

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2022

Name of Insurance Company : The Oriental Insurance Company Limited

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY	
East West Assist Insurance TPA	018	01-12-19	30-11-21	New SLA Awaited

Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government
No of policies serviced	177	16	0
No of lives serviced	436	25479	0

Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Delhi	Delhi	14	23954
2	Haryana	Ambala	141	349
3	Uttar Pradesh	Lucknow	38	1612

Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
East West Assist Insurance TPA	51	1802	1316	82%	211	11%	326

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

Sr. 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	91%	74%	95%	86%
2	Within 1-2 Hours	6%	22%	3%	11%
3	Within 2-6 Hours	3%	4%	2%	3%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
Total		100%	100%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

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

Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to reckoned from the date of receipt of last	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	73	78%	1084	76%	0	0	1157	76%
Between 1-3 Months	12	13%	257	18%	0	0	269	18%
Between 3-6 Months	6	6%	62	4%	0	0	68	4%
More than 6 Months	3	3%	30	2%	0	0	33	2%
Total	94	100%	1433	100%	0	0	1527	100%

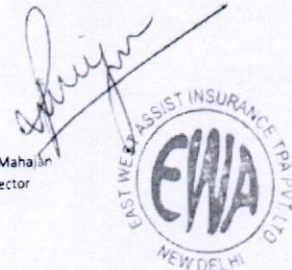
*Percentage shall be calculated on total of respective column

Data of grievances received against the TPA. East West Assist Insurance TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Place: Delhi
Date: 10-June-22

Mr. Parikshit Mahajan
Managing Director



अंजन डे/ANJAN DEY

अध्यक्ष एवं प्रबंध निदेशक
Chairman cum Managing Director

दि ओरिएण्टल इश्योरेंस कम्पनी लि.
The Oriental Insurance Co. Ltd.

प्रधान कार्यालय : ओरिएण्टल हाउस

Head Office : Oriental House

ए-25/ए-7, आसफ अली रोड, नई दिल्ली-110002