

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: March 31, 2025			
Registration No. 115 dated August 03, 2001								
CIN: L67200MH2000PLC129408								
Information as at March 31, 2025								
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	862,547		20,688		-			
Number of lives serviced	1,766,990		24,864,601		-			
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					31,617		
ii.	Number of claims received during the year					1,093,410		
iii.	Number of claims paid during the year (specify % also in brackets)					9,24,951 (84.64%)		
iv.	Number of claims repudiated during the year (specify % also in brackets)					1,67,906 (15.36%)		
v.	Number of claims outstanding at the end of the year					32,170		
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	77.88%	61.57%	80.80%	57.10%			
2	Within 1-2 hours	17.58%	33.59%	13.17%	37.16%			
3	Within 2-6 hours	4.08%	4.62%	4.76%	5.52%			
4	Within 6-12 hours	0.27%	0.13%	0.54%	0.15%			
5	Within 12-24 hours	0.11%	0.07%	0.35%	0.06%			
6	>24 hours	0.07%	0.02%	0.36%	0.02%			
	Total	100%	100%	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	158,951	99.92%	933,326	99.95%	6	100.00%	1,092,283	99.95%
Between 1-3 months	131	0.08%	441	0.05%	-	0.00%	572	0.05%
Between 3 to 6 months	-	0%	2	0%	-	0%	2	0%
More than 6 months	-	0%	-	0%	-	0%	-	0%
Total	159,082	100%	933,769	100%	6	100%	1,092,857	100%
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	39						
2	Grievances received during the year	2,271						
3	Grievances resolved during the year	2,280						
4	Grievances outstanding at the end of the year	30						
Refer Health TPA Regulations , as amended from time to time								
* Out of 32,170 outstanding claims at the end of the period, 18,543 claims are outstanding due to document not received from customer / cashless approved and awaiting documents from hospitals.								

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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)																				
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Name of the State		Name of the Districts																		
Karnataka		Bengaluru, Hubballi, Mangalore																		
Gujarat		Surat, Baroda, Ahmedabad																		
Orissa		Bhubaneswar																		
Punjab		Chandigarh																		
Tamilnadu		Chennai, Coimbatore, Madurai																		
Kerala		Cochin, Thrissur																		
Jharkhand		Jamshedpur, Ranchi																		
Madhya Pradesh		Indore																		
Goa		Goa, Panaji																		
Assam		Guwahati																		
Telangana		Hyderabad																		
Jharkhand		Jamshedpur																		
West Bengal		Kolkata, Siliguri																		
Uttar Pradesh		Lucknow, Noida,																		
Maharashtra		Mumbai, Pune, Kolhapur, Nashik,																		
Bihar		Patna, Ranchi																		
Chattisgarh		Raipur																		
Andhra Pradesh		Visakhapatnam																		
d. Data of number of claims processed:																				
i.		Outstanding number of claims at the beginning of the year						2,853												
ii.		Number of claims received during the year						60,242												
iii.		Number of claims paid during the year (specify % also in brackets)						54,163(91.02%)												
iv.		Number of claims repudiated during the year (specify % also in brackets)						5,345(8.98%)												
v.		Number of claims outstanding at the end of the year						3,587												
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	-	-	93.18%	80.62%															
2	Within 1-2 hours	-	-	5.41%	14.92%															
3	Within 2-6 hours	-	-	1.01%	3.80%															
4	Within 6-12 hours	-	-	0.09%	0.36%															
5	Within 12-24 hours	-	-	0.20%	0.17%															
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	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage												
Within 1 month	-	-	59,457	99.91%	-	-	59,457	99.91%												
Between 1-3 months	-	-	51	0.09%	-	-	51	0.09%												
Between 3 to 6 months	-	-	-	0%	-	-	-	0%												
More than 6 months	-	-	-	0%	-	-	-	0%												
Total	-	-	59,508	100%	-	-	59,508	100%												
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Registration No. 115 dated August 03, 2001																				
CIN: L67200MH2000PLC129408																				
Information as at March 31, 2025																				
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 27/04/2024 to 26/04/2027																				
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b. Number of policies and lives services in respect of which public disclosures are made:																				
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Description	Individual	Group	Government																	
