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

ame of the Insurer: ICICI Lombard General Insurance Company Limited

Date: March 31, 2025

Registration No. 115 dated August 03, 2001 CIN: L67200MHZ000PLC129408

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) - 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 ot 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
serviced	-	231	-
Number of lives serviced	-	536.452	-

Name of the State	Name of the Districts	
Karnataka	Bengaluru, Hubbali, Mangalore	
Gujarot	Surat, Baroda, Ahmedabad	
Orissa	Bhubaneshwar	
Punjab	Chandigarh	
Tamilnodu	Chennai, Colmbatore, Madurai	
Kerala	Cochin, Thrissur	
harkhand	Jamshedpur,Ranchi	
Madhya Pradesh	Indore	
God	God,Ponaji	
Assam	Guwahati	
Telangana	Hyderobad	
harkhand	Jamshedpur	
West Bengal	Kolkata, Siliguri	
Jttar Prodesh	Lucknow, Noida,	
Maharashtra	Mumbai, Pune,Kolhapur,Nashik,	
Bihar	Patna, Ranchi	

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
űi.	Number of claims paid during the year (specify % also in brackets)	54,163(91.02%)
ív,	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):

	Individual Policies		Policies (in %)	Group Po	licles (in %)	
S. No.	Description	TAT for pre-auth**	TAT for discharge***	TAT for pre-outh**	TAT for discharge***	
1	Within <1 hour	~		93.18%		
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%	
6	>24 hours	-	-	0.11%	0.13%	
	Total	-	-	100%	100%	

Percentage to be colculated an total of the respective column.

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

** reckaned 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	Individual		Group Government		Government		Tot	tol
document	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 nonths		-	51	0.09%	_	-	51	0.09%
Between 3 to 6 months		-	-	0%		-	-	0%
More than 6 nonths		-	-	0%	-	-	-	0%
Total	-	-	59,508	100%	-	-	59,508	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

5. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	19
3	Grievances resolved during the year	19
4	Grievances outstanding at the end of the year	-

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) - Vidal Health Insurance TPA Pvt Ltd

Validity of agreement with the TPA: from 02/07/2024 to 01/07/2027

(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	-	46	-
Number of lives serviced	-	177,879	-

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	Bangolore, Mangalore, Hubli
Kerala	Cochin
Tamilnadu	Chennai, Coimbatare
Horyana	Gurgaon, Chandigarh, Faridabad
Kerala	Thiruvananthapuram
Punjab	Amritsar, Ludhiana
Uttarakhand	Dehradun
Madhya Pradesh	Indore, Bhopal
Rajasthan	Jaipur, Jodhpur,
Telangana	Hyderabad
Maharashtra	Mumboi, Pune
West Bengal	Kolkato
Gujarat	Ahmedabad, Gandhi Nagar,Surat,Vadodara
Assam	Guwahati
Bihar	Patna
Uttar Pradesh	Noida, Kanpur
Andhro Prodesh	Vishakhapatnom

a, Data o	noniber of claims processes.	
i.	Outstanding number of claims at the beginning of the year	1,302
ii,	Number of claims received during the year	33.634
ìii.	Number of claims paid during the year (specify % also in brackets)	30,317(90.68%)
iv.	Number of cloims repudiated during the year (specify % also in brackets)	3,115(9.32%)
٧.	Number of claims outstanding at the end of the year	1,504

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

		Individual Pol	Group Policies (in %)				
S, No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for	pre-auth**	TAT for discharge***	
1	Within <1 hour	-			89.15%	85.02%	
2	Within 1-2 hours	-			4,68%	8,39%	
3	Within 2-6 hours	-	-		3.03%	4.10%	
4	Within 6-12 hours	-			0.39%	0.27%	
5	Within 12-24 hours	-	-		0.77%	0.39%	
6 >24 hours		-			1.99%	1.82%	
	Total	-	-		100%	100%	

Percentage to be calculated on total of the respective column.

