

The Oriental Insurance Co.Ltd

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2022

a. Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Family Health Plan Insurance TPA Ltd	013	01/03/2021	28/02/2023

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

Description	Individual	Group	Government	Total
No of policies serviced	6,918	433	6	7,357
No of lives serviced	16,655	10,49,914	1,12,70,188	1,23,36,757

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

Sr. No.	Name of State	Name of District	Individual		Group		Government	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	Andhra Pradesh	ANANTAPUR	5	14	0	0	0	0
2	Andhra Pradesh	CHITTOOR	6	12	1	99	0	0
3	Andhra Pradesh	CUDDAPAH	4	8	1	88	0	0
4	Andhra Pradesh	EAST GODAVARI	21	46	0	156	0	0
5	Andhra Pradesh	GUNTUR	110	263	0	0	0	0
6	Andhra Pradesh	KRISHNA	736	1,788	4	13,414	0	0
7	Andhra Pradesh	KURNOOL	236	681	0	0	0	0
8	Andhra Pradesh	NELLORE	8	23	0	0	0	0
9	Andhra Pradesh	PRAKASAM	14	33	0	0	0	0
10	Andhra Pradesh	SRIKAKULAM	1	3	0	0	0	0
11	Andhra Pradesh	VISAKHAPATNAM	333	1,139	2	2,512	0	0
12	Andhra Pradesh	VIZIANAGARAM	42	104	0	0	0	0
13	Andhra Pradesh	WEST GODAVARI	189	390	0	0	0	0
14	Arunachal Pradesh	ITANAGAR	1	2	0	0	0	0
15	Bihar	AURANGABAD	2	5	0	0	0	0
16	Bihar	BEGUSARAI	1	1	0	0	0	0
17	Bihar	BUXAR *	1	1	0	0	0	0
18	Bihar	GAYA	1	3	0	0	0	0
19	Bihar	KHAGARIA	1	1	0	0	0	0
20	Bihar	PATNA	1	1	0	0	0	0
21	Chandigarh	CHANDIGARH	0	0	1	1,057	0	0
22	Chhattisgarh	RAIGARH	1	4	0	0	0	0
23	Delhi	CENTRAL *	0	0	1	24	0	0
24	Delhi	Delhi	0	0	10	0	0	0
25	Delhi	EAST *	1	2	0	0	0	0
26	Delhi	NEW DELHI	23	23	2	13,927	0	0
27	Delhi	SOUTH *	2	5	1	545	0	0
28	Delhi	SOUTH WEST *	2	2	1	147	0	0
29	Gujarat	AHMADABAD	2	10	4	2,729	0	0
30	Gujarat	BHARUCH	0	0	2	1,799	0	0
31	Gujarat	PANCH MAHALS	0	0	1	3,077	0	0
32	Gujarat	SURAT	1	1	0	0	0	0
33	Gujarat	VADODARA	0	0	2	1,130	0	0
29	Gujarat	GIRSONMATH	0	0	0	0	0	7,09,496
30	Gujarat	JUNAGADH	0	0	0	0	0	9,31,260
31	Gujarat	KACHHH	0	0	0	0	1	7,36,008
32	Gujarat	MORBI	0	0	0	0	0	4,20,856
33	Gujarat	Rajkot	0	0	0	0	0	17,01,824
34	Haryana	BHIWANI	1	1	0	0	0	0
35	Haryana	GURGAON	1	1	10	41,649	0	0
36	Haryana	REWARI	1	1	0	0	0	0
37	Karnataka	BANGALORE	158	348	100	1,62,675	0	0
38	Karnataka	BANGALORE RURAL	2	7	2	880	0	0
39	Karnataka	BELLARY	2	6	0	0	0	0
40	Karnataka	Chikkaballapur	1	3	0	0	0	0
41	Karnataka	COIMBATORE	6	47	0	0	0	0
42	Karnataka	KOPPAL *	0	0	1	242	0	0
43	Karnataka	MYSORE	1	1	0	0	0	0
44	Karnataka	Ramanagar	2	3	0	0	0	0
45	Karnataka	TUMKUR	0	0	3	1,325	0	0
46	Karnataka	UDUPI *	1	2	0	0	0	0
47	Kerala	ERNAKULAM	1	1	15	9,212	0	0
48	Kerala	KOLLAM	0	0	1	267	0	0
49	Kerala	KOTTAYAM	0	0	2	437	0	0
50	Kerala	PALAKKAD	3	8	0	0	0	0
51	Kerala	THIRUVANANTHAPURAM	3	8	24	27,894	0	0
52	Kerala	THRISSUR	5	13	1	66	0	0
53	Madhya Pradesh	INDORE	1	5	0	0	0	0
54	Madhya Pradesh	AMRAVATI	1	2	0	0	0	0
55	Madhya Pradesh	MUMBAI	68	126	52	2,02,517	0	0
56	Madhya Pradesh	MUMBAI (SUBURBAN) *	0	0	1	2,978	0	0
57	Madhya Pradesh	NAGPUR	2	8	0	0	0	0
58	Madhya Pradesh	NASHIK	6	20	0	0	0	0
59	Madhya Pradesh	PUNE	1	2	18	33,285	0	0
60	Madhya Pradesh	THANE	1	1	4	3,414	0	0

