pradesh	Visakhapatnam, Vijayawada							
	Telangana	Hyderabad							
	Bihar	Patna							
	West Bengal	Kolkata, Asansol, Durgapur, Siliguri							
	Goa	Panjim							
	Karnataka	Bangalore, Bhadravati							
	Arunachal Pradesh	Nirjuli							
	Assam	Guwahati							
	Chattisgarh	Bhilai, Raipur							
	Jammu & Kashmir	Jammu, Srinagar							
	Jharkhand	Bokaro, Dhanbad, Ranchi							
	Orissa	Rourkela							
	Punjab	Ludhiana, Mohali							
	Rajasthan	Ajmer, Barmer, Bhilwara, Jaipur, Jodhpur, Pali, Rajasamand, Sirohi							
	Uttarakhand	Dehradun							
	Kerala	Kochi (Cochin)							
	Madhya Pradesh	Indore, Bhopal							
	Delhi	New Delhi							
	Tamil Nadu	Erode, Chennai, Coimbatore, Cuddalore, Dindigul, Kanchipuram, Kanyakumari, Madurai, Ramanathapuram							
	Uttar Pradesh	Lucknow, Badaun, Balrampur, Bareilly, Bhairich, Gonda, Lucknow, Noida, Pilibhit, Shahjahanpur, Shravast							
	Gujarat	Ahmedabad, Surat, Baroda							
d. Data of number of claims processed:									
	i. Outstanding number of claims at the beginning of the year								563
	ii. Number of claims received during the year								2,963
	iii. Number of claims paid during the year (specify % also in brackets)								2,937 (92.27%)
	iv. Number of claims repudiated during the year (specify % also in brackets)								246 (7.73%)
	v. Number of claims outstanding at the end of the year								343
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	-	-	87.19%	81.48%				
2	Within 1-2 hours	-	-	12.81%	18.52%				
3	Within 2-6 hours	-	-	0.00%	0.00%				
4	Within 6-12 hours	-	-	0.00%	0.00%				
5	Within 12-24 hours	-	-	0.00%	0.00%				
6	>24 hours	-	-	0.00%	0.00%				
	Total	-	-	100.00%	100.00%				
Percentage to be calculated on total of the 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		
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	
Within 1 month	-	-	3,178	99.8%	-	-	3,178	99.8%	
Between 1-3 months	-	-	5	0.2%	-	-	5	0.2%	
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%	
More than 6 months	-	-	-	0.0%	-	-	-	0.0%	
Total	-	-	3,183	100.0%	-	-	3,183	100.0%	
Percentage shall be 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 the beginning of year	-							
2	Grievances received during the year	-							
3	Grievances resolved during the year	-							
4	Grievances outstanding at the end of the year	-							
Refer Health TPA Regulations, as amended from time to time.									

PERIODIC DISCLOSURES																					
FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED																					
Name of the Insurer: ICICI Lombard General Insurance Company Limited					Date: 31st March, 2024																
Registration No. 115 dated August 03, 2001																					
CIN: L67200MH2000PLC129408																					
Information as at March 31st, 2024																					
a. Specify whether In-house Claim Settlement or Services rendered by TPA -																					
Name of the TPA (If services rendered by TPA) - Medsave Health Insurance TPA Limited																					
Validity of agreement with the TPA: from 14/07/2021 to 13/07/2024																					
(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)																					
b. Number of policies and lives services in respect of which public disclosures are made:																					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Description</th> <th>Individual</th> <th>Group</th> <th>Government</th> </tr> </thead> <tbody> <tr> <td>Number of policies serviced</td> <td style="text-align: center;">-</td> <td style="text-align: center;">1</td> <td style="text-align: center;">-</td> </tr> <tr> <td>Number of lives serviced</td> <td style="text-align: center;">-</td> <td style="text-align: center;">1,493</td> <td style="text-align: center;">-</td> </tr> </tbody> </table>										Description	Individual	Group	Government	Number of policies serviced	-	1	-	Number of lives serviced	-	1,493	-
Description	Individual	Group	Government																		
Number of policies serviced	-	1	-																		
Number of lives serviced	-	1,493	-																		
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer																					
Name of the State		Name of the Districts																			
Delhi		New Delhi																			
Gujarat		Ahmedabad, Vadodara																			
Punjab		Amritsar																			
Karnataka		Bangalore																			
Madhya Pradesh		Bhopal, Indore																			
Chandigarh		Chandigarh																			
Tamilnadu		Chennai																			
Telangana		Hyderabad																			
West Bengal		Kolkata																			
Maharashtra		Mumbai, Nashik, Pune																			
Bihar		Patna																			
Chhattishgarh		Raipur																			
Andhra Pradesh		Vijayawada																			
d. Data of number of claims processed:																					
i.		Outstanding number of claims at the beginning of the year						19													
ii.		Number of claims received during the year						65													
iii.		Number of claims paid during the year (specify % also in brackets)						67 (93.06%)													
iv.		Number of claims repudiated during the year (specify % also in brackets)						5 (6.94%)													
v.		Number of claims outstanding at the end of the year						12													
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	-	-	75.00%	27.91%																
2	Within 1-2 hours	-	-	18.18%	51.16%																
3	Within 2-6 hours	-	-	6.82%	20.93%																
4	Within 6-12 hours	-	-	0.00%	0.00%																
5	Within 12-24 hours	-	-	0.00%	0.00%																
6	>24 hours	-	-	0.00%	0.00%																
Total		-	-	100.00%	100.00%																
Percentage to be calculated on total of the respective column.																					
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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														
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage													
Within 1 month	-	-	72	100.0%	-	-	72	100.0%													
Between 1-3 months	-	-	-	0.0%	-	-	-	0.0%													
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%													
More than 6 months	-	-	-	0.0%	-	-	-	0.0%													
Total	-	-	72	100.0%	-	-	72	100.0%													
Percentage shall be 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 the beginning of year	-																			
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Refer Health TPA Regulations, as amended from time to time.																					