Percentage to be calculated on total of the respective column.
**reckoned from the time lost necessory 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	Individual		Group		Government		Total	
necessary document	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month			33,345	99,74%	-	•	33.345	99.74%
Between 1-3 months			87	0,26%	-	_	87	0.26%
Between 3 to 6 months	-	-	-	0%	-	-	-	0%
More than 6 months	-	_	-	0%		-	-	0%
Total	_	-	33,432	100%	-	-	33,432	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	4
3	Grievances resolved during the year	3
4	Grievances outstanding at the end of the year	1

PERIODIC DISCLOSURES

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

ame of the Insurer: ICICI Lombard General Insurance Company Limited

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) - Volo Health Insurance TPA Pvt. Ltd. (Formerly known as East West Assist Insurance TPA Pvt Ltd.)

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

(Data sholl 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 Number of policies	Individual	Group	Government
serviced	-	5	-
Number of lives serviced	-	3,593	-

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	
Tamilnodu	Chennoi	
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	41
ii,	Number of claims received during the year	365
íř,	Number of claims paid during the year (specify % also in brackets)	335/93.31%
iv.	Number of claims repudiated during the year (specify % also in brackets)	24(6,69%)
V.	Number of claims outstanding at the end of the year	24(6,69%)

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		-	75,00%	54.00%	
2	Within 1-2 hours	-		17.00%	39,00%	
3	Within 2-6 hours			5.00%	7.00%	
4	Within 6-12 hours			1.00%	7,00%	
5	Within 12-24 hours	- 1		2.00%		
6	>24 hours	-		2.00%		
	Total	-		100%	100%	

Percentage to be calculated on total of the respective column.

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

*** reckaned os 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		Individual Group		Gove	ernment	Total		
document	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month		-	359	100%	_	-	359	100%
Between 1-3 months	-	-	-	0%			-	0%
Between 3 to 6 nonths		_	-	0%			-	0%
More than 6 nonths	-	-	-	0%		-	-	0%
Total	-	-	359	100%	_		359	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	
	Grievances outstanding at the end of the year	

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 doted 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) - Family Health Plan Insurance TPA Ltd

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

(Dato 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)

o. Number of policies and lives services in respect of which public disclosures are mode:

1			
1		-	
Description Number of policies	Individual	Group	Government
remoter or policies			
serviced	-	34	
Number of lives			
serviced	-	84,446	_
			•

c. Information with regard to the geographical area in which service

Name of the State	the geographical area in which services are rendered by the TPAs/Insurer Name of the Districts
Telangana	Hyderobad
Gujarat	Ahmedabad, Vadodara
Karnataka	Bangalore
Madhya Pradesh	Shopal, Indore
Haryana and Punjab	Chandigarh, Gurugram
Tomil Nadu	Coimbatore , Madurai, chennai
Rajosthan	laipur
Kerala	Kochi, Trivandrum
West Bengol	Kolkata
Uttar Pradesh	Lucknow
Maharashtra	Mumbai , Pune, Nagpur, Solapur, Borivali
Odisho	Bhubaneswar
Andhro Pradesh	Krishna, Visakhapatnam
Assom	Guwahati
Goo	God, Mapusa
Nagaland	Dimapur
Punjab	Mohali
Jharkhand	Jamshedpur
Delhi	Delhi
Himachal Pardesh	Shimlo

d. Data of number of claims processed:

	i.	Outstanding number of claims at the beginning of the year	
	ü.	Number of claims received during the year	178
		Number of claims paid during the year (specify % also in brackets)	5,452
	iv.	Number of claims repudiated during the year (specify % also in brackets)	4.928(93.25%)
	V.	Number of claims outstanding at the end of the year	357(6.75%)
i		reaches of claims butstanding at the end of the year	345

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

.		Individual I	Polícies (in %)	Group Policies (in %)		
S. No.	Description	TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for	
1	Within <1 hour	22,22%	20.70%	71.84%	43,699	
2	Within 1-2 hours	11.1196	34,50%	19.09%	35.19%	
3	Within 2-6 hours	17.78%	31.00%	7.17%		
4	Within 6-12 hours	6,66%	13.80%	1.09%	20.17%	
5	Within 12-24 hours	15,56%	13.00%		0.60%	
6	>24 hours			0.76%	0.33%	
		26.67%		0.05%	0.03%	
	Total	100%	100%	100%	100%	

Percentage to be calculated on total of the respective column.

