

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA - Inhouse

Name of the TPA (If services rendered by TPA) - ICICI Lombard General Insurance Company Limited (Inhouse)

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	685,737	17,305	-
Number of lives serviced	1,339,353	19,597,772	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
https://www.icicilombard.com/support/contact-us	

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	32,717
ii.	Number of claims received during the year	858,509
iii.	Number of claims paid during the year (specify % also in brackets)	7,40,376 (86.13%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1,19,233 (13.87%)
v.	Number of claims outstanding at the end of the year	31,617

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	53.50%	65.29%	76.60%	68.63%
2	Within 1-2 hours	27.78%	28.30%	13.89%	26.26%
3	Within 2-6 hours	16.58%	6.14%	8.04%	4.87%
4	Within 6-12 hours	1.14%	0.14%	0.69%	0.18%
5	Within 12-24 hours	0.55%	0.10%	0.37%	0.04%
6	>24 hours	0.45%	0.03%	0.40%	0.01%
	Total	100.00%	100.00%	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	130,910	99.8%	726,958	99.8%	4	100.0%	857,872	99.8%
Between 1-3 months	306	0.2%	1,427	0.2%	-	0.0%	1,733	0.2%
Between 3 to 6 months	1	0.0%	3	0.0%	-	0.0%	4	0.0%
More than 6 months	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Total	131,217	100.0%	728,388	100.0%	4	100.0%	859,609	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	48
2	Grievances received during the year	1,453
3	Grievances resolved during the year	1,462
4	Grievances outstanding at the end of the year	39

Refer Health TPA Regulations , as amended from time to time

* Out of 38,738 outstanding claims at the end of the period, 20,725 claims are outstanding due to document not received from customer / cashless approved and awaiting documents from hospitals.

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Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Medvantage Insurance TPA Private Limited

Validity of agreement with the TPA: from 12/04/2021 to 11/04/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	1	-
Number of lives serviced	-	9,422	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Maharashtra	Thane , Pune, Navi Mumbai
West Bengal	Kolkata
Haryana	Gurgaon
Tamilnadu	Chennai
Telangana	Hyderabad
Karnataka	Bangalore

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	617
ii.	Number of claims received during the year	1,230
iii.	Number of claims paid during the year (specify % also in brackets)	1,647 (94.33%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	99 (5.67%)
v.	Number of claims outstanding at the end of the year	101

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	85.88%	77.00%
2	Within 1-2 hours	-	-	11.16%	16.40%
3	Within 2-6 hours	-	-	1.76%	4.71%
4	Within 6-12 hours	-	-	1.20%	1.00%
5	Within 12-24 hours	-	-	0.00%	0.89%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	1,745	99.9%	-	-	1,745	99.9%
Between 1-3 months	-	-	1	0.1%	-	-	1	0.1%
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%
More than 6 months	-	-	-	0.0%	-	-	-	0.0%
Total	-	-	1,746	100.0%	-	-	1,746	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

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

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

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Medi Assist Insurance TPA Pvt Ltd

Validity of agreement with the TPA: from 22/09/2022 to 21/09/2025

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	171	-
Number of lives serviced	-	435,611	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Karnataka	Bengaluru, Hubballi, Mangalore
Gujarat	Surat, Baroda, Ahmedabad
Orissa	Bhubaneshwar
Punjab	Chandigarh
Tamilnadu	Chennai, Coimbatore, Madurai
Kerala	Cochin, Thrisur
Jharkhand	Jamshedpur, Ranchi
Madhya Pradesh	Indore
Goa	Goa, Panaji
Assam	Guwahati
Telangana	Hyderabad
Jharkhand	Jamshedpur
West Bengal	Kolkata, Siliguri
Uttar Pradesh	Lucknow, Noida
Maharashtra	Mumbai, Pune, Kolhapur, Nashik
Bihar	Patna, Ranchi
Chattisgarh	Rajpur
Andhra Pradesh	Visakhapatnam

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	7,807
ii.	Number of claims received during the year	58,641
iii.	Number of claims paid during the year (specify % also in brackets)	58,624 (92.04%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	5,072 (7.96%)
v.	Number of claims outstanding at the end of the year	2,752