Number of policies serviced	-	11	-																	
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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																		
Gujarat		Ahmedabad, Surat, Vadodara, Rajkot																		
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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					737													
ii.		Number of claims received during the year					11,955													
iii.		Number of claims paid during the year (specify % also in brackets)					11,007(88.93%)													
iv.		Number of claims repudiated during the year (specify % also in brackets)					1,370(11.07%)													
v.		Number of claims outstanding at the end of the year					315													
e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):																				
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		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***															
1	Within <1 hour	-	-	80.60%	64.38%															
2	Within 1-2 hours	-	-	13.05%	26.32%															
3	Within 2-6 hours	-	-	3.70%	8.23%															
4	Within 6-12 hours	-	-	0.71%	0.19%															
5	Within 12-24 hours	-	-	1.95%	0.88%															
6	>24 hours	-	-	-	-															
Total		-	-	100%	100%															
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Within 1 month	-	-	12,337	99.68%	-	-	12,337	99.68%												
Between 1-3 months	-	-	40	0.32%	-	-	40	0.32%												
Between 3 to 6 months	-	-	-	0%	-	-	-	0%												
More than 6 months	-	-	-	0%	-	-	-	0%												
Total	-	-	12,377	100%	-	-	12,377	100%												
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Registration No. 115 dated August 03, 2001 CIN: L67200MH2000PLC129408																					
Information as at March 31, 2025																					
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:																					
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Karnataka					Bengaluru																
Tamilnadu					Chennai, Madurai, Coimbatore																
Andhra Pradesh					Visakhapatnam																
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Maharashtra					Mumbai																
d. Data of number of claims processed:																					
i. Outstanding number of claims at the beginning of the year				31																	
ii. Number of claims received during the year				387																	
iii. Number of claims paid during the year (specify % also in brackets)				308(90.86%)																	
iv. Number of claims repudiated during the year (specify % also in brackets)				31(9.14%)																	
v. Number of claims outstanding at the end of the year				79																	
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	-	-	99.51%	56.37%																
2	Within 1-2 hours	-	-	0.49%	26.96%																
3	Within 2-6 hours	-	-	-	16.67%																
4	Within 6-12 hours	-	-	-	-																
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Within 1 month	-	-	337	99.41%	-	-	337	99.41%													
Between 1-3 months	-	-	2	1%	-	-	2	1%													
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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: March 31, 2025			
Registration No. 115 dated August 03, 2001								
CIN: L67200MH2000PLC129408								
Information as at March 31, 2025								
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	-	1,577	-				
c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer								
	Name of the State	Name of the Districts						
	Delhi	New Delhi						
	Gujarat	Ahmedabad, Vadodara						
	Punjab	Amritsar						
	Karnataka	Bangalore						
	Madhya Pradesh	Bhopal, Indore						
	Chandigarh	Chandigarh						
	Tamilnadu	Chennai						
	Telangana	Hyderabad						
	West Bengal	Kolkata						
	Maharashtra	Mumbai, Nashik, Pune						
	Bihar	Patna						
	Chhattisgarh	Raipur						
	Andhra Pradesh	Vijayawada						
d. Data of number of claims processed:								
i.	Outstanding number of claims at the beginning of the year						12	
ii.	Number of claims received during the year						58	
iii.	Number of claims paid during the year (specify % also in brackets)						55(96.49%)	
iv.	Number of claims repudiated during the year (specify % also in brackets)						2(3.51%)	
v.	Number of claims outstanding at the end of the year						13	
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	-	-	-	-			
5	Within 12-24 hours	-	-	-	-			
6	>24 hours	-	-	-	-			
	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	-	-	57	100%	-	-	57	100%
Between 1-3 months	-	-	-	0%	-	-	-	0%
Between 3 to 6 months	-	-	-	0%	-	-	-	0%
More than 6 months	-	-	-	0%	-	-	-	0%
Total	-	-	57	100%	-	-	57	100%
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.								