	F	ORM NL 48 -	DISCLOSURE	S ON QUANTITATI	PERIODIC DISC		S OF HEALTH SERVICES	RENDERED	
Name of t	the Insure	r: ICICI Lomb	ard General Ins	surance Company	Limited		Date: 31st March, 2023		
		5 dated Augu					·		
CIN: L672	200MH200	0PLC129408							
Informatio	on as at M	arch 31st, 20	23						
a. Specify	y whether	In-house Cla	im Settlement o	or Services render	ed by TPA - Inho	use			
	Name of t	he TPA (lf ser	vices rendered b	oy TPA) - ICICI Lom	bard General Insu	urance Company Lim	ited (Inhouse)		
				of in-house claim s rendered by TPA)	ettlements and				
				pect of which publi	ic disclosures ar	e made:			
	-	-		Gro			overnment	1	
Description Individual Gr Number of policies serviced 625,416 625,416					15,171		-		
Number o	of lives		1,201,133		12,810,342		-		
serviced	otion with	regard to the	goographical	aree in which conv	iaaa ara randaraa	d by the TPAs/Insur	~	1	
	ame of the		geographical	area in which serv	Name of the]	
https://	www.icicilo	mbard.com/su	pport/contact-us	6]	
d. Data of		of claims proc		ainning of the war			40.400	1	
i. ii.	Number o	f claims receiv	ved during the ye				43,486 676,610		
iii. iv.	Number o	f claims repud	liated during the	specify % also in br year (specify % als			5,85,702 (85.21%) 1,01,677 (14.79%)		
			anding at the end	•			32,717	J	
e. Turn A	round Tim	e (TAT) for c		(in respect of num Policies (in %)		olicies (in %)			
S. No.	Des	cription		TAT for					
			TAT for pre-auth**	discharge***	TAT for pre- auth**	TAT for discharge***			
1 2		1 <1 hour 1-2 hours	69.86% 18.77%	76.12% 19.76%	79.53% 12.54%	74.30% 22.45%			
3	Within	2-6 hours	9.88%	3.84%	6.50%	3.02%			
4		6-12 hours 2-24 hours	0.53% 0.18%	0.15%	0.92% 0.51%	0.15% 0.08%			
6	>24	hours	0.00%	0.00%	0.00%	0.00%			
	Т	otal	99.22%	100.00%	100.00%	100.00%			
** reckone *** reckon	ed from the ned as final	time last nece discharge sur	mmary sent to h				final pre-auth is issued to the	e hospitals	
	ription		ayment / reput						
(to be re	eckoned e date of	Indi	vidual	Gro	up	Go	overnment	То	tal
receipt	t of last ssary								
	iment	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 m	nonth	111,632	99%	554,077	99%	19,446	100%	685,155	100%
Between 1 months	1-3	771	1%	1,281	1%	-	0%	2,052	0%
Between 3 months	3 to 6	61	0%	62	0%	-	0%	123	0%
More than	n 6 months	38	0%	11	0%	-	0%	49	0%
То	otal	112,502	100%	555,431	100%	19,446	100%	687,379	100%
Percentag	ge shall be	calculated on	total of the resp	ective column					
g. Data of	f grievanc	es received a	gainst the TPA	:					
S. No.		1	Description		Number of Grievances				
1			at the beginning	g of year	10				
2		es received du			1,239 1,201				
4			at the end of the	e year	48				
Refer Hea	alth TPA Re	egulations , as	amended from	time to time					
				f the period, 18,590 from hospitals.	0 claims are outs	standing due to doc	ument not received from cu PD/2022-23/Q4/Ve		2023
Jaarnes	appi 076		.g accuments				· D/2022-23/044/Ve		

Name of the Insurer: ICICI Lombard General Insurance Company Limited Date: 31st March, 202 Registration No. 115 dated August 03, 2001 CIN: L67200MH2000PLC129408		ENDERED	
CIN: L67200MH2000PLC129408	23		
Information as at March 31st, 2023			
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 _ 13	-		
Number of lives - 27.964	-		
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	—		
Maharastra Thane , Pune, Navi Mumbai			
West Bengal Kolkata Haryana Gurgaon	—		
Haryana Gurgaon Tamilnadu Chennai			
Telangana Hyderabad	\square		
Karnataka Bangalore			
d. Data of number of claims processed: i. Outstanding number of claims at the beginning of the year 2	2,241		
	3,988		
iii. Number of claims paid during the year (specify % also in brackets) 5106 (90.9			
iv. Number of claims repudiated during the year (specify % also in brackets) 506 (9.0 v. Number of claims outstanding at the end of the year 506 (9.0	617		
e. Turn Around Time (TAT) for cashless claims (in respect of number of claims): Individual Policies (in %) Group Policies (in %)			
S. No. Description			
TAT for TAT for TAT for TAT for TAT for pre-auth** discharge*** pre-auth** discharge***			
1 Within <1 hour 85.99% 88.58%			
2 Within 1-2 hours - - 6.96% 3.55% 3 Within 2-6 hours - - 6.20% 4.14%			
4 Within 6-12 hours 0.85% 0.55%			
5 Within 12-24 hours - - 0.00% 3.07% 6 >24 hours - - 0.00% 0.10%			
6 >24 hours - - 0.00% 0.10% 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 issuec *** 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:	d to the	e hospitals	
Description (to be reckoned Individual Group Government from the date of Government Group Government		То	tal
document No. of Claims Percentage No. of Claims Percentage No. of Claims Percentage		No. of Claims	Percentage
Within 1 month 5,531 98.56%	-	5,531	98.56%
Between 1-3 months 55 0.98%	-	55	0.98%
Between 3 to 6	. T	16	0.29%
More than 6 0.18%	Ţ	10	0.18%
Total 5,612 100.00% -		5,612	100.00%
		3,012	100.00%
Percentage shall be calculated on total of the respective column			
Percentage shall be calculated on total of the respective column g. Data of grievances received against the TPA: S. No. Description Number of			
Percentage shall be calculated on total of the respective column g. Data of grievances received against the TPA: S. No. Description Description Grievances Crievances Crievances Crievances Description Crievances Crievances Description Crievances Description Description Description Crievances Description Description Description Description Description Crievances Description Des			
Percentage shall be calculated on total of the respective column g. Data of grievances received against the TPA: S. No. Description Crievances Grievances Grievances Grievances Grievances Grievances Crievances Crievances Description Crievances Crievances Crievances Description Crievances Description Crievances Crievances Description Crievances Crievances Crievances Description Description Crievances Description Description Crievances Crievances Description Crievances Description Crievances Description Crievances Crievances Crievances Crievances Crievances Crievances Description Crievances Crieva			
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 -			
Percentage shall be calculated on total of the respective column g. Data of grievances received against the TPA: S. No. Description Rumber 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 -	12022	23/Q4/Ver. Date	d Apr 26, 0000

		PERIODIC DISC ES ON QUANTITATIVE AND QUALIT		
Name of the Insure	r: ICICI Lombard General Ins			Date: 31st March, 2023
gistration No. 11 N: L67200MH200	5 dated August 03, 2001 0PLC129408			
ormation as at M	larch 31st, 2023			
Specify whethe	r In-house Claim Settlemer	nt or Services rendered by TPA -		
Name of t	the TPA (If services rendered b	oy TPA) - Medi Assist Insurance TPA F	Pvt Ltd	
Validity of	agreement with the TPA: fro	om 22/09/2022 to 21/09/2025		
Data shall be conso	lidated at insurer level in case	of in-house claim settlements and		
at the level of con	cerned TPA in case of services	rendered by TPA)		
. Number of polic	cies and lives services in re	spect of which public disclosures	are made:	
Description	Individual	Group	Go	vernment
imber of policies	-	133		
rviced Imber of lives				
imper of lives	-	509,907		-
IVICEU				
Information wit	h regard to the geographic	al area in which services are rend	lorod by the TDAc/	Incuror
Name of the Stat			lered by the TFAS/	
Karnataka		Hubbali, Mangalore		
Guiarat		la, Ahmedabad		
Orissa	Bhubaneshv			
Punjab	Chandigarh			
Tamilnadu		mbatore, Madurai, Thrissur, Trivandru	ım. Erode.Karur. Krist	nagiri.Mailaduthurai.Nagapat
Kerala	Cochin.Thris			
Jharkhand	Jamshedpur			
Madhva Pradesh				
Goa	Goa,Panaji			
Assam	Guwahati			
Telangana	Hyderabad			
Jharkhand	Jamshedpur			
West Bengal	Kolkata, Silio			
Uttar Pradesh		bida,Agra ,Aligarh,Amroha, Baghpat, E	Bijnor, Bulandsahar.Et	tah, Firozabad ,Gaziabad. Har
Maharashtra		ne,Aurangabad, Buldhana, Chandapu		
Bihar	Patna,Ranch		,	
Chattisgarh	Raipur			
Andhra Pradesh	Visakhapatn	am		
ana madoan	- iouxilupuul			
. Data of number	of claims processed:			
	ng number of claims at the be	ginning of the year		5,510
	of claims received during the ye			155,147
	of claims paid during the year (143357 (93.79%)

	Outstanding number of claims at the beginning of the year	5,510
ii.	Number of claims received during the year	155,147
iii.	Number of claims paid during the year (specify % also in brackets)	143357 (93.79%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	9493 (6.21%)
v	Number of claims outstanding at the end of the year	7 807

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

		Individual	Policies (in %)	Group Policies (in %)			
S. No.	Description	TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***		
1	Within <1 hour	-	-	80.72%	68.16%		
2	Within 1-2 hours	-		15.90%	26.12%		
3	Within 2-6 hours	-		2.48%	4.11%		
4	Within 6-12 hours	-		0.00%	0.00%		
5	Within 12-24 hours	-		0.89%	1.60%		
6	>24 hours	-	-	0.02%	0.01%		
	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 Tim	e in case of	payment / rep	udiation of claims	:			r	
Description (to be reckoned from the date of receipt of last necessary	Individual		Group		Go	vernment	Total	
document	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	151,978	99.43%		-	151,978	99.43%
Between 1-3 months	-	-	599	0.39%	-	-	599	0.39%
Between 3 to 6 months	-	-	191	0.12%	-	-	191	0.12%
More than 6 months	-	-	82	0.05%	-	-	82	0.05%
Total	-	-	152,850	100.00%	-	-	152,850	100.00%

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 He	ealth TPA Regulations, as amended from time to time.	

		FORM NL 48	- DISCLOSURE	S ON QUANTITATI	PERIODIC DISC		S OF HEALTH SERVICES R	ENDERED						
Name of	the Insurer			Irance Company Li			Date: 31st March, 2023							
		5 dated Augu PLC129408	ist 03, 2001											
		arch 31st, 20	23											
a. Specif	y whethe	r In-house C	laim Settleme	nt or Services ren	dered by TPA -									
	Name of t	he TPA (If se	rvices rendered b	y TPA) - Paramount	Health Services 8	& Insurance TPA Pvt.	Ltd							
	Validity of	agreement w	vith the TPA: fro	m 16/12/2020 to 1	5/12/2023									
	(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:													
b. Numb	er of polic	ies and live	s services in re	spect of which pu	blic disclosures	are made:								
Desci Number o	ription of policies	Ind	ividual -	Gro	ир 119	Go	vernment							
serviced Number o	-													
serviced	nation wit	h regard to	the geographic	al area in which c	anvices are ren	dered by the TPAs/	Incurer	1						
Name	of the Stat		Name of the	Districts										
Mahar Karnat	taka		Bangalore	ioii, jaiqaon, inaqpu	r, Nashik ,Pune, K	oinapur, Mumbai, Pai	bhani, Sanqli, Solapur							
Tamil Delhi			Chennai Delhi											
Gujara				Surat , Baroda, Gar	ndhinagar									
Odisha Punjat			Bhubaneswa Chandigarh											
Kerala Assam			Cochin Guwahati											
Telang			Hyderabad Indore											
Rajast			Jaipur Lucknow, No	vida										
Mizora	am		Aizawl	Jud										
Nagala Goa	and		Dimapur Panaji											
Bihar Sikkim			Patna Gangtok											
Chhatt Jharkh	tisqarh 1and		Raipur Ranchi											
d. Data d	of number	of claims p	rocessed:											
i. Ii.	Outstandir	ng number of		ginning of the year			832 15,874							
iii. iv.	Number of	f claims paid (during the year (specify % also in bra year (specify % also			14183 (92.27%) 1188(7.73%)							
v.			anding at the end		J III DIACKEUS)		1,335							
e. Turn A	Around Tir	ne (TAT) for		s (in respect of n Policies (in %)		s): Nicies (in %)								
S. No.	Desc	cription	TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***								
1		<1 hour	-	-	90.83%	92.39%								
2		1-2 hours 2-6 hours	-		7.12%	5.89% 1.52%								
4 5		6-12 hours 2-24 hours	-	-	0.21%	0.16%								
6	>24	hours	-	-	0.91%	0.01%								
** reckon *** recko	ed from the ned as fina	e time last ne I discharge su	ummary sent to h		e discharge bill is		final pre-auth is issued to the	e hospitals						
(to be r from the receipt	ription reckoned e date of t of last essary	Ind	lividual	Gro	υp	Ga	vernment	To	tal					
docu	iment	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage					
Within 1 r		-	-	15,135	98.46%	-	-	15,135	98.46%					
Between : months		-	-	76	0.49%	-	-	76	0.49%					
Between 3 months	3 to 6		_	50	0.33%			50	0.33%					
More than	n 6 months		_	110	0.72%	-	-	110	0.72%					
То	otal	-	-	-		15,371	100.00%							
			total of the respe I against the TF											
S. No.			Description		Number of Grievances									
1		s outstanding s received dur	at the beginning	of year	-									
3	Grievance	s resolved du	ring the year	NO2F	-									
4	Grievance	s outstanding	at the end of the	e year	-									