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	89.27%	80.77%
2	Within 1-2 hours	-	-	8.75%	14.49%
3	Within 2-6 hours	-	-	1.35%	3.71%
4	Within 6-12 hours	-	-	0.25%	0.66%
5	Within 12-24 hours	-	-	0.16%	0.17%
6	>24 hours	-	-	0.21%	0.21%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	63,667	100.0%	-	-	63,667	100.0%
Between 1-3 months	-	-	19	0.0%	-	-	19	0.0%
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%
More than 6 months	-	-	-	0.0%	-	-	-	0.0%
Total	-	-	63,686	100.0%	-	-	63,686	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

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

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

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Paramount Health Services & Insurance TPA Pvt. Ltd

Validity of agreement with the TPA: from 16/12/2023 to 15/12/2026

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	296	-
Number of lives serviced	-	273,557	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Maharashtra	Thane ,Hingoli, Jalgaon, Nappur, Nashik ,Pune, Kolhapur, Mumbai, Parbhani, Sangli, Solapur
Karnataka	Bangalore
Tamil nadu	Chennai
Delhi	Delhi
West Bengal	Kolkata
Gujarat	Ahmedabad, Surat , Baroda
Odisha	Bhubaneswar
Punjab	Chandigarh , Ludhiana
Kerala	Cochin
Assam	Guwahati
Telangana	Hyderabad
Madhya Pradesh	Indore, Bhopal
Rajasthan	Jaipur
Uttar Pradesh	Lucknow, Noida
Mizoram	Aizawl
Nagaland	Dimapur
Goa	Panaji
Bihar	Patna
Sikkim	Gangtok
Chhattisgarh	Raipur
Jharkhand	Ranchi

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1,335
ii.	Number of claims received during the year	33,681
iii.	Number of claims paid during the year (specify % also in brackets)	30,988 (92.73%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	2,431 (7.27%)
v.	Number of claims outstanding at the end of the year	1,597

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	89.45%	67.90%
2	Within 1-2 hours	-	-	9.10%	28.03%
3	Within 2-6 hours	-	-	1.13%	4.01%
4	Within 6-12 hours	-	-	0.09%	0.00%
5	Within 12-24 hours	-	-	0.14%	0.02%
6	>24 hours	-	-	0.10%	0.02%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	33,398	99.9%	-	-	33,398	99.9%
Between 1-3 months	-	-	21	0	-	-	21	0.1%
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%
More than 6 months	-	-	-	0.0%	-	-	-	0.0%
Total	-	-	33,419	100.0%	-	-	33,419	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

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

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

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Vidal Health Insurance TPA Pvt Ltd

Validity of agreement with the TPA: from 02/07/2021 to 01/07/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	45	-
Number of lives serviced	-	124,409	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Karnataka	Bangalore, Mangalore, Hubli
Kerala	Cochin
Tamilnadu	Chennai, Coimbatore
Haryana	Gurgaon, Chandigarh, Faridabad
Kerala	Thiruvananthapuram
Punjab	Amritsar, Ludhiana
Uttarakhand	Dehradun
Madhya Pradesh	Indore, Bhopal
Rajasthan	Jaipur, Jodhpur,
Telangana	Hyderabad
Maharashtra	Mumbai, Pune
West Bengal	Kolkata
Gujarat	Ahmedabad, Gandhi Nagar, Surat, Vadodara
Assam	Guwahati
Bihar	Patna
Uttar Pradesh	Noida, Kanpur
Andhra Pradesh	Vishakhapatnam

d. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year	1,624
ii. Number of claims received during the year	21,691
iii. Number of claims paid during the year (specify % also in brackets)	19,658 (89.30%)
iv. Number of claims repudiated during the year (specify % also in brackets)	2,355 (10.70%)
v. Number of claims outstanding at the end of the year	1,302

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	87.11%	69.82%
2	Within 1-2 hours	-	-	7.94%	18.39%
3	Within 2-6 hours	-	-	4.33%	11.21%
4	Within 6-12 hours	-	-	0.62%	0.58%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	21,886	99.4%	-	-	21,886	99.4%
Between 1-3 months	-	-	127	0.6%	-	-	127	0.6%
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%
More than 6 months	-	-	-	0.0%	-	-	-	0.0%
Total	-	-	22,013	100.0%	-	-	22,013	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

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

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

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - East West Assist Insurance TPA Private Limited