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

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

T. Turn Around Tim	e in case of p	ayment / reput	liation of claims:					
Description (to be reckoned from the date of receipt of last necessary	Ind	ividual	Grou	up	G	overnment	То	tal
document	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	138	100.00%	5.142	99,90%			l ————	
Between 1-3				55.5076	-		5.280	99.91%
months	-	0%	5	0.10%			5	0.03%
Bctween 3 to 6							3	0.0376
months More than 6	-	0%	- 1	0%				0%
months	-	0%	-	096			-	0%
Total	138	100%	5,147	100%		-	5,285	100%
							0,200	100 10

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	- 5
3	Grievances resolved during the year	
	Grievances outstanding at the end of the year	

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

lame 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) - Health India Insurance TPA Services Pvt. LTD.

Validity of agreement with the TPA: from 27/04/2024 to 26/04/2027

(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
serviced	-	11	-
Number of lives serviced	-	50.346	

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

er mornidaan widirega	to the geographical ored in which services are rendered by the TPAs/Insurer
Name of the State	Nome of the Districts
Maharashtra	Mumbai (Vidyavihar), Mumbai(Narimanpoint), Kolhapur, Nagpur, Punc, Solapur, Nashik, Auranga
Gujorat	Ahmedabad, Surat, Vadadara, Rajkot
Karnataka	Banglore, Manglore
Tomil Nadu	Chennai, Madurai
Delhi	Gurgdon
Telengana	Flyderabad
West Bengal	Kalkato
Uttar Prodesh	Lucknow
Rojosthan	Joipur
Bihar	Patro
Madhya Pradesh	Bhopol Indore, Reipur
Chhattisgarh	Rdipur
Odisha	Rourkela
Goa	Gog
Haryana	Gurgon
Kerala	Chegin
Punjab	Chandigarh

d. Data of number of claims processed:

1	i.	Outstanding number of claims at the beginning of the year	
H			737
L		Number of claims received during the year	11.955
П	íli.	Number of claims paid during the year (specify % also in brackets)	
Г	iv.	Number of claims repudiated during the year (specify % also in brackets)	11,007(88,93%)
+			1.370(11.07%)
Ĺ.	V.	Number of claims outstanding at the end of the year	315

c. 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	-	~	80.60%	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	-		-	0.007	
	Total	-	-	100%	100%	

Percentage to be calculated on total of the respective column.

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

*** reckaned 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	Individual		Grov	Group		Government		Total	
document	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	
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%	

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	Gilevanices
2	Grievances received during the year	5
	Grievances resolved during the year	- 5
	Grievances outstanding at the end of the year	

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

Name of the Insurer: |CIC| Lombard General Insurance Company Limited

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) - 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	-	•	-

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	Faridobad
New Delhi	Delhi
Madhya Pradesh	Indote
Chhattisgarh	Raipur
West Bengal	Kolkata
Assum	Guwahati
Rajasthan	Jaipur
Punjab	Chandigarh, Ludhiona
Maharastra	Mumbai, Punc
Karnotaka	Bengaluru.
Uttar Prodesh	Lucknow
Kerala	Cochin
Telangana	Hyderabad
Gujarat	Ahmedabad , Vadodara

d, Data of number of claims processed:

į, i,	Outstanding number of claims at the beginning of the year	17
ii,	Number of claims received during the year	3
iii.	Number of claims paid during the year (specify % also in brackets)	16(88.89%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	2(11.11%)
V.	Number of claims outstanding at the end of the year	2

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

		Individual f	Policies (in %)	Group Policies (in %)		
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre-	TAT for discharge***	
1	Within <1 hour		-	100%	0%	
2	Within 1-2 hours	-		-	-	
3	Within 2-6 hours	-	-	-	-	
4	Within 6-12 hours	-	-	-	-	
5	Within 12-24 hours	-	-	-	-	
6	>24 hours	- 1	-	-		
	Total	-	-	100%	0%	

Percentage to be calculated on total of the respective column.