Refer Health TPA Regulations, as amended from time to time.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

encid 1 1,20,02										
<text><text><text><text><text><text></text></text></text></text></text></text>	Norre						ATIVE PARAMETER		RENDERED	
<section-header><section-header></section-header></section-header>					urance Company I	Limited		Date: 31st March, 2023		
<section-header><section-header><section-header><text><text><text></text></text></text></section-header></section-header></section-header>				ust 03, 2001						
<text><text><text><text></text></text></text></text>	Informatio	on as at M	arch 31st, 20	023						
<text><text><text></text></text></text>	a. Specify	y whethe	r In-house C	laim Settleme	nt or Services rend	iered by TPA -				
<text></text>		Name of t	he TPA (If se	rvices rendered b	y TPA) - Vidal Healtl	h Insurance TPA F	Pvt Ltd			
<text></text>		Validity of	agreement w	vith the TPA: fro	m 02/07/2021 to 0	1/07/2024				
						ttlements and				
						blic disclosures	are made:			
			Ind	lividual	Grou	ıp	Go	vernment	I	
Number of levin i 126,009 c. Incrementary with reserve to the seconsapilical zerva in which services are rendered by the TPAs/Insurer Status of Incrementary with reserve to the Distriction of Distriction of Distriction of Distriction of District		f policies		-		41		-		
Information with regard to the essentiability in the services are numbered by the TPAs/Insure Barrier of the Solice Nome of the Solice Solicity Nome of the Solicity Barrier of the Solicity Nome of the Solicity Adverted head Solicity Nome of the Solicity Solicity Nome of the Solicity Nome of the Solicity Solicity Nome of the Solicity Nome o	Number of lives - serviced					126,039		-	•	
Atter of the State Name of the Districts Armataka Brandaka Armataka Brandaka Armataka Colon Armataka Armataka Armataka Armatak					-1 !				<u>1</u>	
Serial of Cochin Cochin Harring of Cochin Cochin Statistion Jacobin Cochin Statistion Jacobin Cochin Statistion Jacobin Cochin Statistion Cochin Statistion Cochin Addres Pradeation	Name	of the State		Name of the	Districts	ervices are rend	lered by the TPAs/.	Insurer	Į	
Hargman Gurgano, Chandigani, Faridabad Anglia Derivanditagramm Holgendita Derivanditagramm Holgenditagramm Holgenditagramm State State Obtained Annobabad, Standit Nagar, Sunst, Vadodara Gulard Annobabad, Standit Nagar, Sunst, Vadodara Andria Prodesh Vesta Bergal Kokaba Outstanditagramm Number of Claims get Caster Nagar, Sunst, Vadodara Andria Prodesh Vestalsagataan Utter Prodesh Vestalsagataan 12267 0131565 No. Tart for Tart for for Tart for for Tart for for Tart for for Tart for for Tart for for Tart for for Tart for for Tart for for Tart for for Tart for for Tart for for Tart for for Tart for for tart for so tart descharge manney and the second by Northery ID 000% State Within 1.2 Northard Academa 0.00% 0.00% State W	Kerala			Cochin					ţ	
Arabb Thrucanathapuran Arabb Antrives, Lufhina Utterafand Deveradin Adamy Pradesh Index Bay Alamy Pradesh Index Bay Anarothy Hodeabd Anarothy Hodeabdd Ana									ł	
Uttariational Debradue Addathy Pradech Totor, Bhogal Raisbran Jagur, Jochur, T Raisbran Jagur, Jochur, T Raisbran Helderbad Weth Raisbran Kolkala Guidaret Annebadad, Candh Ngar, Surat, Vialodara Assam Guidaret Assam Guidaret Anne Padach Norda, Kangar Utter Padsch Norda, Kangar Jutter Padsch Totor (Jangar Structure) Jutter Padsch Totor (Jangar Structure)<	Kerala			Thiruvanant	napuram				Į	
Rajstran Jajer, Johngra, Heradara Relation Hydraddaf Matarastra Armediada, Gandhi Nagar, Sunat, Vadodana Autor Pradesh Armediada, Gandhi Nagar, Sunat, Vadodana Jutter Pradesh Hodaka ganda Autor Pradesh Nodaka ganda Autor Pradesh Nodaka ganda Jutter Pradesh Hodaka ganda Autor Pradesh Stabahagattaman Autor Pradesh Stabahagattaman Jutter Pradesh Hodaka ding the year Number of claims generated daring the year Staba in brackets) Number of claims generated daring the year (% staba in brackets) 12767 (91.37%) Number of claims generated daring the year (% staba in brackets) 1267 (91.37%) Number of claims generated daring the year (% staba in brackets) 1267 (91.37%) Number of claims generated daring the year (% staba in brackets) 1267 (91.37%) Number of claims generated daring the year (% staba in brackets) 1267 (91.37%) Number of claims generated claims (in respect of number of claims) 1277 (91.37%) No. for pre-auth** discharge*** pre-auth** discharge*** TA for for for for for for pre-auth** No. for pre-auth*** discharge*** TA for for for for for for for for fo	Uttara	khand		Dehradun					ł	
National Transmission Mumbal, Pune Guard Anmedabal, Gandh Nagar, Surat, Vadodara Sasan Guardati Data Patra Data Patra Andrea Pradesh Workshappatram Andrea Pradesh Valkshappatram Named of claims required during the very respect of number of claims 1.22167 (01.37%) Valkshappatram TAT for transpect of number of claims 1.2216 (01.37%) Valkshappatram TAT for transpect of number of claims 1.2217 (01.37%) S. No. Description TAT for									Ì	
West Bengal Kolkata Kolkata Assam Guvalati Animetabaf, Ganhi Nagar, Surat, Vadadara Assam Guvalati Binar Fatas Utter Fradesh Node, Kanpur Solar Solar Adhen Fradesh Node, Kanpur Solar Solar Ander Kradesh Node, Kanpur Solar Solar Muther of claims grocessed: 10.01.01.01.01.01.01.01.01.01.01.01.01.0					ne				1	
Assam Guvantati Bibitar Patna Uttar Pradesh Noda, Kngrur Andhar Pradesh Vishakhagatmam 1. Cuistandina number of claims at the barger number of claims at the present in the sear number of claims at the present in the sear number of claims at the present in the sear number of claims at the present in the sear number of claims at the present in the sear number of claims at the present in the sear number of claims at the present interacting in the sear number of claims at the present interacting in the sear number of claims at the search of the search search in the search sea	West B	Bengal		Kolkata		Vadadava			† †	
Utter Predesh Noida, Kangur Andra Predesh Noida, Kangur Andra Predesh Stahahapatnam 4. Data of number of claims at the beginning of the year 501 1. Number of claims set the beginning of the year 1267 (91.5)% 1. Number of claims set the beginning of the year 1266 (8.5)(6.2) 1. Number of claims set the beginning at the end of the year 1266 (8.5)(6.2) v. Number of claims southedring at the end of the year 1,624 e. Turn Around Time (TAT) for catabless claims (in respect of number of claims): 1,264 2. Within 1.2 hours 147 for trepe-auth* tiskicharge*** fischarge*** 2. Within 1.2 hours 10.00% 0.00% 3. Within 1.2 hours 0.00% 0.00% 6. >24 hours 0.00% 0.00% 7. Total 0.00% 0.00% 6. >24 hours 0.00% 0.00% 7. Total 0.00% 0.00% 8. Within 1.2 hours 10.00% 0.00% 6. >24 h	Assam			Guwahati	Gallulli Nagar,Surau	,vauouara			ţ	
Andre Pradesh Vshakapatram 4. Otar o number of claims processed: 501 1. Outstanding number of claims at the beginning of the year 15,096 1. Number of claims received during the year (specif %) also in brackets) 12767 (91,37%) v. Number of claims required during the year (specif %) also in brackets) 12767 (91,37%) v. Number of claims required during the year (specif %) also in brackets) 12767 (91,37%) v. Number of claims required during the year (specif %) also in brackets) 12767 (91,37%) v. Number of claims processed: 1282 e.Turn Around Time (TAT) for cashless claims (in respect of number of claims): 1282 e.Turn Around Time (TAT) for cashless claims (in respect of number of claims): 1623 2 Within 127 hours 14778 2 Within 126 hours 10009% 0009% 2 Within 127 hours 10000% 0009% 3 Within 126 hours 10000% 0009% 4 tree and hourse of particle and the respective column. *** received a final discharge summary sent to hospital from the time discharge bill is received by TAT Total		Pradesh			ur					
i. Outstanding number of claims at the beginning of the year 501 ii. Number of claims received during the year (specify % also in brackets) 12767(51,037%) iii. Number of claims requested during the year (specify % also in brackets) 1206 (8.63%) v. Number of claims could during the year (specify % also in brackets) 1206 (8.63%) v. Number of claims could during the year (specify % also in brackets) 1206 (8.63%) v. Number of claims could during the year (specify % also in brackets) 1206 (8.63%) v. Number of claims could during the year (specify % also in brackets) 1206 (8.63%) v. Number of claims could during the year (specify % also in brackets) 1206 (8.63%) s. No. Description Individual Policies (n %) Group Policies (n %) 503 (8.64%) 1 Within 1.2 hours - - 8.00% (8.04%) 6.71% 2 Within 1.2 hours - - 0.00% (0.00%) 0.00% 2 Within 1.2 hours - - 0.00% (0.00%) 0.000% 2 Within 1.2 hours - 10.00% 0.00% 0.00									I	
II. Number of claims received during the year (specify % as iso in brackets) 12767 (91.37%). III. Number of claims requidated during the year (specify % as iso in brackets) 1206 (8.63%). V. Number of claims requidated during the year (specify % as iso in brackets) 1207 (91.37%). e. Turn Around Time (TAT) for cashless claims (in respect of number of claims): 1,624 e. Individual Policies (in %) Group Policies (in %) 1,624 5. No. Description TAT for pre-auth** discharge*** pre-auth** discharge*** discharge*** 2 Within 1.2 hours - 0.023% 0.71% 3 Within 5.2 hours - 0.023% 0.71% 5 Within 1.2 hours - 0.029% 0.03% 6 224 hours - 0.009% 0.00% 6 224 hours - 100.00% 0.00% 6 224 hours - - 100.00% 0.02% Percentage to be calculated on total of the respective column. ** reckored from the time last necessary document is received by insurer / TPA (whichever is eariler) and till final pre-auth is issued to the hospit	d. Data o				sinning of the year			E01	т	
Iv. Number of claims regulated during the year (specify % also in brackets) 1206 (8.63%) v. Number of claims regulated during the year 1,624 e. Turn Around Time (TAT) for cashless claims (in respect of number of claims): 1,624 S. No. Description Individual Policies (in %) Group Policies (in %) 2 Within 12 hour - 180.11% 59.34% 2 Within 2:hours - 140.77% 25.00% 3 Within 2:hours - 0.11% 59.34% 4 Within 1:2:hours - 0.23% 0.71% 5 Within 1:2:hours - 0.03% 0.00% 6 >2:4 hours - 0.03% 0.00% 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 s final discharge summary sent to hospital from the time discharge bill is received by TPA Total Total from the date of receipt of ital		Number of	f claims receiv	ved during the ye	ar			15,096	ţ	
Number of dams outstanding at the end of the year 1,624 e. Turn Around Time (TAT) for cashless claims (In respect of number of claims): Individual Policies (in %) Group Policies (in %) S. No. Pescription TAT for treatily TAT for discharge*** TAT for pre-auth** TAT for tash of the pre-auth** TAT for discharge*** 1 Within 1:1 hour - - 80.11% 59.34% 2 Within 2:1 hours - - 14.27% 25.00% 3 Within 1:2 hours - - 0.23% 0.71% 5 Within 1:2.4 hours - 0.20% 0.00% 0.00% 6 >:24 hours - 0.00% 0.00% 0.00% 7 Total free free free free free 6 ocalulate										
S. No. Description Individual Policies (in %) Group Policies (in %) 1 Within 1:1 hour - - 80.11% 59.34% 2 Within 1:2 hours - - 14.77% 25.00% 3 Within 2:2 hours - - 4.90% 14.90% 3 Within 2:2 hours - - 0.00% 0.00% 6 -> 1 - 0.00% 0.00% 6 -> 1 0.00% 0.00% 0.00% 6 -> 1 0.00% 0.00% 0.00% 6 -> 1 0.00% 0.00% 0.00% 6 -> 1 0.00% 0.00% 0.00% 6 -> 100.00% 100.00% 0.00% 0.00% Percentage to be calculated on total of the respective column. *** received by TPA Total Total Turn Around Time in case of payment / reputition of Claims Foroup Government Total 1.3,780 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1,624</td> <td>Ι</td> <td></td>								1,624	Ι	
S. No. Description TAT for pre-auth** TAT for pre-auth** TAT for discharge*** TAT for pre-auth** TAT for discharge*** 1 Within <1 hour - - 101.1% 59.3% 3 Within 12 & hours - - 49.0% 14.90% 4 Within 6-12 hours - - 0.23% 0.71% 5 Within 12 & hours - - 0.00% 0.00% 6 >24 hours - - 0.00% 0.00% 7 total - - 0.00% 0.00% 0.00% ** reckond from the tisk summary set to hospital from the time discharge bill is received by TPA Total - Total 7 Individual <td< th=""><th>e. Turn A</th><th>round Tin</th><th>ne (TAT) for</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></td<>	e. Turn A	round Tin	ne (TAT) for							
Image: state of the s		_		Individual	Policies (in %)	Group Po	licies (in %)			
2 Within 12-b bours - - 14.77% 25.00% 3 Within 2-b bours - - 4.90% 14.90% 4 Within 5-12 hours - - 0.03% 0.71% 5 Within 12-24 hours - - 0.00% 0.00% 6 > 24 hours - - 0.00% 0.00% 6 > 24 hours - - 100.00% 100.00% - 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 - Total *** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA - Total received of last necessary document Individual Group Government Total within 1 month . . 13,780 98.62% . . 13,780 98.62% Within 1 month 	5. NO.	Dese	cription							
3 Within 2-6 hours - 4.90% 14.96% 4 Within 2-5 hours - 0.23% 0.71% 5 Within 12-24 hours - 0.00% 0.00% 6 >24 hours - 100.00% 100.00% Percentage to be calculated on total of the respective column. *** 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:										
s Within 12-24 hours - - 0.00% 0.00% 6 >24 hours - - 0.00% 0.00% Formal - - 0.00% 0.00% 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 Total Total Percentage Individual Group Government Total (to be reckoned receipt of last necessary document Group Government Total Incoment Individual Group Government Total Mithin 1 month - - 13,780 98.62% - - 13,780 98.62% Between 1-3 - 174 1.25% - 174 1.25% months - - 13,780 98.62% - 174 1.25% More than 6 months - - 172 0.12% - 17 0.12% Wore than 6 mon	3			-		4.90%				
6 >24 hours - 0.00% 0.00% Percentage to be calculated on total of the respective column. *** 100.00% 100.00% *** reckoned rom 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 Total Total f. Turn Around Time in case of payment / reputiation of claims: Government Total receipt finat Individual Group Government Total receipt finat No. of Claims Percentage No.										
Percentage to be calculated on total of the respective column. ** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA *** 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 rom the date date date date date date date dat	6	>24	1 hours		-					
International states of payment / repudiation of claims: Description (to be reckned necessary document Individual Group Government Total No. of receipt of last necessary document No. of Claims Percentage No. of Claims Percentage No. of Claims Percentage Within 1 month - - 13,780 98.62% - - 13,780 98.62% Between 1-3 months - - 174 1.25% - 174 1.25% Between 1-3 months - - 17 0.12% - 17 0.129 More than 6 months - - 13,973 100.00% - - 13,973 100.00% Percentage shall be calculated on total of the respective column g. Data of grievances received against the TPA: Number of	** reckon	e to be cal ed from the	culated on tot e time last ne	cessary documer	t is received by insu	rer / TPA (whiche	ver is earlier) and till	final pre-auth is issued to the	e hospitals	
Individual Group Government Total receipt of famme date of from the date of from the date of receipt of lating eccessary document No. of Claims Percentage No. of Claims Percentage No. of Claims Percentage No. of Claims Percentage Within 1 month _ _ _ 13,780 98.62% _ _ 13,780 98.62% Between 1-3 months _ _ _ 174 1.25% _ _ 174 1.25% Between 3 to 6 months _ _ _ 177 0.12% _ _ 177 0.12% More than 6 months _ _ _ 20.01% _ _ _ 0.019 Percentage shall be calculated on total of the respective column _ _ _ _ _ _ g. Data of grievances received against the TPA: _ _ _ _ _ _										
necessary document No. of Claims Percentage No. of Claims Percentage No. of Claims Percentage Within 1 month . . 13,780 98.62% . . 13,780 98.62% Between 1-3 months . . . 13,780 98.62% . . . 13,780 98.62% Between 1-3 months .	(to be re from the	eckoned e date of	Ind	lividual	Grou	φ	Go	vernment	То	tal
Claims - 17 0.12% - - - 17 0.12% - - 17 0.12% - - 17 0.12% - - 17 0.12% - 17 0.12% - 17 0.12% - 17 0.12% - 13 10.00% - 13 13,973 100.00% - 13,973 100.00% - 13,973 100.00% - 13,973 100.00% - 13,973 100.00% - 13,973 100.00% - 13,973 <th1< th=""><th></th><th></th><th></th><th>Percentage</th><th>No. of Claims</th><th>Percentage</th><th>No. of Claims</th><th>Percentage</th><th>No. of Claims</th><th>Percentage</th></th1<>				Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
months - - 174 1.25% - - 174 1.25% Between 3 to 6 months - - 17 0.12% - - 177 0.129 More than 6 months - - 2 0.01% - - 2 0.019 Total - - 13,973 100.00% - - 13,973 100.009 Percentage shall be calculated on total of the respective column - 13,973 100.00% - - 13,973 100.00% S. No. Description Number of Number of - <td>Within 1 n</td> <td>nonth</td> <td>- cialms</td> <td>_</td> <td>13,780</td> <td>98.62%</td> <td>_</td> <td></td> <td>13,780</td> <td>98.62%</td>	Within 1 n	nonth	- cialms	_	13,780	98.62%	_		13,780	98.62%
Between 3 to 6 months Dif Dif Dif More than 6 months - - 17 0.12% More than 6 months - 2 0.01% - 2 0.01% Total - 13,973 100.00% - - 13,973 100.00% Percentage shall be calculated on total of the respective column g. Data of grievances received against the TPA: S. No. Description Number of		1-3		-		1.25%	-	-		1.25%
More than 6 months _	Between 3	3 to 6				0.12%				0.12%
Total - 13,973 100.00% - - 13,973 100.00% Percentage shall be calculated on total of the respective column g. Data of grievances received against the TPA: - - 13,973 100.00% S. No. Description Number of		6 months		-		0.01%				0.01%
g. Data of grievances received against the TPA:	То	otal	-	-		100.00%	-			100.00%
S. No. Description Number of	Percentag	e shall be o	alculated on	total of the respe	ctive column					
	g. Data o	of grievan	ces received	l against the TF	A:					
	S. No.			Description		Number of Grievances				