Validity of agreement with the TPA: from 30/03/2022 to 29/03/2025

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	6	-
Number of lives serviced	-	4,193	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Delhi	New Delhi
Rajasthan	Jaipur
Karnataka	Bengaluru
Tamilnadu	Chennai
Telangana	Hyderabad
Chandigarh	Chandigarh
Maharashtra	Mumbai, Pune

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	203
ii.	Number of claims received during the year	1,192
iii.	Number of claims paid during the year (specify % also in brackets)	1,280 (94.53%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	74 (5.47%)
v.	Number of claims outstanding at the end of the year	41

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	77.23%	71.43%
2	Within 1-2 hours	-	-	12.96%	19.11%
3	Within 2-6 hours	-	-	4.03%	5.75%
4	Within 6-12 hours	-	-	1.40%	1.48%
5	Within 12-24 hours	-	-	3.33%	2.04%
6	>24 hours	-	-	1.05%	0.19%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	1,335	98.6%	-	-	1,335	98.6%
Between 1-3 months	-	-	19	1.4%	-	-	19	1.4%
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%
More than 6 months	-	-	-	0.0%	-	-	-	0.0%
Total	-	-	1,354	100.0%	-	-	1,354	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

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

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

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FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Family Health Plan Insurance TPA Ltd

Validity of agreement with the TPA: from 30/03/2023 to 29/03/2026

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	24	-
Number of lives serviced	-	54,964	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Telangana	Hyderabad
Gujarat	Ahmedabad, Vadodara
Karnataka	Bangalore
Madhya Pradesh	Bhopal, Indore
Haryana and Punjab	Chandigarh, Gurugram
Tamil Nadu	Coimbatore, Madurai, Chennai
Rajasthan	Jaipur
Kerala	Kochi, Trivandrum
West Bengal	Kolkata
Uttar Pradesh	Lucknow
Maharashtra	Mumbai, Pune, Nagpur, Solapur, Borivali
Odisha	Bhubaneswar
Andhra Pradesh	Krishna, Visakhapatnam
Assam	Guwahati
Goa	Goa, Mapusa
Nagaland	Dimapur
Punjab	Mohali
Jharkhand	Jamshedpur
Delhi	Delhi
Himachal Pradesh	Shimla

d. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year	552
ii. Number of claims received during the year	2,558
iii. Number of claims paid during the year (specify % also in brackets)	2,243 (76.50%)
iv. Number of claims repudiated during the year (specify % also in brackets)	689 (23.50%)
v. Number of claims outstanding at the end of the year	178

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	53.23%	50.00%	69.95%	51.56%
2	Within 1-2 hours	18.41%	19.51%	16.26%	32.99%
3	Within 2-6 hours	17.91%	24.39%	9.41%	13.77%
4	Within 6-12 hours	5.47%	4.27%	1.07%	0.65%
5	Within 12-24 hours	2.99%	1.83%	2.78%	0.91%
6	>24 hours	1.99%	0.00%	0.53%	0.13%
	Total	100.00%	100.00%	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	1,144	97.4%	1,748	99.5%	0	0	2,892	98.6%
Between 1-3 months	29	2.5%	9	0.5%	0	0	38	1.3%
Between 3 to 6 months	2	0.2%	-	0.0%	0	0	2	0.1%
More than 6 months	-	0.0%	-	0.0%	0	0	-	0.0%
Total	1,175	100.0%	1,757	100.0%	0	0	2,932	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

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

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

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Health India Insurance TPA Services Pvt. LTD.

Validity of agreement with the TPA: from 27/04/2021 to 26/04/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	14	-
Number of lives serviced	-	90,634	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Maharashtra	Mumbai (VidyaVihar), Mumbai(Narimanpoint), Kolhapur, Nagpur, Pune, Solapur, Nashik, Aurangabad, S
Gujarat	Ahmedabad, Surat, Vadodara, Raikot
Karnataka	Banglore, Manglore
Tamil Nadu	Chennai, Madurai
Delhi	Gurgaon
Telengana	Hyderabad
West Bengal	Kolkata
Uttar Pradesh	Lucknow
Rajasthan	Jaipur
Bihar	Patna
Madhya Pradesh	Bhopal, Indore, Raipur
Chhattisgarh	Raipur
Odisha	Rourkela
Goa	Goa
Haryana	Gurgaon
Kerala	Chocin
Punjab	Chandigarh