61	Madhya Pradesh	YAVATMAL	2	2	0	0	0	0
62	Orissa	BALESHWAR	4	13	0	0	0	0
63	Orissa	BHADRAK *	1	3	0	0	0	0
64	Orissa	BHUBANESWAR	6	23	0	0	0	0
65	Orissa	CUTTACK	5	7	0	0	0	0
66	Orissa	DHENKANAL	1	3	0	0	0	0
67	Orissa	KHORDHA	5	11	0	6	0	0
68	Orissa	MAYURBHANJ	1	6	0	0	0	0
69	Pondicherry	KARAIKAL	4	10	0	0	0	0
70	Pondicherry	PONDICHERRY	1	4	0	0	0	0
71	Punjab	AMRITSAR	0	0	0	16	0	0
72	Rajasthan	JHUNJHUNUN	1	1	0	0	0	0
73	Tamil Nadu	ARIYALUR *	1	1	0	0	0	0
74	Tamil Nadu	CHENNAI	217	485	26	86,203	0	0
75	Tamil Nadu	COIMBATORE	335	689	12	6,203	0	0
76	Tamil Nadu	CUDDALORE	1	1	0	0	0	0
77	Tamil Nadu	DHARMAPURI	4	4	0	0	0	0
78	Tamil Nadu	DINDIGUL	237	560	2	89	0	0
79	Tamil Nadu	ERODE	52	93	1	554	0	0
80	Tamil Nadu	Kallakurichi	1	3	0	0	0	0
81	Tamil Nadu	KANCHEEPURAM	17	37	3	36,661	0	0
82	Tamil Nadu	KANNIYAKUMARI	9	25	0	0	0	0
83	Tamil Nadu	KARUR *	5	9	0	0	0	0
84	Tamil Nadu	krishnagiri	16	22	0	0	0	0
85	Tamil Nadu	MADURAI	1,484	3,255	0	0	0	0
86	Tamil Nadu	NAGAPATTINAM *	4	4	0	0	0	0
87	Tamil Nadu	NAMAKKAL *	29	63	0	0	0	0
88	Tamil Nadu	PUDUKKOTTAI	5	16	1	24	0	0
89	Tamil Nadu	RAMANATHAPURAM	7	13	0	0	0	0
90	Tamil Nadu	SALEM	198	301	0	0	0	0
91	Tamil Nadu	SIVAGANGA	9	22	0	0	0	0
92	Tamil Nadu	THANJAVUR	25	69	0	0	0	0
93	Tamil Nadu	THENI *	25	61	0	0	0	0
94	Tamil Nadu	THIRUVALLUR	9	21	0	0	0	0
95	Tamil Nadu	THIRUVARUR	2	7	0	0	0	0
96	Tamil Nadu	THOOTHUKKUDI	10	22	0	0	0	0
97	Tamil Nadu	TIRUCHIRAPPALLI	10	25	0	0	0	0
98	Tamil Nadu	TIRUNELVELI	8	19	4	40,263	0	0
99	Tamil Nadu	TIRUPUR	14	31	0	29	0	0
100	Tamil Nadu	TIRUVANNAMALAI	1	3	0	0	0	0
101	Tamil Nadu	Tuticorin	2	4	0	0	0	0
102	Tamil Nadu	VELLORE	2	4	0	0	0	0
103	Tamil Nadu	VILUPPURAM	5	7	0	0	0	0
104	Tamil Nadu	VIRUDHUNAGAR	313	590	1	88	0	0
105	Telangana	ADILABAD	5	7	0	0	0	0
106	Telangana	HYDERABAD	868	2,244	90	2,81,121	0	0
107	Telangana	KARIMNAGAR	3	10	0	0	0	0
108	Telangana	KHAMMAM	20	60	2	340	0	0
109	Telangana	MAHBUBNAGAR	5	8	1	442	0	0
110	Telangana	MEDAK	8	26	1	32	0	0
111	Telangana	Medchal-Malkajgiri	1	2	0	0	0	0
112	Telangana	NALGONDA	24	64	5	1,298	0	0
113	Telangana	NIZAMABAD	6	10	0	0	0	0
114	Telangana	RANGAREDDI	843	2,438	7	29,815	0	0
115	Telangana	Sangareddy	1	1	1	1,555	0	0
116	Telangana	Suryapet	10	14	0	0	0	0
117	Telangana	WARANGAL	8	24	0	0	0	0
118	Tripura	AGARTALA	0	0	1	13	0	0
119	Uttar Pradesh	ALLAHABAD	2	2	0	0	0	0
120	Uttar Pradesh	BASTI	2	4	0	0	0	0
121	Uttar Pradesh	GAUTAM BUDDHA NAGAR *	0	0	3	30,070	0	0
122	Uttar Pradesh	GORAKHPUR	2	2	0	0	0	0
123	Uttar Pradesh	JAUNPUR	1	1	0	0	0	0
124	Uttar Pradesh	MEERUT	4	4	0	0	0	0
125	West Bengal	KOLKATA	2	2	5	7,547	0	0
126	West Bengal	NORTH TWENTY FOUR PARGANAS	2	4	0	0	0	0
127	West Bengal	BANKURA	0	0	0	0	1	20,69,384
128	West Bengal	BIRBHUM	0	0	0	0	1	16,52,848
129	West Bengal	PASCHIM BARDHAMAN	0	0	0	0	1	2,70,356
130	West Bengal	PURBA MEDINIPUR	0	0	0	0	1	16,63,520
131	West Bengal	PURULIA	0	0	0	0	1	11,14,636
TOTAL			6,918	16,655	433	10,49,914	6	1,12,70,188