S. No. Description Grievances Grievances outstanding at the beginning of year Grievances received during the year Grievances resolved during the year Grievances outstanding at the end of the year 3 -

Refer Health TPA Regulations, as amended from time to time.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

	PERIODIC DISCLOSURES FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED												
Name of t	the Insure	r: ICICI Lomb	ard General Ins	urance Company L	_imited		Date: 31st March, 2023						
		5 dated Augu PLC129408	ust 03, 2001										
Informati	on as at M	arch 31st, 20	23										
a. Specif	y whethe	r In-house C	laim Settleme	nt or Services ren	dered by TPA -								
	Name of t	he TPA (If se	rvices rendered b	oy TPA) - East West	Assist Insurance	TPA Private Limited							
	Validity of	agreement w	ith the TPA: fro	m 30/03/2022 to 2	9/03/2025								
				of in-house claim se rendered by TPA)	ettlements and								
b. Numb	er of polic	ies and live	s services in re	spect of which pu	blic disclosures	are made:							
Descr Number o serviced	f policies	Ind	ividual -	Grou	ир 11	Go	vernment						
Number o serviced	f lives		-		24,964		-						
Name	nation wit		Name of the		services are rer	dered by the TPAs	/Insurer]					
Delhi Madhy	a Pradesh		New Delhi Indore										
Rajasti	han		Jaipur]					
Karnat Tamiln			Bengaluru Chennai										
Telang	ana		Hyderabad					1					
West E Chandi			Kolkata Chandigarh										
Gujara			Vadodara										
Mahara		of claims p	Mumbai, Pur	1e]					
i. i.	Outstandir	ng number of		ginning of the year			0 2515]					
iii.	Number of	f claims paid (during the year (specify % also in bra			2143 (92.69%)						
iv. v.			<u>liated during the</u> anding at the en	year (specify % also	o in brackets)		169 (7.31%) 203						
							205	1					
e. Turn A	round Tin	ne (TAT) for	cashless clain	ns (in respect of n	umber of claim	s):							
			Individual	Policies (in %)	Group Po	licies (in %)							
S. No.	Desc	ription	TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***							
1	Within	<1 hour	-	-	95.84%	95.39%							
2	Within	1-2 hours	-	-	3.32%	4.33%							
3		2-6 hours 5-12 hours	-	-	0.32%	0.21%							
5		2-24 hours	-	-	- 0.5170	-							
6		hours otal			- 100.00%	- 100.00%							
** reckon *** recko	ed from the ned as fina	e time last ne I discharge su	ummary sent to I		e discharge bill is		final pre-auth is issued to th	e hospitals					
(to be re from the receipt	iption eckoned e date of t of last ssary	Ind	ividual	Grou	α	Go	vernment	Tot	al				
docu	ment	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage				
Within 1 n Between 1			-	2,292	99.13%	-	-	2,292	99.13%				
months Between 3			-	18	0.78%	-	-	18	0.78%				
months		-	-	2	0.09%	-	-	2	0.09%				
	6 months	-	-	-	-	-	-	-	-				
		-	- total of the resp	2,312	100.00%	-	-	2,312	100.00%				
			l against the T										
S. No.			Description		Number of Grievances								
1			at the beginning	g of year	-								
2		s received du s resolved du			-								
3 4			at the end of th	e year	-								
							BB /0/	22/04/11 -	- Ann 26, 2027				
Refer He	aith TPA I	Regulations	, as amended f	rom time to time.			PD/2022-	23/Q4/Ver. Date	u Apr 26, 2023				