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	170
ii.	Number of claims received during the year	6,699
iii.	Number of claims paid during the year (specify % also in brackets)	5,653 (92.19%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	479 (7.81%)
v.	Number of claims outstanding at the end of the year	737

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	89.70%	80.59%
2	Within 1-2 hours	-	-	6.90%	14.24%
3	Within 2-6 hours	-	-	2.39%	4.88%
4	Within 6-12 hours	-	-	0.28%	0.10%
5	Within 12-24 hours	-	-	0.72%	0.20%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	6,125	99.9%	-	-	6,125	99.9%
Between 1-3 months	-	-	7	0.1%	-	-	7	0.1%
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%
More than 6 months	-	-	-	0.0%	-	-	-	0.0%
Total	-	-	6,132	100.0%	-	-	6,132	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

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

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

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Raksha Health Insurance TPA PVT LTD

Validity of agreement with the TPA: from 31/05/2021 to 30/05/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	-	-
Number of lives serviced	-	9,083	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Tamil Nadu	Chennai
Haryana	Fardabad
New Delhi	Delhi
Madhya Pradesh	Indore
Chhattisgarh	Raipur
West Bengal	Kolkata
Assam	Guwahati
Rajasthan	Jaipur
Punjab	Chandigarh, Ludhiana
Maharashtra	Mumbai, Pune
Karnataka	Bengaluru,
Uttar Pradesh	Lucknow
Kerala	Cochin
Telangana	Hyderabad
Gujarat	Ahmedabad, Vadodara

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	683
ii.	Number of claims received during the year	2,711
iii.	Number of claims paid during the year (specify % also in brackets)	2,962 (87.97%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	405 (12.03%)
v.	Number of claims outstanding at the end of the year	27

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	76.67%	88.96%
2	Within 1-2 hours	-	-	9.40%	8.47%
3	Within 2-6 hours	-	-	13.92%	2.57%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	3,351	99.5%	-	-	3,351	99.5%
Between 1-3 months	-	-	16	0.5%	-	-	16	0.5%
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%
More than 6 months	-	-	-	0.0%	-	-	-	0.0%
Total	-	-	3,367	100.0%	-	-	3,367	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

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

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

Note: Eight policies are booked in FY 22-23 which was also served in the FY-23-24

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) -Ericson Insurance TPA Pvt Ltd

Validity of agreement with the TPA: from 12/04/2021 to 11/04/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	-	-
Number of lives serviced	-	-	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Maharashtra	Mumbai, Pune, Nagapur
Gujarat	Ahmedabad, Surat, Vadodara
Karnataka	Bengaluru
Chandigarh	Chandigarh
Delhi	Delhi
West Bengal	Kolkata
Tamilnadu	Chennai
Punjab	Tehsil Zirakpur
Bihar	Patna
Orissa	Bhubaneswar
Kerala	Kochin
Uttar Pradesh	Lucknow
Telengana	Hyderabad

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1
ii.	Number of claims received during the year	3
iii.	Number of claims paid during the year (specify % also in brackets)	4 (100%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	-
v.	Number of claims outstanding at the end of the year	-

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	66.67%	33.33%
2	Within 1-2 hours	-	-	33.33%	66.67%
3	Within 2-6 hours	-	-	0.00%	0.00%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100%	100%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	4	100.0%	-	-	4	100.0%
Between 1-3 months	-	-	-	0.0%	-	-	-	0.0%
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%
More than 6 months	-	-	-	0.0%	-	-	-	0.0%
Total	-	-	4	100.0%	-	-	4	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

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

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

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Good Health Insurance TPA Limited

Validity of agreement with the TPA: from 09/06/2023 to 08/06/2026

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	1	-
Number of lives serviced	-	1,438	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Telangana	Hyderabad
Karnataka	Bengaluru
Tamilnadu	Chennai, Maduri, Coimbatore
Andhra Pradesh	Visakhapatnam
Delhi	New Delhi
Maharashtra	Mumabi

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	37
ii.	Number of claims received during the year	121
iii.	Number of claims paid during the year (specify % also in brackets)	114 (89.76%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	13 (10.24%)
v.	Number of claims outstanding at the end of the year	31