* 10 Cases which are duplicate are not considered in Opening/Intimation

* 10 cases which are duplicate are not considered in Opening/Intimation

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

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

Description (to be reckoned from the date of receipt of last necessary	Individual		Group		Government		Total	
document	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month		_	18	100%	_		18	100%
Between 1-3 months	-			0%	-	-	_	0%
Between 3 to 6 months	_	-	-	0%		-	-	0%
More than 6 months	-	-	-	0%	-	-	-	0%
Total	-	-	18	100%	-	-	18	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

5. 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	-

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

lame of the Insurer: ICICI Lombard General Insurance Company Limited

Date: March 31, 2025

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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 cloim 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:

İ			
Description Number of policie	Individual	Group	Government
serviced	-	3	
Number of lives			
serviced	-	3,894	
	·		-

c, Information with regard to the geographical area in which service

N. Committee	34 93 de la comme de la maniera services dre rendered	ov the TPAs/Incurer
Nome of the State	Name of the Districts	-y
Telangana	Hyderabad	
Kamataka	Bengaluru	
Tamilnadu	Chennai, Maduri, Coimbatore	
Andhro Pradesh	Visakhapatnam	
Delhi	New Defhi	
Maharastra	Mumabi	

d. Data of number of claims processed:

	i.	Outstanding number of claims at the beginning of the year	
	ii.	Number of claims received during the year	31
	iii.	Number of claims paid during the year (specify % also in brackets)	387
ĺ	iv.	Number of claims repudiated during the year (specify % also in brackets)	308(90.86%)
	v.	Number of claims outstanding at the end of the year	31(9,14%)
		to the search of the end of the year	79

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	-		00.510/		
2	Within 1-2 hours			99.51%	56.37%	
3	Within 2-6 hours			0.49%	26.96%	
4				-	16.67%	
	Within 6-12 hours		- 1	-		
5	Within 12-24 hours	-				
6	>24 hours				-	
	Total			100%		
				100%	100%	

Percentage to be calculated on total of the respective column.

recentage to be concluded on total or the respective country.
** 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 os 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		lividual	Grou	Group Government		Total		
necessary document	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims			
Within 1 month	Cidinis			3-	110, or claims	Percentage	No. of Claims	Percentage
	-	-	337	99.41%			337	99.41%
Between 1-3							337	99.41%
months	-	-	2	1%	1		2	1%
Between 3 to 6								1.70
months		- 1	-	0%				
More than 6						-		0%
months	-	-	-	0%			_	
Total			220					0%
			339	100%	- [_	339	100%

Percentage shall be colculated on total of the respective column

g. Data of grievances received against the TPA:

Description	Number of
Grievances outstanding at the beginning of year	Grievances
Grievances received during the year	+
Grievances resolved during the year	
	Description 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

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 ot March 31, 2025

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 Number of policies	Individual	Group	Government
serviced Number of lives	-	6	-
serviced	-	18,200	

	the geographical area in which services are rendered by the TPAs/Insurer Name of the Districts
Maharashtra	
Andhra Pradesh	Pune, Nashik, Nagpur, Mumboi, Ahmednagar, Akola, Ahmavati, Beed, Bhandara, Dhule, Gadchiro Visakhapatnam, Vijayawado
Telangona	Hyderabad
Bihar	Polna
West Bengol	Kalkota ,Asansal, Durgapur,Siliguri
Goo	Ponjim
Kornataka	Bangalore,Bhadrovati
Arunachal Pradesh	Niriuli
Assom	Guwahati
Chattisgarh	Bhilai,Raipur
Jommu & Kashmir	Jammu,Srinagar
Jhorkhand	Bokaro,Dhanbad,Ranchi
Orison	Roukela
Punjab	Ludhiana, Mohali
Rojesthon	
Uttarakhand	Ajmer,Bormer,Bhilwara, Jaipur ,Jalor, Jodhpur,Pali,Rajsamand,Sirohi Dehradun
Kerala	· · · · · · · · · · · · · · · · · · ·
Madhya Prodesh	Kochi (Cochin)
Delhi	Indorc, Shopal
Tomil Nodu	New Dolhi
Uttar Pradesh	Erode, Chennai, Coimbatore, Cuddolore, Dindigul, Kanchipuram, Kanyakumari, Maduroi, Ramanat
Gujarat	A CONTRACT OF THE PROPERTY OF
Colorot	Ahmedabad, Surat, Baroda

d. Data of number of claims processed:

	i.	Outstanding number of claims at the beginning of the year	
	ii,	Number of claims received during the year	343
	III.	Number of claims poid during the year (specify % also in brackets)	1.699
ı	iv.	Number of claims repudiated during the year (specify % also in brackets)	1,486 (92.18%)
	V.	Number of claims outstanding at the end of the year	126 (7.82%)