ar opeen				nt or Services rend by TPA) - Family Hea		e TPA Ltd			
						e TPA Ltd			
(Data cha		-		of in-house claim se					
				rendered by TPA)					
b. Numb	per of polic	ies and lives	services in res	spect of which put	olic disclosures	are made:			
Descr Number o	ription of policies	Ind	ividual 7,335	Grou	ір 10	Go	vernment		
	Iumber of lives 19.317						-	_	
serviced					46,433				
Name	of the Stat		Name of the		ervices are rend	lered by the TPAs/1	Insurer		
Telang Gujara			Hyderabad Ahmedabad,	, Vadodara					
Karnat			Bangalore Bhopal, Indo					-	
	ina and Pun	jab	Chandigarh, Coimbatore	Gurugram				_	
Rajast	than		Jaipur	•				1	
	Bengal		Kochi, Trivar Kolkata	larum					
	Pradesh rashtra		Lucknow Mumbai, Pu	ine, Nagpur, Solapur	,Borivali			_	
Odisha	a ra Pradesh		Bhubaneswa Krishna, Visa					_	
			Guwahati	2					
Andhra Assam	n		Goa Manusa						
Andhra Assam Goa Nagala	and		Goa, Mapusa Dimapur Kochin	3				_	
Andhra Assam Goa Nagala Kerala Punjab	and a b		Dimapur Kochin Mohali						
Andhra Assam Goa Nagala Kerala	and a b		Dimapur Kochin						
Andhra Assam Goa Nagala Kerala Punjab Jharkh d. Data o	and a b hand of number	of claims pr	Dimapur Kochin Mohali Jamshedpur ocessed:				691		
Andhra Assam Goa Nagala Kerala Punjab Jharkh d. Data o i. ii.	and b hand Outstandii Number o	ng number of f claims receiv	Dimapur Kochin Mohali Jamshedpur ocessed: claims at the beg red during the ye	ginning of the year	ackets)		691 4,801 2876 (58 2)84)	L	
Andhra Assam Goa Nagala Kerala Punjab Jharkh d. Data o i. ii. ii. ii.	and b b hand of number Outstandii Number o Number o	ng number of f claims receiv f claims paid o f claims repud	Dimapur Kochin Mohali Jamshedpur ocessed: claims at the bee red during the year (: liated during the	ginning of the year ear specify % also in bra year (specify % also			4,801 2876 (58.22%) 2064 (41.78%)	<u>)</u>	
Andhra Assam Goa Nagala Kerala Punjat Jharkh Jharkh i. ii. ii. ii. ii. ii. v. v.	and a b of number Outstandii Number o Number o Number o Number o	ng number of f claims receiv f claims paid of f claims repud f claims outsta	Dimapur Kochin Mohali Jamshedpur ocessed: claims at the beg red during the year (; liated during the anding at the end	ginning of the year ear specify % also in brar year (specify % also d of the year	o in brackets)		4,801 2876 (58.22%)	<u>)</u>	
Andhra Assam Goa Nagala Kerala Punjat Jharkh Jharkh i. ii. ii. ii. ii. v. v.	and a b of number Outstandii Number o Number o Number o Number o	ng number of f claims receiv f claims paid of f claims repud f claims outsta	Dimapur Kochin Mohali Jamshedpur occssed: claims at the bee red during the year (liated during the anding at the end cashless claim	ginning of the year ear specify % also in bra year (specify % also d of the year s (in respect of nu	o in brackets)		4,801 2876 (58.22%) 2064 (41.78%)	<u>)</u>	
Andhra Assam Goa Nagala Kerala Jharkh d. Data o i. ii. iii. iii. iv. v. e. Turn A	and b b hand Outstandii Number o Number o Number o Around Tin	ng number of f claims receiv f claims paid of f claims repud f claims outsta ne (TAT) for	Dimapur Kochin Mohali Jamshedpur occessed: daims at the bee ed during the year (liated during the ed during the year (liated during the anding at the enc cashless claim Individual I	ginning of the year ear specify % also in brar year (specify % also d of the year	o in brackets) Imber of claims Group Po): licies (in %)	4,801 2876 (58.22%) 2064 (41.78%)	<u>)</u>	
Andhra Assam Goa Nagala Kerala Punjat Jharkh Jharkh i. ii. ii. ii. ii. v. v.	and b b hand Outstandii Number o Number o Number o Around Tin	ng number of f claims receiv f claims paid of f claims repud f claims outsta	Dimapur Kochin Mohali Jamshedpur occessed: claims at the bee ed during the year (: liated during the year during the anding at the end cashless claim: Individual I TAT for	ginning of the year ear specify % also in bra year (specify % also d of the year s (in respect of nu Policies (in %) TAT for	o in brackets)	licies (in %) TAT for	4,801 2876 (58.22%) 2064 (41.78%)	<u>)</u>	
Andhra Assam Goa Nagala Kerala Jharkh d. Data o i. ii. iii. iii. iv. v. e. Turn A	and a b baand Outstandii Number o Number o Number o Number o Around Tin Desc Withir	ng number of f claims receiv f claims paid d f claims repud f claims outsta ne (TAT) for cription	Dimapur Kochin Mohail Jamshedpur Cessed: claims at the bey ed during the year (: liated during the anding at the end cashless claim: Individual I TAT for pre-auth** 50.38%	ginning of the year aar specify % also in bro year (specify % also d of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19%	mber of claims Group Po TAT for pre-auth** 53.85%	licies (in %) TAT for discharge*** 48.25%	4,801 2876 (58.22%) 2064 (41.78%)	<u>)</u>	
Andhra Assam Goa Nagala Kerala Punjab Jharkh d. Data o i. ii. iii. iii. iv. v. e. Turn A S. No.	and a b hand of number Outstandii Number o Number o Number o Number o Around Tin Desc Withir Withir	ng number of f claims receiv f claims paid of f claims outsta f claims outsta ne (TAT) for cription	Dimapur Kochin Mohali Jamshedpur occessed: daims at the bee ed during the year (? liated during the year (?) liated during the year (?)	ginning of the year ear specify % also in bra year (specify % also d of the year s (in respect of nu Policies (in %) TAT for discharge***	mber of claims Group Po TAT for pre-auth** 53.85% 21.96%	licies (in %) TAT for discharge*** 48.25% 28.25%	4,801 2876 (58.22%) 2064 (41.78%)	<u>)</u>	
Andhra Assam Goa Nagala Kerala Jharkh d. Data o i. ii. iii. iii. iiv. v. v. s. No. 1 2 3 4	and a b hand of number Outstandin Number o Number	ng number of f claims receive f claims paid of f claims outsta ne (TAT) for cription 1 <1 hour 1 -2 hours 2-6 hours 5-12 hours	Dimapur Kochin Kochin Jamshedpur Jamshedpur Jamshedpur Jamshedpur daims at the bey ed during the year (the anding at the end cashless claim Individual I TAT for pre-auth** 50.38% 23.30% 19.01% 2.59%	ginning of the year par specify % also in bra year (specify % also d of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.27%	D in brackets) mber of claims Group Por TAT for pre-auth** 53.85% 21.96% 16.64% 2.10%	licies (in %) TAT for discharge*** 48.25% 28.25% 18.74% 1.12%	4,801 2876 (58.22%) 2064 (41.78%)	<u>)</u>	
Andhra Assam Goa Nagala Kerala Punjat Jharkh d. Data o i. ii. iii. iii. ii. iv. v. e. Turn A S. No. 1 2 3	and a b hand of number Outstandi Number o Number o Number o Around Tin Desc Within Within Within 1 >22	ng number of f claims receiv f claims paid of f claims outsta ne (TAT) for cription a <1 hour 1-2 hours 2-6 hours 2-24 hours 2-24 hours	Dimapur Kochin Mohail Jamshedpur Cessed: claims at the bei ed during the year (claims at the bei ed during the year (claims) liated during the anding at the end cashless claim Individual I TAT for pre-auth** 50.38% (19.01%) 2.55% 2.15%	ginning of the year ar specify % also in brz year (specify % also d of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.27% 1.18% 2.03%	b in brackets) mber of claims Group Po TAT for pre-auth** 53.85% 21.96% 2.64% 2.10% 3.22%	licies (in %) TAT for discharge*** 48.25% 28.25% 18.74% 1.12% 0.84% 2.80%	4,801 2876 (58.22%) 2064 (41.78%)	<u>)</u>	
Andhra Assam Goa Nagala Kerala Punjab Jharkh d. Data o i. ii. iii. iii. iii. iiv. v. e. Turn A S. No. 1 2 3 4 5 5 6	and a b hand of number Outstandii Number o Number o Number o Number o Around Tin Desc Within Within 1 Within 1 > 22 T	ng number of r f claims received f claims reput f claims and claims and f claims and claims outsit ne (TAT) for cription (12 hours) (12 hours)	Dimapur Kochin Mohail Jamshedpur Ocessed: (alims at the bei ed during the year (: liated during the anding at the enci cashless claim Individual I TAT for pre-auth** 50.38% 23.30% 19.01% 2.55% 2.17% 100.00%	ginning of the year ear specify % also in brz year (specify % also d of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.27% 1.18% 2.03% 100.00%	b in brackets) mber of claims Group Po TAT for pre-auth** 53.85% 21.96% 16.64% 2.10% 2.24%	licies (in %) TAT for discharge*** 48.25% 28.25% 18.74% 1.12% 0.84%	4,801 2876 (58.22%) 2064 (41.78%)	<u>)</u>	
Andhra Assam Goa Nagala Punjat Jharkh d. Data o i. ii. iii. iv. v. e. Turn A S. No. 1 2 3 4 4 5 6 6 Percentag	and a b hand of number Outstandia Number o Number o Number o Number o Around Tin Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø Ø	gn number of r claims received claims paid claims paid f claims repud f claims outsta ne (TAT) for cription i <1 hour 1-2 hours 2-6 hours 2-26 hours 5-12 hours 5-12 hours 5-12 hours cotal cutated on tot	Dimapur Kochin Mohail Jamshedpur Caims at the bey eed during the year (: cashless claim: Individual I TAT for pre-auth** 50.38% 23.30% (2.55% 2.55% 2.55% 2.17% 100.00% al of the respect	ginning of the year tar specify % also in bra year (specify % also d of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.27% 1.18% 2.03% 100.00% ive column.	mber of claims Group Po TAT for pre-auth** 53.85% 21.96% 2.10% 2.24% 3.22% 100.00%	Alicies (in %) TAT for discharge*** 48.25% 28.25% 18.74% 1.12% 0.84% 2.80% 100.00%	<u>4,801</u> 2876 (58.22%) 2064 (41.78%) 552		
Andhra Assam Goa Nagala Puniat Jharkh d. Data c i. ii. iii. iii. iv. v. v. s. No. 1 2 3 4 5 6 Percentag ** reckon	and a b hand of number Outstandii Number o Number	g number of f f claims received f claims reput f claims reput f claims net outst end (TAT) for cription i <1 hour 1-2 hours 2-6 hours 6-12 hours 2-6 hours 6-12 hours 1-2 claims 2-6 hours 6-12 hours 0-12 hours	Dimapur Kochin Kochin Jamshedpur Ocessed: daims at the bee ed during the year (liated during th	ginning of the year tar specify % also in bra year (specify % also d of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.27% 1.18% 2.03% 100.00% ive column.	b in brackets) mber of claims Group Pc TAT for pre-auth** 53.85% 21.96% 16.64% 2.10% 0.2.10% 0.2.24% 3.22% 100.00% rer / TPA (whiche	Adjection Adjection TAT for discharge*** 48.25% 28.25% 18.74% 18.74% 0.84% 2.80% 100.00% ever is earlier) and till 1000000000000000000000000000000000000	4,801 2876 (58.22%) 2064 (41.78%)		
Andhra Assam Goa Nagala Punjat Jharkh d. Data o i. ii. iii. iiv. v. e. Turn A S. No. 1 2 3 4 4 5 5 6 6 7 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	and a b b hand Outstandii Number o Number o Numb	gn number of r claims receive claims paid claims repuct r claims repuct r claims repuct r claims repuct r claims repuct ne (TAT) for rription rription rription riptio	Dimapur Kochin Kochin Jamshedpur ocessed: Ialams at the beside during the year (: liated during the ed during the year (: liated during the cashless claim. Individual I TAT for pre-auth** 50.38% 23.30% 19.01% 2.55% 2.17% 100.0% al of the respect cessary documen mmary sent to h	ginning of the year ear specify % also in br year (specify % also d of the year d of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.27% 1.18% 2.03% 1.00.00% ive column.	mber of claims Group Po TAT for pre-auth** 53.85% 21.96% 16.64% 2.196% 2.24% 3.22% 100.00% rer / TPA (whiche e discharge bill is	Adjection Adjection TAT for discharge*** 48.25% 28.25% 18.74% 18.74% 0.84% 2.80% 100.00% ever is earlier) and till 1000000000000000000000000000000000000	<u>4,801</u> 2876 (58.22%) 2064 (41.78%) 552		
Andhra Assam Goa Nagala Kerala Puniat Jharkh d. Data c i. ii. iii. iii. iv. v. v. c. Turn A S. No. 1 2 3 4 5 6 6 Percentag ** reckon *** reckon f. Turn A	and a b hand of number Outstandii Number o Number	gn number of r claims receive claims paid claims repuct r claims repuct r claims repuct r claims repuct r claims repuct ne (TAT) for rription rription rription riptio	Dimapur Kochin Kochin Jamshedpur ocessed: Ialams at the beside during the year (: liated during the ed during the year (: liated during the cashless claim. Individual I TAT for pre-auth** 50.38% 23.30% 19.01% 2.55% 2.17% 100.0% al of the respect cessary documen mmary sent to h	ginning of the year Par par specify % also in bra year (specify % also of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.27% 1.18% 2.03% 1.00.00% ive column. this received by insu- tooptal from the time	mber of claims Group Po TAT for pre-auth** 53.85% 21.96% 16.64% 2.196% 2.24% 3.22% 100.00% rer / TPA (whiche e discharge bill is	Adjection Adjection TAT for discharge*** 48.25% 28.25% 18.74% 18.74% 0.84% 2.80% 100.00% ever is earlier) and till 1000000000000000000000000000000000000	<u>4,801</u> 2876 (58.22%) 2064 (41.78%) 552		
Andhra Assam Goa Nagala Puniat Jharkh d. Data o i. ii. iii. iii. iv. v. e. Turn A S. No. 1 2 3 4 5 6 6 Percentag *** reckon *** reckon f. Turn A	and a b hand of number Outstandia Number o Number o Number o Number o Around Tin Within Mumber o Around Tin Within Within Within Mumber o Number o	gn number of r claims receive claims paid claims and r claims repuct r claims repuct r claims outsta ne (TAT) for rription rription rription rription ription	Dimapur Kochin Kochin Jamshedpur ocessed: Ialams at the beside during the year (: liated during the ed during the year (: liated during the cashless claim. Individual I TAT for pre-auth** 50.38% 23.30% 19.01% 2.55% 2.17% 100.00% al of the respect cessary documen mmary sent to h	ginning of the year Par par specify % also in bra year (specify % also of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.27% 1.18% 2.03% 1.00.00% ive column. this received by insu- tooptal from the time	b in brackets) mber of claims Group Po TAT for pre-auth** 53.85% 21.96% 2.10% 2.24% 100.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.0%	Addition Addition TAT for discharge*** 48.25% 48.25% 28.25% 18.74% 1.12% 0.84% 0.84% 100.00% 100.00% ever is earlier) and till received by TPA TPA	<u>4,801</u> 2876 (58.22%) 2064 (41.78%) 552		al
Andhrive Assam Goa Nagala Kerala Puniata Jharkh d. Data o i. ii. ii. ii. ii. ii. ii. ii. ii. ii.	and a b b constantial of number of number of number Nu	gn number of r claims receive claims paid claims and r claims repuct r claims repuct r claims outsta ne (TAT) for rription rription rription rription ription	Dimapur Kochin Mohail Jamshedpur ocessed: claims at the bey ed during the year (t liated auring the year (t) cashless claim Individual I TAT for pre-auth** 50.38% 23.30% 19.01% 2.55% 2.17% 2.55% 0.17% 100.00% al of the respect cessary documen mmary sent to h payment / rep	ginning of the year tar specify % also in bra year (specify % also d of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.27% 1.18% 20.94% 1.27% 1.18% 20.94% 1.27% 1.18% 20.94% 1.27% 1.18% 20.94% 1.27% 1.18% 20.94% 1.27% 1.18% 2.03% 1.00.00% 1.00	b in brackets) mber of claims Group Po TAT for pre-auth** 53.85% 21.96% 2.10% 2.24% 100.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.0%	Addition Addition TAT for discharge*** 48.25% 48.25% 28.25% 18.74% 1.12% 0.84% 0.84% 100.00% 100.00% ever is earlier) and till received by TPA TPA	4,801 2876 (58.22%) 2064 (41.78%) 552 552	he hospitals	al
Andhrive Assam Goa Nagala Punlab Kerala Jharkh I. Dato o I. Jharkh I. Jharkh K. V. V. V. S. No. 1 2 3 4 5 5 6 7 2 7 2 3 6 6 7 2 7 2 7 2 3 6 6 7 2 7 2 7 2 3 6 6 7 2 7 2 7 2 7 7 2 7 7 7 7 7 7 7 7 7	and a b hand of number of number of number of number N	g number of r f claims receiving f claims receiving f claims receiving f claims reput f claims r	Dimapur Kochin Mohail Jamshedpur ocessed: claims at the bey ed during the year (t liated auring the year (t) cashless claim Individual I TAT for pre-auth** 50.38% 23.30% 19.01% 2.55% 2.17% 2.55% 0.17% 100.00% al of the respect cessary documen mmary sent to h payment / rep	ginning of the year tar specify % also in bra year (specify % also d of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.27% 1.18% 20.94% 1.27% 1.18% 20.94% 1.27% 1.18% 20.94% 1.27% 1.18% 20.94% 1.27% 1.18% 20.94% 1.27% 1.18% 2.03% 1.00.00% 1.00	b in brackets) mber of claims Group Po TAT for pre-auth** 53.85% 21.96% 2.10% 2.24% 100.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00% a.22% a.00%	Addition Addition TAT for discharge*** 48.25% 48.25% 28.25% 18.74% 1.12% 0.84% 0.84% 100.00% 100.00% ever is earlier) and till received by TPA TPA	4,801 2876 (58.22%) 2064 (41.78%) 552 552	he hospitals	al
Andhrive Assam Goa Nagala Puniata Jharkh I. Data o I. I. I. I. V. V. V. S. No. IIII S. No. IIIIIIII S. No. IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	and a b b hand Outstandii Number o Number o Numb	in number of in claims receive in claims paid of claims paid of claims paid of claims paid of claims outstand of claims outstan	Dimapur Kochin Kochin Jamshedpur Jamshedpur dialms at the bei ed during the year (: liated during the anding at the end cashless claim Individual I TAT for pre-auth** 50.38% 23.30% 2.17% 100.00% al oft ne respect al oft ne respect al oft ne respect sesary documen mmary sent to h payment / rep	ginning of the year ar specify % also in brz year (specify % also d of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.27% 1.27% 2.03% 100.00% ive column. t is received by insu ospital from the time udiation of claims	D in brackets) mber of claims Group Pc TAT for pre-auth** 53.85% 21.96% 16.64% 2.10% 0.2.24% 3.22% 100.00% rer / TPA (which e discharge bill is : 	licies (in %) TAT for discharge*** 48.25% 28.25% 18.74% 0.84% 2.80% 100.00% ever is earlier) and till received by TPA Go	4,801 2876 (58.22%) 2064 (41.78%) 552 final pre-auth is issued to t vernment	the hospitals	
Andhrive Assam Goa Nagala Puniat Jharkh I. Data o I. Data o I. Data o I. Data I. Data o I. Data	and a b b hand Outstandii Number o Number o Numb	gn number of f f claims receiving f f claims receiving f f claims reput f claims and the f f claims outstand f claims outstand ne (TAT) for tription t < 11 hour 1-2 hours - 12 hours - 12 hours - 12 hours - 12 hours - 24	Dimapur Kochin Kochin Mohali Jamshedpur ocessed: claims at the ber red during the year (: itated during the anding at the end cashless claim Individual I TAT for pre-auth** 50.38% 23.30% 23.30% 23.30% 23.55% 2.17% 100.00% al of the respect cessary documen mmary sent to h payment / rep ividual	ginning of the year ar specify % also in br year (specify % also of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.18% 2.03% 1.12% 1.18% constant from the time is received by insu cospital from the time udiation of claims No. of Claims	p in brackets) mber of claims Group Po TAT for pre-auth** 53.85% 21.96% 16.64% 2.10% 0.24% 3.22% 100.00% rer / TPA (whiche e discharge bill is : Percentage 81.82%	Licies (in %) TAT for discharge*** 48.25% 28.25% 18.74% 1.12% 0.84% 0.84% 100.00% ever is earlier) and till received by TPA Go No. of Claims 0	4,801 2876 (58.22%) 2064 (41.78%) 552 final pre-auth is issued to t vernment Percentage 0	he hospitals	Percentage
Andhrey Assam Assam Goa Nagala Kerala Puniab Harkh I. Dato o I. II. II. II. II. II. II. II. II. II.	and a b b hand Outstandii Number o Number o Sea Sea Sea Number o Number o Sea Sea Number o Number o Sea Sea Number o Number o Sea Number o Sea Number o Number o Sea Number o Number o Sea Number o Number o Number o Number o Sea Number o Number o Numb	gn number of f f claims receiving f f claims receiving f f claims reput f claims reput f claims and the f f claims outstand reput f claims outstand f claims f f claims outstand f claims f f claims outstand f cl	Dimapur Kochin Kochin Mohali Jamshedpur ocessed: claims at the ber red during the year (: itated during the anding at the end cashless claim Individual I TAT for pre-auth** 50.38% 23.30% 23.30% 23.30% 23.55% 2.17% 100.00% al of the respect cessary documen mmary sent to h payment / rep ividual	ginning of the year ar specify % also in br year (specify % also of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.18% 2.03% 1.12% 1.18% constant from the time is received by insu cospital from the time udiation of claims No. of Claims	p in brackets) mber of claims Group Pc TAT for pre-auth** 53.85% 21.96% 16.64% 2.10% 0.2.24% 3.22% 100.00% rer / TPA (whiche e discharge bill is : up Percentage	licies (in %) TAT for discharge*** 48.25% 28.25% 18.74% 1.12% 0.84% 0.84% 2.80% 100.00% ever is earlier) and till received by TPA Go No. of Claims 0 0	4,801 2876 (58.22%) 2064 (41.78%) 552 final pre-auth is issued to t vernment Percentage 0 0 0	he hospitals	Percentage
Andhrive Assam Goa Nagala Puniat Jharkh I. Data o I. Data o I. Data o I. Data I. Data o I. Data	and a b b hand Outstandii Number o Number o Sea Sea Sea Number o Number o Sea Sea Number o Number o Sea Sea Number o Number o Sea Number o Sea Number o Number o Sea Number o Number o Sea Number o Number o Number o Number o Sea Number o Number o Numb	In our moter of a claims received in a claims received in a claim spate of a claims repud if a claims reput if a claims	Dimapur Kochin Mohail Jamshedpur Ocessed: (claims at the beek eed during the year (claims at the beek eed during the year (claims) isteated during the year (claims) at the end cashless claims Individual I TAT for pre-auth** 50.38% (2.3.30% (2.17% 100.00%) at of the respect essary document mmary sent to h payment / rep ividual Percentage 99.87%	ginning of the year tar specify % also in brz year (specify % also d of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 1.27% 1.27% 20.94% 1.27% 1.27% 2.03% 100.00% ive column. t is received by insu cospital from the time udiation of claims Grou No. of Claims 1,566	p in brackets) mber of claims Group Po TAT for pre-auth** 53.85% 21.96% 16.64% 2.10% 0.24% 3.22% 100.00% rer / TPA (whiche e discharge bill is : Percentage 81.82%	Licies (in %) TAT for discharge*** 48.25% 28.25% 18.74% 1.12% 0.84% 0.84% 100.00% ever is earlier) and till received by TPA Go No. of Claims 0	4,801 2876 (58.22%) 2064 (41.78%) 552 final pre-auth is issued to t vernment Percentage 0	the hospitals Tot No. of Claims 4,588	Percentage 92.87%
Andhrive Assam Goa Nagala Puniata Jharkh 4. Data o i. ii. iii. iii. V. v. a. Turn A S. No. 1 2 3 3 4 5 6 6 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8	and a b b hand Outstandii Number o Number o Sea Sea Sea Number o Number o Sea Sea Number o Number o Sea Sea Number o Number o Sea Number o Sea Number o Number o Number o Sea Number o Number o Number o Sea Number o Number o Number o Sea Number o Number o Numb	In our moter of a claims received in a claims received in a claim spate of a claims repud if a claims reput if a claims	Dimapur Kochin Mohail Jamshedpur Ocessed: (claims at the beek eed during the year (claims at the beek eed during the year (claims) isteated during the year (claims) at the end cashless claims Individual I TAT for pre-auth** 50.38% (2.3.30% (2.17% 100.00%) at of the respect essary document mmary sent to h payment / rep ividual Percentage 99.87%	ginning of the year arr specify % also in brr year (specify % also d of the year s (in respect of nu Policies (in %) TAT for discharge*** 50.19% 24.39% 20.94% 1.27% 1.27% 2.03% 1.27% 0.00.00% ive column. t is received by insu cospital from the time udiation of claims Grou No. of Claims 1,566 220	D in brackets) mber of claims Group Pc TAT for pre-auth** 53.85% 21.96% 16.64% 2.10% 0.2.24% 3.22% 100.00% rer / TPA (whiche e discharge bill is : p Percentage 81.82% 11.49%	licies (in %) TAT for discharge*** 48.25% 28.25% 18.74% 1.12% 0.84% 0.84% 2.80% 100.00% ever is earlier) and till received by TPA Go No. of Claims 0 0	4,801 2876 (58.22%) 2064 (41.78%) 552 final pre-auth is issued to t vernment Percentage 0 0 0	he hospitals Tot No. of Claims 4,588 224	Percentage 92.879 4.539