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	97.54%	99.18%
2	Within 1-2 hours	-	-	1.64%	0.00%
3	Within 2-6 hours	-	-	0.82%	0.82%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	124	97.6%	-	-	124	97.6%
Between 1-3 months	-	-	2	1.6%	-	-	2	1.6%
Between 3 to 6 months	-	-	1	0.8%	-	-	1	0.8%
More than 6 months	-	-	-	0.0%	-	-	-	0.0%
Total	-	-	127	100.0%	-	-	127	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

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

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

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - MDIndia Health Insurance TPA PVT LTD

Validity of agreement with the TPA: **from 05/07/2021 to 04/07/2024**

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	7	-
Number of lives serviced	-	16,293	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Maharashtra	Pune, Nashik, Nagpur, Mumbai, Ahmednagar, Akola, Amravati, Beed, Bhandara, Dhule, Gadchiroli, Gond
Andhra Pradesh	Visakhapatnam, Vijayawada
Telangana	Hyderabad
Bihar	Patna
West Bengal	Kolkata, Asansol, Durgapur, Siliguri
Goa	Panjim
Karnataka	Bangalore, Bhadravati
Arunachal Pradesh	Nirjuli
Assam	Guwahati
Chattisgarh	Bhilai, Raipur
Jammu & Kashmir	Jammu, Srinagar
Jharkhand	Bokaro, Dhanbad, Ranchi
Orissaa	Rourkela
Punjab	Ludhiana, Mohali
Rajasthan	Ajmer, Barmer, Bhilwara, Jaipur, Jalore, Jodhpur, Pali, Rajasamand, Sirahi
Uttarakhand	Dehradun
Kerala	Kochi (Cochin)
Madhya Pradesh	Indore, Bhopal
Delhi	New Delhi
Tamil Nadu	Erode, Chennai, Coimbatore, Cuddalore, Dindigul, Kanchipuram, Kanyakumari, Madurai, Ramanathapur
Uttar Pradesh	Lucknow, Badaun, Balrampur, Bareilly, Bhairich, Gonda, Lucknow, Noida, Pilibhit, Shahjahanpur, Shrawas
Gujarat	Ahmedabad, Surat, Baroda

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	563
ii.	Number of claims received during the year	2,963
iii.	Number of claims paid during the year (specify % also in brackets)	2,937 (92.27%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	246 (7.73%)
v.	Number of claims outstanding at the end of the year	343

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	87.19%	81.48%
2	Within 1-2 hours	-	-	12.81%	18.52%
3	Within 2-6 hours	-	-	0.00%	0.00%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	3,178	99.8%	-	-	3,178	99.8%
Between 1-3 months	-	-	5	0.2%	-	-	5	0.2%
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%
More than 6 months	-	-	-	0.0%	-	-	-	0.0%
Total	-	-	3,183	100.0%	-	-	3,183	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

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

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

PERIODIC DISCLOSURES

FORM NL 48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: 31st March, 2024

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

Information as at March 31st, 2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - Medsave Health Insurance TPA Limited

Validity of agreement with the TPA: from 14/07/2021 to 13/07/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	1	-
Number of lives serviced	-	1,493	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Delhi	New Delhi
Gujarat	Ahmedabad, Vadodara
Punjab	Amritsar
Karnatka	Bangalore
Madhya Pradesh	Bhopal, Indore
Chandigarh	Chandigarh
Tamilnadu	Chennai
Telangana	Hyderabad
West Bengal	Kolkata
Maharashtra	Mumbai, Nashik, Pune
Bihar	Patna
Chhattishgarh	Rajpur
Andhra Pradesh	Vijayawada

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	19
ii.	Number of claims received during the year	65
iii.	Number of claims paid during the year (specify % also in brackets)	67 (93.06%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	5 (6.94%)
v.	Number of claims outstanding at the end of the year	12

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

S. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 hour	-	-	75.00%	27.91%
2	Within 1-2 hours	-	-	18.18%	51.16%
3	Within 2-6 hours	-	-	6.82%	20.93%
4	Within 6-12 hours	-	-	0.00%	0.00%
5	Within 12-24 hours	-	-	0.00%	0.00%
6	>24 hours	-	-	0.00%	0.00%
	Total	-	-	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	72	100.0%	-	-	72	100.0%
Between 1-3 months	-	-	-	0.0%	-	-	-	0.0%
Between 3 to 6 months	-	-	-	0.0%	-	-	-	0.0%
More than 6 months	-	-	-	0.0%	-	-	-	0.0%
Total	-	-	72	100.0%	-	-	72	100.0%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
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.