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

	Ĭ ,	The state of the s	respect of number	er of claims):		
S. No.	B i . i	Individual	Policies (in %)	Group Policies (in %)		
3.140,	Description	FAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for	
1	Within <1 hour			05.5001		
2	Within 1-2 hours			96.56%	81.40%	
3	Within 2-6 hours			1.05%	12.50%	
		^		2.25%	2.83%	
	Within 6-12 hours	L - I		0.15%	0.15%	
5	Within 12-24 hours			0.1370	0.15%	
6	>24 hours	-			· ·	
	Total				-	
	.0101		-	10096	1000	

I. Turn Around Time	in case of po	ryment / repudir	tion of claims:									
Description (to be reckoned from the date of receipt of last		lividual	Group		Group		Government		Government		Total	
necessary document	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	T				
Within 1 month			1,609	00.016			140. bi Claims	Percentage				
	-	-	1.005	99,81%	-	-	1.609	99.81%				
Between 1-3 months			3	0%								
Between 3 to 6					-		3	0%				
months			-	0%	.			0%				
More than 6 months				0%		· ·		0%				
Total				0%			- [0%				
70,01	:_l		1,612	100%			1,612	100%				

Percentage shall be calculated an total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of
	C.	Grievances
	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	1

Percentage to be calculated on total of the respective column.
** reckaned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-outh is issued to the hospitals
*** reckaned as final discharge summary sent to hospital from the time discharge bill is received by TPA

PERIODIC DISCLOSURES

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) - Medsove 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:

1			
Description	Individual	Group	Government
Number of policies			Government
serviced	-	1	_
Number of lives			
serviced	-	1.577	-

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

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

d. Data of number of claims processed:

	i.	Outstanding number of claims at the beginning of the year	
	ii.	Number of claims received during the year	1.2
		Number of claims paid during the year (specify % also in brackets)	58
ı	iv.	Number of claims repudiated during the year (specify % also in brackets)	55(96.49%)
i	V.	Number of claims outstanding at the end of the year	2(3.51%)
		and the year	13

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-outh**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***	
1	Within <1 hour	-		75.00%		
2	Within 1-2 hours				27.91%	
3	Within 2-6 hours			18.18%	51.16%	
		-	-	6.82%	20.93%	
4	Within 6-12 hours	-				
5	Within 12-24 hours	-				
6	>24 hours					
	Total				-	
	rottar		-	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-outh is issued to the hospitals

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

t. Turn Around Time in case of payment / repudiation of claims;

Description (to be reckoned from the date of receipt of last necessary		lividual	Grou	up	Go	Vernment	То	tol
document	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							٠, ١	100%
months		-	-	0%			[0%
Between 3 to 6						-		
months More than 6			-	0%		_	-	0%
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	Grievances
2	Grievances received during the year	
3	Grievances resolved during the year	
4	Grievances outstanding at the end of the year	+

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

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Date: March 31 2025

r.

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) - 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:

B			
Description Number of policies	Individual	Group	Government
serviced		276	
Number of lives			•
serviced	- 1	269,227	
1			

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

11 / /	3 spined the Which services are rendered by the TPAs/Insurer
Name of the State	Name of the Districts
Maharashtra	Those Hippeli Jalgan Numan N. 41.5
Karnatoka	Thane , Hingoli, Jalgaon, Nagpur, Nashik , Pune, Kolhapur, Mumbai, Parbhani, Sangli, Salapu Bangalore
Tamil nadu	Chennai
Defhi	Dehi
West Bengal	Kolkata
Gujarot	Ahmedabad, Surat , Barada
Odisha	Bhubaneswar
Punjab	
Kerola	Chandigarh , Ludhiana Cachin
Asson	Guwahati
Telangana	Hyderabod
Madhya Pradesh	Indore, Shopal
Rajasthan	jajpur
Uttar Pradesh	Lucknow, Naida
Mizotom	Aizawi
Nagaland	
God	Dimopur
Bihar	Panaji
Sikkim	Patna
Chhattisaarh	Gangtok
	Reipur
Jharkhand	Ronchi

d. Data of number of claims processed:

		Outstand Co.	
	- ',	Outstanding number of claims at the beginning of the year	
	n.	Number of claims received during the year	1.597
İ	iii.	Number of claims poid during the year (specify % also in brackets)	43.127
i	ív,	Number of claims repudiated during the year (specify % also in brackets)	39,626(91.53%)
ı	v.	Number of claims outstanding at the end of the year	3.666(8.47%)
- 1		g and the control the year	1 122

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

S. No.		Individual	Policies (in %)	Group Policies (in %)		
5, NO,	Description	TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for	
1	Within <1 hour			84.05%		
2	Within 1-2 hours				50.65%	
3	Within 2-6 hours			13.65%	32.48%	
		-		1.96%	6.74%	
- '	Within 6-12 hours		-	0.02%	0.06%	
- 5	Within 12-24 hours	-				
6	>24 hours			0.02%	0.08%	
	Total			- [
	10(0)	1		100%	100%	

Percentage to be colculated on total of the respective column.

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

** reckaned 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:

		розлисте тери	diation of claims:					
Description (to be reckoned from the date of receipt of last	Individual		Group		Government		Total	
necessary document	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	'		43,021	99.37%				
Between 1-3 months		-	271	0.63%			43,021	99.37%
Between 3 to 6 months	-		-	0%	-	-	271	0.63%
More than 6 months			-	0%	-	-	-	0%
Total	-	-	43.292	100%	·	-	43,292	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of
1	Grievaneas estata di	Grievances
	Grievances outstanding at the beginning of year	-
	Grievances received during the year	18
3	Grievances resolved during the year	10
4	Grievances outstanding at the end of the year	- 10

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	002.547		Government
serviced	862,547	20,688	-
Number of lives	1.766.000		
serviced	1.766,990	24,864,601	-

	to the geographical death which services are rendered by the TPAs/insurer
	Name of the State
	Name of the Districts
ı	
1	
	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	
ii,	Number of claims received during the year	31,617
iji.	Number of claims paid during the year (specify % also in brackets)	1.093,410
iv.	Number of claims repudiated during the year (specify % also in brackets)	9,24,951 (84.64%)
V.	Number of claims outstanding at the end of the year	1,67,906 (15.36%)
	1 to most or counts obestanding of the end of the year	32,170

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

		Individual P	olicies (in %)	Group Policies (in %)		
S. No.	Description	TAT for pre- auth**	TAT for discharge***	TAT for pre-	TAT for discharge***	
1	Within <1 hour	77,88%	61.57%	80,80%		
2	Within 1-2 hours	17.58%	33,59%		57.10%	
3	Within 2-6 hours	4.08%		13.17%	37.16%	
4			4.62%	4.76%	5.52%	
-	Within 6-12 hours	0.27%	0.13%	0.54%	0.15%	
5	Within 12-24 hours	0.11%	0.07%	0.35%		
6	>24 hours	0.07%			0.06%	
			0.02%	0.36%	0.02%	
	Total	100%	100%	100%	100%	

Percentage to be calculated on total of the respective column.

* teckoned 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	Inc	lividual	Group Government		Total			
necessary document	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%	1,002,202	
Between 1-3 months	131	0.08%	441	0.05%		0.00%	1,092,283	99.95%
Between 3 to 6 months	-	0%	2	0%		0%	3/2	0.05%
More than 6 months	-	0%	-	0%	-	0%	2	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 autstanding at the beginning of year	39
2	Grievances received during the year	2.271
3	Grievances resolved during the year	
4	Grievances outstanding at the end of the year	2,280

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.

PD/2024-25/FY/Ver, Dated April 15, 2025