Grievances outstanding at the beginning of year Grievances received during the year Grievances resolved during the year Grievances outstanding at the end of the year

Refer Health TPA Regulations, as amended from time to time.

2 3 4

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

	F	ORM NL 48	- DISCLOSURE	S ON QUANTITATI	PERIODIC DISC		RS OF HEALTH SERVICES	RENDERED	
Name of t	he Insurer	: ICICI Lomb	oard General Ins	surance Company	Limited		Date: 31st March, 2023		
		5 dated Aug PLC129408	ust 03, 2001						
nformatic	on as at M	arch 31st, 20	023						
a. Specify	whethe	· In-house (Claim Settleme	nt or Services ren	idered by TPA -				
	Name of t	ne TPA (If se	rvices rendered b	oy TPA) - Health Ind	ia Insurance TPA	Services Pvt. LTD.			
	Validity of	agreement w	vith the TPA: fro	om 27/04/2021 to 2	6/04/2024				
				of in-house claim se rendered by TPA)	ettlements and				
b. Numbe	r of polic	ies and live	s services in re	espect of which pu	ublic disclosure	s are made:			
Descri		Ind	ividual	Gro	up	Go	overnment]	
Number of serviced	policies		-		1		-		
Number of serviced	lives		-		17,304		-		
	ation wit	h regard to	the geographi	cal area in which	services are re	ndered by the TPAs	s/Insurer	1	
Name o	of the State		Name of the	Districts]	
Mahara						lhapur, Nagpur, Pune	e, Solapur, Nashik, Aurangaba		
Gujarat Karnat			Banglore, Ma	<u>, Surat, Vadodara, R</u> anglore	ajkot				
Tamil N				chin, Madurai					
Delhi			Gurgaon						
Andhra West B	Pradesh		Hyderabad Kolkata						
Uttar Pi			Lucknow						
Rajasth	an		Jaipur						
Bihar	Pradesh		Patna Bhopal, Indo)re					
Chhatti			Raipur	, ic					
Odisha Punjab			Rourkela Chandigarh						
i. II. III.	Outstandir Number of Number of	claims receir claims paid	claims at the be ved during the ye during the year (specify % also in br			314 2,471 2338 (89.41%)		
			diated during the anding at the en	year (specify % als d of the year	o in brackets)		277 (10.59%) 170		
e. Turn A	round Tin	ne (TAT) foi	cashless clain	ns (in respect of n	umber of claim	s):	_		
S. No.			Individual	Policies (in %)	Group Policies (in %)				
5. NO.	Desc	ription	TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***			
1		<1 hour	-	-	69.15%	49.51%	4		
2 3		1-2 hours 2-6 hours	-	-	24.98% 5.87%	<u>39.35%</u> 11.14%	1		
4	Within 6	5-12 hours	-	-	0.00%	0.00%			
5		2-24 hours	-	-	0.00%	0.00%			
6		hours otal	-	-	0.00%	100.00%			
** reckone	ed from the	e time last ne					l final pre-auth is issued to th	e hospitals	
f. Turn Ar	ound Tim	ie in case of	f payment / re	pudiation of claim	IS:			[
Descri (to be re from the receipt	ckoned date of of last	Ind	ividual	Gro	ир	Go	overnment	То	tal
docur		No. of	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Pe
Within 1 m	onth	Claims		2,517	96.25%		-	2,517	
Between 1 months		-		37	1.41%	-	-	37	┢
Between 3 months	to 6	_	_	40	1.53%	-	-	40	T
More than	6 months	_	-	21	0.80%	-	-	21	T
To				21			- -	21	1

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

Total

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 H	ealth TPA Regulations, as amended from time to tir	ne.

