

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

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Genins India Insurance TPA Ltd.	020	11/06/2020	10/06/2023

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

Description	Individual	Group	Government	Total
No of policies serviced	0	35	0	35
No of lives serviced	0	17639	0	17639

c. 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	Karnataka	Bangalore	4	7812
2	Kerala	Thiruvananthapuram	25	5485
	Maharashtra	Mumbai	3	3044
3	Uttar Pradesh	Gautam Buddha Nagar	1	831
4	Uttar Pradesh	Lucknow	2	467
	Total		35	17639

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
Genins India Insurance TPA Ltd.	54	837	725	81%	108	12%	58

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	NA	NA	93.63%	95.84%
2	Within 1-2 Hours	NA	NA	4.43%	3.05%
3	Within 2-6 Hours	NA	NA	1.94%	1.11%
4	Within 5-12 Hours	NA	NA	0.00%	0.00%
5	Within 12-24 Hours	NA	NA	0.00%	0.00%
6	>24 Hours	NA	NA	0.00%	0.00%
	Total	NA	NA	100.00%	100.00%

*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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	NA	NA	822	98.68%	NA	NA	822	98.68%
Between 1-3 Months	NA	NA	11	1.32%	NA	NA	11	1.32%
Between 3-6 Months	NA	NA	0	0.00%	NA	NA	0	0.00%
More than 6 Months	NA	NA	0	0.00%	NA	NA	0	0.00%
Total	NA	NA	833	100.00%	NA	NA	833	100.00%

*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	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

Chief Administrative Officer (CAO)
Dr. Sumit Garg
(Genins India Insurance TPA Ltd.)



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 हाऊस
Head Office : Oriental House
ए-25/27, आसफ अली रोड, नई दिल्ली-110002
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