d. 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	Group & Individual
Family Health Plan Insurance TPA Ltd	6,587	94,398	84,705	84%	9,326	9%	6,954	Group & Individual
Family Health Plan Insurance TPA Ltd	17,836	2,16,882	1,69,932	72%	1,545	1%	63,241	Government
TOTAL	6,587	94,398	84,705	84%	9,326	9%	6,954	TOTAL

e. 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	58%	48%	65%	53%
2	Within 1-2 Hours	29%	36%	24%	33%
3	Within 2-6 Hours	12%	15%	9%	12%
4	Within 6-12 Hours	1%	0%	1%	1%
5	Within 12-24 Hours	0%	1%	1%	1%
6	>24 Hours	1%	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

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

Description (to 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	1685	93%	88096	96%	97848	54%	187629	68%
Between 1-3 Months	94	5%	3356	4%	78039	43%	81489	30%
Between 3-6 Months	23	1%	495	1%	3297	2%	3815	1%
More than 6 Months	4	0%	278	0%	1661	1%	1943	1%
Total	1806	100%	92225	100%	180845	100%	274876	100%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	6
2	Grievances received during the year	82
3	Grievances resolved during the year	79
4	Grievances outstanding at the end of the year	9

[Signature]



G. Bharathamma
Chief Executive Officer

[Signature]

अंजन डे/ANJAN DEY
अध्यक्ष एवं प्रबंध निदेशक
Chairman cum Managing Director
दि ओरिएण्टल इश्योरेंस कम्पनी लि.
The Oriental Insurance Co. Ltd.
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