100.00%

2,615

Percentage

96.25% 1.41%

1.53%

0.80%

100.00%

2023

2,615

	RM NL 48 - DISCLOSURES (PERIODIC DIS ON QUANTITATIVE AND QUALI	CLOSURES TATIVE PARAMETERS OF HEALTH SERVICES REI	NDER
Name of the Insurer: IC	CICI Lombard General Insura	ance Company Limited	Date: 31st March, 2023	
Registration No. 115 da CIN: L67200MH2000PL				
Information as at Marc	h 31st, 2023			
a. Specify whether Ir	n-house Claim Settlement	or Services rendered by TPA -		
Name of the	TPA (If services rendered by T	[PA) - Raksha Health Insurance TP	A PVT LTD	
Validity of ag	reement with the TPA: from	31/05/2021 to 30/05/2024		
		in-house claim settlements and		
at the level of concern	ed TPA in case of services rer	ndered by TPA)		
b. Number of policies	and lives services in resp	ect of which public disclosures	are made	
			, are made.	
Description				
Description	Individual	Group	Government	
Number of policies				
Number of policies serviced		Group 8		
Number of policies serviced Number of lives		Group		
Number of policies serviced	Individual	Group 8		
Number of policies serviced Number of lives serviced	Individual - -	Group 8 176,845	Government - -	
Number of policies serviced Number of lives serviced c. Information with r	Individual	Group 8 176,845 area in which services are rer	Government - -	
Number of policies serviced Number of lives serviced c. Information with r Name of the State	Individual egard to the geographical Name of the Distric	Group 8 176,845 area in which services are rer	Government - -	
Number of policies serviced Number of lives serviced c. Information with r Name of the State Tamil Nadu	Individual egard to the geographical Name of the Distric Chennai	Group 8 176,845 area in which services are rer	Government - -	
Number of policies serviced Number of lives serviced c. Information with r Name of the State Tamil Nadu Haryana	Individual egard to the geographical Name of the Distric Chennai Faridabad	Group 8 176,845 area in which services are rer	Government - -	
Number of policies serviced Number of lives serviced c. Information with r Name of the State Tamil Nadu Haryana New Delhi	Individual egard to the geographical Name of the Distric Chennai Faridabad Delhi	Group 8 176,845 area in which services are rer	Government - -	
Number of policies serviced Number of lives serviced c. Information with r Name of the State Tamil Nadu Haryana New Delhi Madhya Pradesh	Individual egard to the geographical Name of the Distric Chennai Faridabad Delhi Indore	Group 8 176,845 area in which services are rer	Government - -	
Number of policies serviced Number of lives serviced c. Information with r Name of the State Tamil Nadu Haryana New Delhi Madhya Pradesh Chhattisgarh	Individual egard to the geographical Name of the Distric Chennai Faridabad Delhi Indore Raipur	Group 8 176,845 area in which services are rer	Government - -	
Number of policies serviced Number of lives serviced Name of the State Tamil Nadu Haryana New Delhi Madhya Pradesh Chhattiggarh West Bengal	Individual egard to the geographical Name of the Distric Chennai Faridabad Delhi Indore Raipur Koikata	Group 8 176,845 area in which services are rer	Government - -	
Number of policies serviced Number of lives serviced c. Information with r Name of the State Tamil Nadu Haryana New Delhi Madhya Pradesh Chhattisgarh West Bengal Assam	Individual egard to the geographical Name of the Distric Chennai Faridabad Delhi Indore Raipur Kolkata Guwahati	Group 8 176,845 area in which services are rer	Government - -	
Number of policies serviced Number of lives serviced c. Information with r Name of the State Tamil Nadu Haryana New Delhi Madhya Pradesh Chhattisgarh West Bengal Assam Rajasthan	Individual egard to the geographical Name of the Distric Chennai Faridabad Delhi Indore Raipur Kolkata Guwahati Jaipur	Group 8 176,845 area in which services are rer ts	Government - -	
Number of policies serviced Number of lives serviced Name of the State Tamil Nadu Haryana New Delhi Madhya Pradesh Chhattiggarh West Bengal Assam Rajasthan Punjab	Individual egard to the geographical Name of the Distric Chennai Faridabad Delhi Indore Raipur Kolkata Guwahati Jaipur Chandigarh, Ludhia	Group 8 176,845 area in which services are rer ts	Government - -	
Number of policies serviced Number of lives serviced c. Information with r Name of the State Tamil Nadu Haryana New Delhi Madhya Pradesh Chhattisgarh West Bengal Assam Rajasthan Punjab Maharastra	Individual egard to the geographical Name of the Distric Chennai Faridabad Delhi Indore Raipur Kolkata Guwahati Jaipur Chandigarh, Ludhia Mumbal, Pune	Group 8 176,845 area in which services are rer ts	Government - -	
Number of policies serviced Number of lives serviced c. Information with r Name of the State Tamil Nadu Haryana New Delhi Madhya Pradesh Chhattisgarh West Bengal Assam Rajasthan Punjab Maharastra Karnataka	Individual egard to the geographical Name of the Distric Chennai Faridabad Delhi Indore Raipur Kolkata Guwahati Jaipur Chandigarh, Ludhia Mumbal, Pune Bengaluru,	Group 8 176,845 area in which services are rer ts	Government - -	
Number of policies serviced Number of lives serviced c. Information with r Name of the State Tamil Nadu Haryana New Delhi Madhya Pradesh Chhattisgarh West Bengal Assam Rajasthan Punjab Maharastra	Individual egard to the geographical Name of the Distric Chennai Faridabad Delhi Indore Raipur Kolkata Guwahati Jaipur Chandigarh, Ludhia Mumbal, Pune	Group 8 176,845 area in which services are rer ts	Government - -	

d. Data of number of claims processed:

eral Telanga

Gujarat

i.	Outstanding number of claims at the beginning of the year	94
	Number of claims received during the year	6,984
iii.	Number of claims paid during the year (specify % also in brackets)	6013 (94.03%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	382 (5.97%)
٧.	Number of claims outstanding at the end of the year	683

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Hyderabad Ahmedabad , Vadodara

		Individual	Policies (in %)	Group Policies (in %)		
S. No.	Description	TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***	
1	Within <1 hour	-	-	97.65%	86.90%	
2	Within 1-2 hours	-	-	1.15%	10.36%	
3	Within 2-6 hours	-	-	0.80%	2.74%	
4	Within 6-12 hours	-	-	0.00%	0.00%	
5	Within 12-24 hours	-	-	0.41%	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:

n runn Around rin	ie in cuse of	puyment / re	Judiation of claim	3.					
Description (to be reckoned from the date of receipt of last necessary	Individual		Group		Go	overnment	Total		
document	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	
Within 1 month	-	-	6,285	98.28%	-	-	6,285	98.28%	
Between 1-3 months	-	-	63	0.99%	-	-	63	0.99%	
Between 3 to 6 months	-	-	32	0.50%	-	-	32	0.50%	
More than 6 months	-	-	15	0.23%	-	-	15	0.23%	
Total	-	-	6,395	100.00%	-	-	6,395	100.00%	

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.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

		FORM NL 48	- DISCLOSURE	S ON QUANTITATI	E AND QUALIT	ATIVE PARAMETER	S OF HEALTH SERVICES F	RENDERED	
Name of t	the Insure	r: ICICI Lomb	ard General Ins	urance Company I	_imited		Date: 31st March, 2023		
		5 dated Augu 0PLC129408	ıst 03, 2001						
Informatio	on as at M	arch 31st, 20	23						
a. Specif	y whethe	r In-house C	laim Settlemer	nt or Services rend	lered by TPA -				
	Name of t	he TPA (If se	vices rendered b	y TPA) -Ericson Ins	urance TPA Pvt Li	d			
	Validity of	agreement w	ith the TPA: fro	m 12/04/2021 to 1	1/04/2024				
				of in-house claim se rendered by TPA)	ettlements and				
b. Numbe	er of polic	ies and live	s services in re	spect of which pu	blic disclosures	are made:			
Descr Number o	f policies	Ind	ividual	Grou		Go	vernment	I	
serviced Number o	•		-		-		-		
serviced	r iives		-		163		-	l	
	nation wit		the geographic Name of the		ervices are ren	lered by the TPAs/	Insurer	I	
Mahara	ashtra	-	Mumbai, Pur	ie, Nagapur				1	
Gujarat Karnata			Ahmedabad, Bengaluru	Surat				ł	
Chandi			Chandigarh					İ	
Delhi West B	ongol		Delhi Kolkata						
Tamiln			Chennai						
Punjab			Tehsil Zirakp	ur				l	
d. Data o	f number	of claims p	ocessed:						
i.	Outstandi	ng number of	claims at the be	ginning of the year			10	Į	
ii. iii.			ved during the ye during the vear (ear specify % also in br	ackets)		73 68 (82.93%)		
iv.	Number o	f claims repud	liated during the	year (specify % als			14 (17.07%)	l	
٧.	Number o	f claims outst	anding at the en	d of the year			1	l	
e. Turn A	round Tin	ne (TAT) for	cashless claim	s (in respect of nu	umber of claims):			
			Individual	Policies (in %)	Group Po	licies (in %)			
S. No.	Desc	cription							
0			TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***			
1		1 <1 hours	-	-	75.00% 25.00%	0.00%			
3		1-2 hours 2-6 hours	-	-	0.00%	0.00%			
4	Within	6-12 hours	-	-	0.00%	0.00%			
5		<u>2-24 hours</u> hours	-	-	0.00%	0.00%			
Ŭ		otal	-	-	100%	100%			
				ive column. It is received by insu- nospital from the time pudiation of claims		ever is earlier) and til received by TPA	I final pre-auth is issued to t	he hospitals	
(to be re from the receipt neces	iption eckoned e date of of last ssary		ividual	Grou	ıp	Go	vernment	Total	
	ment	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 n Between 1		-	-	67	81.71%	-	-	67	9 76%
months Between 3	8 to 6	-	-	8	9.76%	-	-	8	9.76%
months		-	-	1	1.22%	-	-	1	1.22%
More than months	6	-	-	6	7.32%	-	-	6	7.32%
	tal	-	-	82	100.00%	_	_	82	100.00%
					100.00%			02	100.00%
			total of the respe						
S. No.			Description		Number of				
	Criovana		-	of year	Grievances				
1		s outstanding s received dui	at the beginning ring the year	y ur year	-				
3	Grievance	s resolved du	ring the year		-				
4	Grievance	s outstanding	at the end of the	e year	-				
Refer He	alth TPA I	Regulations,	as amended f	rom time to time.			PD/2022	-23/Q4/Ver. Date	d Apr 26, 2023

Name of				S ON QUANTITATI		ATIVE PARAMETER	Date: 31st March, 2023	RENDERED	
		5 dated Aug		sarance company	Linneu		Date: 0131 march, 2023		
		0PLC129408							
formati	ion as at M	arch 31st, 2	023						
. Specif	fy whethe	r In-house (Claim Settleme	nt or Services ren	dered by TPA -				
	Name of t	he TPA (If se	rvices rendered t	oy TPA) - Good Heal	th Insurance TPA	Limited			
	Validity of	agreement v	vith the TPA: fro	om 09/06/2021 to 0	8/06/2023				
				of in-house claim se rendered by TPA)	ettlements and				
				spect of which pu	ıblic disclosures	are made:			
	ription	Ind	lividual	Gro	up	Go	vernment]	
serviced	of policies		-		1		-		
lumber o erviced	of lives		-		1,453		-		
c. Inform	nation wit	h regard to	the geographi	cal area in which	services are ren	dered by the TPAs	s/Insurer	_	
	of the State		Name of the Hyderabad					-	
Karnat Tamiln	aka		Bengaluru	duri, Coimbatore]	
	a Pradesh		Visakhapatna					1	
i.	Outstandi		f claims at the be	ginning of the year			43	1	
ii. iii.	Number of	f claims paid		specify % also in br			168 111 (63.79%)		
iv. v.			diated during the anding at the en	year (specify % als d of the year	o in brackets)		<u>63 (36.21%)</u> 37		
. Turn /	Around Tin	ne (TAT) foi	r cashless clain	ns (in respect of n	umber of claim	s):	T		
			Individual	Policies (in %)	Group Po	licies (in %)			
S. No.	Desc	cription	TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***			
1	Within	1 <1 hour	-	-	69.74%	53.70%			
2		1-2 hours 2-6 hours	-	-	30.26% 0.00%	46.30% 0.00%			
4	Within	6-12 hours	-	-	0.00%	0.00%			
5 6	>24	2-24 hours	-	-	0.00%	0.00%			
	T	otal	-	-	100.00%	100.00%	1		
* reckor	ned from the	e time last ne					ll final pre-auth is issued to t	he hospitals	
. Turn A	round Tin	ne in case of	f payment / re	pudiation of claim	is:			T	
(to be r from th receip	ription eckoned e date of t of last essary	Ind	lividual	Gro	υp	Go	vernment	To	tal
	iment	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 i		-	-	144	82.76%	-	-	144	82.76%
Between nonths		-	-	6	3.45%	-	-	6	3.45%
	3 to 6	-	-	4	2.30%	-	-	4	2.30%
	. C months	-	-	20	11.49%	-	-	20	11.49%
nonths	1 6 monuns	-	-	174	100.00%	-	-	174	100.00%
nonths More thar	otal	-							
nonths Iore thar To	otal		total of the resp	ective column					
nonths Aore thar To Percenta <u>c</u>	o tal ge shall be o	calculated on	total of the resp d against the T						
months More thar To Percenta <u>c</u>	o tal ge shall be o	calculated on			Number of				
Percentag g. Data o S. No. 1	otal ge shall be o of grievano Grievance	calculated on ces received	d against the T Description at the beginning	PA:	Grievances -				
months More than Percentag g. Data o S. No. 1 2	otal ge shall be o of grievano Grievance Grievance	calculated on ces received s outstanding s received du	d against the T Description at the beginning ring the year	PA:					
More than To Percentag g. Data o S. No. 1	otal ge shall be o of grievance Grievance Grievance	calculated on ces received s outstanding s received du s resolved du	d against the T Description at the beginning	PA: g of year	Grievances - -				

I	FORM NL 48 - DISCLOSURE	PERIODIC DISC ES ON QUANTITATIVE AND QUALIT	LOSURES ATIVE PARAMETERS OF HEALTH SERVICES REI	NDERE
ame of the Insurer:	ICICI Lombard General Ins	urance Company Limited	Date: 31st March, 2023	
Registration No. 115 CIN: L67200MH2000	dated August 03, 2001 PLC129408			
nformation as at Ma	rch 31st, 2023			
a. Specify whether	In-house Claim Settlemer	nt or Services rendered by TPA -		
Name of th	e TPA (If services rendered b	oy TPA) - Heritage Health Insurance	FPA Pvt. Ltd	
Validity of	analysis with the TDA.	om 31/05/2021 to 30/05/2024		
valuary of a	agreement with the TPA: TFC	m 51/05/2021 W 50/05/2024		
at the level of conce	erned TPA in case of services	of in-house claim settlements and rendered by TPA) spect of which public disclosures	are made:	
Description	Individual	Group	Government	
Number of policies	-			
erviced	-	-	-	
	-	-	-	
erviced Jumber of lives Jerviced	-	- - 		
erviced Jumber of lives erviced	- regard to the geographic	- al area in which services are reno		
erviced Number of lives erviced Information with Name of the State	regard to the geographic Name of the	Districts	- - dered by the TPAs/Insurer	
erviced Jumber of lives erviced c. Information with Name of the State West Bengal	regard to the geographic Name of the Kolkata, Pas	e Districts chim Bardhaman,Siliguri	dered by the TPAs/Insurer	
erviced Number of lives erviced c. Information with Name of the State West Bengal Maharastra	regard to the geographic Name of the Kolkata, Pas Mumba, Pur	: Districts chim Bardhaman,Siliguri 1e,		
erviced lumber of lives erviced c. Information with Name of the State West Bengal Maharastra Gujarat	n regard to the geographic Name of the Kolkata, Pas Mumba, Pur Ahmedabad	e Districts chim Bardhaman,Siliguri		
erviced Number of lives erviced c. Information with Name of the State West Bengal Maharastra Gujarat Telengana	regard to the geographic Name of the Kolkata, Pas Mumba, Pur Ahmedabad Hyderabad	: Districts chim Bardhaman,Siliguri 1e,		
erviced Jumber of lives erviced 2. Information with Name of the State West Bengal Maharastra Gujarat Telengana Karnataka	negard to the geographic Name of the Kolikata, Pas Mumba, Pur Ahmedabad Hyderabad Banqalore	: Districts chim Bardhaman,Siliguri le, , Baroda, Surat,Vadodara,Gandhinaga		
erviced Number of lives erviced c. Information with Name of the State West Bengal Maharastra Gujarat Telengana	n regard to the geographic Name of the Kolkata, Pas Mumba, Pur Ahmedabad Hyderabad Bangalore Vishakapatn	e Districts chim Bardhaman,Siliguri re, , Baroda, Surat,Vadodara,Gandhinaga am		
erviced Jumber of lives erviced . Information with Name of the State West Bengal Maharastra Gujarat Telengana Karnataka Andhra Pradesh	n regard to the geographic Name of the Kolkata, Pas Mumba, Pur Ahmedabad Hyderabad Bangalore Vishakapatn	: Districts chim Bardhaman,Siliguri le, , Baroda, Surat,Vadodara,Gandhinaga		
erviced Jumber of lives erviced . Information with Name of the State West Bengal Maharastra Gujarat Telengana Kamataka Andhra Pradesh Tamil Nadu	regard to the geographic Name of the Kolkata, Pas Mumba, Pur Ahmedabad Hyderabad Bangalore Vishakapat Chennai, Co	e Districts chim Bardhaman,Siliguri re, , Baroda, Surat,Vadodara,Gandhinaga am		
erviced Jumber of lives erviced . Information with Name of the State West Bengal Maharastra Gujarat Telengana Karnataka Andhra Pradesh Tamil Nadu Delhi Rajasthan	regard to the geographic Name of the Kolkata, Pas Mumba, Pur Ahmedabad Hyderabad Bangalore Vishakapatn Chennal, Co East Delhi Jaipur	e Districts chim Bardhaman,Siliguri re, , Baroda, Surat,Vadodara,Gandhinaga am		
erviced Jumber of lives erviced Information with Name of the State West Bengal Maharastra Gujarat Telengana Kamataka Andhra Pradesh Tamil Nadu Delhi	regard to the geographic Name of the Kolkata, Pas Mumba, Pur Ahmedabad Hyderabad Bangalore Vishakapatn Chennal, Co East Delhi	e Districts chim Bardhaman,Siliguri re, , Baroda, Surat,Vadodara,Gandhinaga am		
erviced Jumber of lives erviced Information with Name of the State West Bengal Maharastra Gujarat Telengana Karnataka Andhra Pradesh Tamil Nadu Delhi Rajasthan Madhya pradesh	regard to the geographic Name of the Kolkata, Pas Mumba, Pur Ahmedabad Hyderabad Bangalore Vishakapatn Chennal, Co East Delhi Jaipur Indore Patna) Districts chim Bardhaman,Siliguri e, , Baroda, Surat,Vadodara,Gandhinaga am am imbatore,Madurai		
erviced Jumber of lives erviced Information with Name of the State West Bengal Maharastra Gujarat Telengana Karnataka Andhra Pradesh Tamil Nadu Delhi Rajasthan Madhya pradesh Bihar Orissa	regard to the geographic Name of the Kolkata, Pas Mumba, Pur Ahmedabad Hyderabad Bangalore Vishakapatn Chennai, Co East Delhi Jaipur Indore Patna Khorda, Bhut) Districts chim Bardhaman,Siliguri e, , Baroda, Surat,Vadodara,Gandhinaga am am imbatore,Madurai		
erviced Jumber of lives erviced Information with Name of the State West Bengal Maharastra Gujarat Gujarat Telengana Karnataka Andhra Pradesh Tamil Nadu Delhi Rajasthan Madhya pradesh Bihar Orissa Chandigarh	regard to the geographic Name of the Kolikata, Pas Mumba, Pur Ahmedabad Hyderabad Hyderabad Chennai, Co East Delhi Jaipur Indore Patna Khorda, Bhul Chandigarh) Districts chim Bardhaman,Siliguri e, , Baroda, Surat,Vadodara,Gandhinaga am am imbatore,Madurai		
erviced Jumber of lives erviced . Information with Name of the State West Bengal Maharastra Gujarat Telengana Kamataka Andhra Pradesh Tamil Nadu Delhi Rajasthan MadInya pradesh Bihar Orissa Chandigarh Assam	regard to the geographic Name of the Kolkata, Pas Mumba, Pur Ahmedabad Hyderabad Bangalore Vishakapatn Chennai, Co East Delhi Jaipur Indore Patna Khorda, Bhut) Districts chim Bardhaman,Siliguri e, , Baroda, Surat,Vadodara,Gandhinaga am am imbatore,Madurai		
erviced Jumber of lives erviced Information with Name of the State West Bengal Maharastra Gujarat Telengana Karnataka Karnataka Andhra Pradesh Madhya pradesh Bihar Orissa Chandigarh Assam Jharkhand	regard to the geographic Name of the Kolkata, Pas Mumba, Pur Ahmedabad Bangalore Vishakapatn Chennal, Co East Delhi Jaipur Indore Patna Khorda, Bhut Chandigarh Guwahati Ranchi	Districts chim Bardhaman,Siliguri le, , Baroda, Surat,Vadodara,Gandhinaga am imbatore,Madurai paneswar		
erviced Jumber of lives erviced . Information with Name of the State West Bengal Maharastra Gujarat Telengana Kamataka Andhra Pradesh Tamil Nadu Delhi Rajasthan MadInya pradesh Bihar Orissa Chandigarh Assam	regard to the geographic Name of the Kolkata, Pas Mumba, Pur Ahmedabad Bangalore Vishakapatn Chennal, Co East Delhi Jaipur Indore Patna Khorda, Bhut Chandigarh Guwahati Ranchi) Districts chim Bardhaman,Siliguri e, , Baroda, Surat,Vadodara,Gandhinaga am am imbatore,Madurai		

i.	Outstanding number of claims at the beginning of the year	1
ii.	Number of claims received during the year	5
iii.	Number of claims paid during the year (specify % also in brackets)	6 (100%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	0
ν.	Number of claims outstanding at the end of the year	0

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

		Individual	Policies (in %)	Group Policies (in %)		
S. No.	Description	TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***	
1	Within <1 hour	-	-	100.00%	100.00%	
2	Within 1-2 hours	-	-	0.00%	0.00%	
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 Tim	e in case of	payment / rep	udiation of claims	:				
Description (to be reckoned from the date of receipt of last necessary	Individual		Group		Go	vernment	Total	
document	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	5	83.33%		-	5	83.33%
Between 1-3 months	-	-	1	16.67%	-	-	1	16.67%
Between 3 to 6 months	-	-	-		-	-	-	
More than 6 months	-	-	-			-	-	
Total	-	-	6	100.00%	-		6	100.00%

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 He	ealth TPA Regulations, as amended from time to time.	

		FORM NL 48							
Name of t	the Insurer	: ICICI Lomb	ard General Insu	rance Company Li	mited		Date: 31st March, 2023		
		5 dated Augu	st 03, 2001						
		OPLC129408							
formatio	ion as at Ma	arch 31st, 20	23						
. Specify	fy whether	r In-house C	laim Settleme	nt or Services ren	dered by TPA -				
	Name of t	he TPA (If se	rvices rendered b	y TPA) - MDIndia H	ealth Insurance TF	PA PVT LTD			
	Validity of	agreement w	ith the TPA: fro	m 05/07/2021 to 0	4/07/2024				
				of in-house claim se					
				rendered by TPA)					
. Numbe	er of polic	ies and live	s services in re	spect of which pu	blic disclosures	are made:			
	ription of policies	Ind	ividual	Gro		Go	vernment	7	
erviced	-		-		4		-	_	
erviced	of lives		-		26,515		-		
					services are rend	dered by the TPAs/	Insurer	-	
Mahara		e		k, Nagpur, Mumbai,	Ahmednagar, Akola	a,Amravati,Beed,Bhan	dara, Dhule, Gadchiroli, Gond	lia	
Andhra Telang	a Pradesh gana		Visakhapatni Hyderabad	am, Vijayawada				-	
Bihar	Bengal		Patna	nsol, Durgapur,Siliqi	uri			-	
Goa Karnat			Panjim Bangalore,Bl						
Arunac	chal Prades	h	Nirjuli					4	
Assam Chattis	sgarh		Guwahati Bhilai,Raipur						
Jharkh		ir	Jammu,Srina Bokaro,Dhar						
Orisaa Punjab			Rourkela Ludhiana,Mo	hali					
Rajast			Ajmer,Barme Dehradun	er,Bhilwara, Jaipur ,	Jalor, Jodhpur,Pali	,Raisamand,Sirohi		-	
Kerala	1		Kochi (Cochi						
Delhi	va Pradesh		Indore, Bhor New Delhi		delese Divit	a alatan menerikan di	and Manhana' Design of		
	Nadu						ari,Madurai,Ramanathapura bhit,Shahjahanpur,Shrawast		
Uttar P Gujara				Surat, Baroda					
Uttar F Gujara I. Data o i.	of number Outstandir		Ahmedabad, rocessed: claims at the bee	ainning of the year			22:		
Uttar P Gujara I. Data o i. ii. iii.	of number Outstandir Number of Number of	ng number of f claims receiv f claims paid	Ahmedabad, rocessed: claims at the beo red during the year (s	ainning of the year ar specify % also in bra			1,27 839 (89.54%	8	
Uttar F Gujara I. Data o i. ii. iii. iv.	of number Outstandir Number of Number of Number of	ng number of f claims receiv f claims paid f claims reput	Ahmedabad, rocessed: claims at the beo red during the year (s	ainning of the year ear specify % also in bra year (specify % also			1,27	8)	
Uttar F Gujara I. Data o i. ii. ii. iii. iv. v.	of number Outstandir Number of Number of Number of Number of	ng number of f claims receiv f claims paid f claims reput f claims outst	Ahmedabad, rocessed: claims at the bec ved during the yea during the year (: liated during the anding at the enc	ainning of the year ear specify % also in bra year (specify % also	o in brackets)):	1,27 839 (89.54% 98 (10.46%	8)	
Uttar F Gujara J. Data o i. ii. iii. iv. v. v.	of number Outstandir Number of Number of Number of Number of	ng number of f claims receiv f claims paid f claims reput f claims outst	Ahmedabad, rocessed: claims at the bec ved during the yea during the year (: liated during the anding at the enc cashless claim	ainning of the year ar specify % also in bra year (specify % also I of the year	o in brackets) umber of claims): licies (in %)	1,27 839 (89.54% 98 (10.46%	8)	
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Uttar F Gujara I. Data o i. ii. ii. iii. iv. v.	at of number Outstandir Number of Number of Number of Around Tin Desc Within	ng number of f claims receiv f claims paid f claims reput f claims outst ne (TAT) for cription	Ahmedabad, occessed: claims at the bec red during the year (i: liated during the anding at the enc cashless claim Individual I TAT for	ainning of the year ar specify % also in bra year (specify % also d of the year s (in respect of n Policies (in %) TAT for	umber of claims Group Po TAT for pre-auth** 83.60%	TAT for discharge*** 79.97%	1,27 839 (89.54% 98 (10.46%	8)	
Uttar F Gujara I. Data o i. ii. iii. iv. v. v. v. S. No. 1 2 3	at of number Outstandiir Number of Number of Number of Number of Around Tin Desc Within Within	ng number of f claims received f claims paid f claims reput f claims outst ne (TAT) for cription	Ahmedabad, vocessed: daims at the bee ed during the year (the anding at the end cashless claim Individual I TAT for pre-auth** - -	ainning of the vear ar year (specify % also in br vear (specify % also of the year s (in respect of m Policies (in %) TAT for discharge*** - -	umber of claims Group Po TAT for pre-auth** 16.40% 0.00%	TAT for discharge*** 79.97% 20.03% 0.00%	1,27 839 (89.54% 98 (10.46%	8)	
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Uttar F Gujara Data o i. ii. iii. iv. v. v. S. No. 1 2 3 4	at of number Outstandir Number of Number of Number of Number of Around Tin Desc Within Within Within 1 Within 1 2	ng number of f daims receiv f claims paid f daims reput f claims outst ne (TAT) for cription n <1 hour 1-2 hours 2-6 hours 6-12 hours	Ahmedabad, vocessed: daims at the bee wed during the year (liated during the year (liated during the cashless claim Individual I TAT for pre-auth** - - -	ainning of the vear ar year (specify % also in br vear (specify % also of the year s (in respect of m Policies (in %) TAT for discharge*** - -	umber of claims Group Po TAT for pre-auth** 83.60% 0.00% 0.00%	TAT for discharge*** 79.97% 20.03% 0.00%	1,27 839 (89.54% 98 (10.46% 56	8)	
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Uttar F. Gujara Gujara J. Data o J. Data	at of number Outstandir Number of Number of Number of Around Tin Desc Within 1 Within 1 Within 1 Within 1 Yithin Within 1 Yithin Within 1 T T ge to be called from the homed as fina tround Tin ription reckoned e date of t of last ssary iment 1-3	ng number of f f claims receive f claims receive f claims receive f claims network f claims repued f claims repued f claims repued net (TAT) for the (TAT) f	Ahmedabad, vocessed: daims at the bee ed during the year () liated auring the year () anding at the end cashless claim Individual I TAT for pre-auth** - - - - - - - - - - - - -	sinning of the year ar gentry % also in br. year (specify % also of the year s (in respect of n Policies (in %) TAT for discharge*** - - - - - - - - - - - - - - - - - -	2 in brackets) umber of claims Group Po TAT for pre-auth** 83.60% 0.00% 0.00% 0.00% 0.00% 0.00% 100.0	licies (in %) TAT for discharge*** 79.97% 20.03% 0.00% 0.00% 0.00% 0.00% 100.00% ver is earlier) and till received by TPA	1,27 839 (89.54% 98 (10.66% 56 final pre-auth is issued to t	he hospitals Tof No. of Claims 918 9	Percentag 97.97 0.96
Uttar F. Gujara Gujara I. Data o I. Data	at of number Outstandir Number of Number	ng number of f f claims receive f claims receive f claims receive f claims network f claims repued f claims repued f claims repued net (TAT) for the (TAT) f	Ahmedabad, vocessed: daims at the bee ed during the year () liated auring the year () anding at the end cashless claim Individual I TAT for pre-auth** - - - - - - - - - - - - -	sinning of the year ar generating of the year is (in respectify % also is (in respect of n Prolicies (in %) TAT for discharge*** 	a in brackets) umber of claims Group Po TAT for pre-auth** 83.60% 16.40% 0.00% 0.00% 0.00% 0.00% 0.00% 100.00% s: up Percentage 97.97% 0.96% 0.53%	licies (in %) TAT for discharge*** 79.97% 20.03% 0.00% 0.00% 0.00% 0.00% 100.00% ver is earlier) and till received by TPA	1,27 839 (89.54% 98 (10.66% 56 final pre-auth is issued to t	8 1 1 3 3 3 No. of Claims 918 9 5	Percentag 97.97 0.96 0.53
Uttar F, Gujara Gujara Gujara J. Data o L. J. J. J. J. J. J. J. J. J. J. J. J. J.	at of number Outstandir Number of Number of Number of Number of Around Tin Within Within Within 1 Within 1 Within 1 Within 1 Within 1 Pesc Within 1 Within 1 Pesc Within 1 Within 1 Pesc T pe to be cale of form the reckoned a fina round Tin ription reckoned a date of t of a sary ument 1-3 3 to 6 a 6 months otal pe shall be c	ng number of f dams receiv f dams receiv f dams paid f dams receiv f dams paid f dams repuer f dams neur f dams	Ahmedabad, vocessed: daims at the bee ed during the year () liated auring the year () anding at the end cashless claim Individual I TAT for pre-auth** - - - - - - - - - - - - -	inning of the vear ar ar second second second second second s (in respect of n Policies (in %) TAT for discharge*** 	a in brackets) umber of claims Group Po TAT for pre-auth** 83.60% 16.40% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 100.00% science e discharge bill is s: up Percentage 97.97% 0.96% 0.53%	licies (in %) TAT for discharge*** 79.97% 20.03% 0.00% 0.00% 0.00% 0.00% 100.00% ver is earlier) and till received by TPA	1,27 839 (89.54% 98 (10.66% 56 final pre-auth is issued to t	8 1 1 3 3 3 No. of Claims 918 91 5 5	Percentag 97.97 0.96 0.55 0.55
Uttar II. Data o Gujara Gujara II. Data o II. Data o II. Data o II. Data o	at of number Outstandir Number of Number of Number of Number of Around Tin Within Within Within 1 Within 1 Within 1 Within 1 Within 1 Pesc Within 1 Within 1 Pesc Within 1 Within 1 Pesc T pe to be cale of form the reckoned a fina round Tin ription reckoned a date of t of a sary ument 1-3 3 to 6 a 6 months otal pe shall be c	ng number of f daims received f daims received f daims received f daims received f daims received f daims received f daims received received received i <1 hours i <2 hours i i <1 hours	Ahmedabad, vocessed: claims at the bee ved during the year (tildeams) cashless claim Individual I TAT for pre-auth**	inning of the vear ar ar second second second second second s (in respect of n Policies (in %) TAT for discharge*** 	a in brackets) umber of claims Group Po TAT for pre-auth** 83.60% 16.40% 0.00% 0.00% 0.00% 100.00% 100.00% srer / TPA (whiche e discharge bill is s: up Percentage 97.97% 0.96% 0.53% 0.53% 100.00%	licies (in %) TAT for discharge*** 79.97% 20.03% 0.00% 0.00% 0.00% 0.00% 100.00% ver is earlier) and till received by TPA	1,27 839 (89.54% 98 (10.66% 56 final pre-auth is issued to t	8 1 1 3 3 3 No. of Claims 918 91 5 5	Percentag 97.97 0.96 0.55 0.55
Uttar Frederick Construction Co	at of number of	ng number of f daims received f daims received f daims received f daims received f daims received f daims received f daims received i <1 hours i <1 hours i <1 hours i <1 hours i <1 hours i <1 hours i <2 hours i i <1 ho	Ahmedabad, vocessed: claims at the bee ved during the year (r initiated during the year (r initiated during the year (r initiated during at the enc cashless claim Individual I TAT for pre-auth**	sinning of the vear ar gentry % also in br. vear (specify % also i of the year s (in respect of n Policies (in %) TAT for discharge*** 	a in brackets) umber of claims Group Po TAT for pre-auth** 83.60% 16.40% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 100.00% science e discharge bill is s: up Percentage 97.97% 0.96% 0.53%	licies (in %) TAT for discharge*** 79.97% 20.03% 0.00% 0.00% 0.00% 0.00% 100.00% ver is earlier) and till received by TPA	1,27 839 (89.54% 98 (10.66% 56 final pre-auth is issued to t	8 1 1 3 3 3 No. of Claims 918 91 5 5	Percentag 97.97 0.96 0.55 0.55
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Uttar Frederick Construction Co	at of number of Strevances Grievances Grievances Strevances Streva	ng number of f daims receive f daims repuer f daims repuer f daims outst me (TAT) for ription i <1 hours i <1 ho	Ahmedabad, vocessed: claims at the bee during the year (liated during the year) cashless claim Individual I TAT for pre-auth**	inning of the year ar ar system of the year is (in respect of n Policies (in %) TAT for discharge*** - - - - - - - - - - - - - - - - - -	b in brackets) umber of claims Group Po TAT for pre-auth** 83.60% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 100.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.53% 100.00%	licies (in %) TAT for discharge*** 79.97% 20.03% 0.00% 0.00% 0.00% 0.00% 100.00% ver is earlier) and till received by TPA	1,27 839 (89.54% 98 (10.66% 56 final pre-auth is issued to t	8 1 1 3 3 3 3 5 4 9 5 5	Percentag 97.97 0.96 0.55 0.55

PERIODIC DISCLOSURES

		FORM NL 48	- DISCLOSURE	S ON QUANTITATI	PERIODIC DISC VE AND QUALIT		S OF HEALTH SERVICES F	RENDERED	
Name of	the Insure	r: ICICI Lomi	oard General Ins	urance Company I	_imited		Date: 31st March, 2023		
		5 dated Aug PLC129408	ust 03, 2001						
		arch 31st, 20	023						
a. Specif				nt or Services rend					
		-		oy TPA) - Medsave F m 14/07/2021 to 1		I PA Limited			
	II be conso	lidated at ins	urer level in case	of in-house claim se					
				rendered by TPA)	blic disclosures	are made:			
Desci	ription	Ind	ividual	Grou	ID	Go	vernment	1	
Number o		110	-	910	- -	60	-		
serviced	C 1:		-		-		-		
Number o serviced	of lives		-		3,239		-		
					ervices are ren	dered by the TPAs/	Insurer	1	
Name Delhi	of the State	e	Name of the New Delhi	Districts					
Gujara	it		Ahmedabad,	Vadodara					
Punjab)		Amritsar						
Karnat			Bangalore						
Chandi	a Pradesh		Bhopal, Indo Chandigarh	re					
Tamiln			Chennai						
Telang	jana		Hyderabad						
West E			Kolkata Mumbai Na	shik Duno					
Mahara Bihar	asntra		Mumbai, Na Patna	Snik, Pune					
	tishgarh		Raipur						
	a Pradesh		Vijayawada						
d. Data o		of claims p						1	
<u>і.</u> іі.			ved during the ye	ginning of the year			66 367		
iii.				specify % also in br	ackets)		294 (71.01%)		
	Number of	f claims repu	diated during the	year (specify % als			120 (28.99%)		
٧.	Number of	f claims outst	anding at the en	d of the year			19	J	
e. Turn A	Around Tin	ne (TAT) foi		is (in respect of n			1		
S. No.	Doc	ription	Individual	Policies (in %)	Group Po	licies (in %)			
3. 110.	Dest		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***			
1		<1 hour	-	-	63.53%	64.49%			
2		1-2 hours 2-6 hours	-	-	29.84% 5.07%	<u>32.15%</u> 3.36%			
4		5-12 hours	-	-	0.78%	0.00%			
5	Within 1	2-24 hours	-	-	0.78%	0.00%			
6		hours	-	-	0.00%	0.00%			
		otal	-	-	100.00%	100.00%			
** reckon *** recko	ned from the oned as fina	e time last ne Il discharge si	ummary sent to I	nt is received by inst nospital from the tin	ne discharge bill is	ever is earlier) and til s received by TPA	l final pre-auth is issued to th	ne hospitals	
		ne in case of	payment / rep	oudiation of claims	5:				
(to be r from the receipt	ription eckoned e date of t of last	Ind	ividual	Gro	q	Go	vernment	To	tal
	essary Iment	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percenta
Within 1 r	month	Cialitis		240	07 1 70/			240	07.1
VALCE HELL	nonul	-	-	340	82.13%	-	-	340	82.13

PERIODIC DISCLOSURE

document	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Cla
Within 1 month	_	-	340	82.13%	-	-	
Between 1-3 months	-	-	44	10.63%	-	-	
Between 3 to 6 months	_	-	19	4.59%	-	-	
More than 6 months	-	-	11	2.66%	-	-	
Tabal							

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Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

Total

S. No.	o. 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	-
L	Hankle TDA Danielations and successful discussions to time	

100.00%

Refer Health TPA Regulations, as amended from time to time.

PD/2022-23/Q4/Ver. Dated Apr 26, 2023

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10.63%

4.59%

2.66%

100.00%