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

a.

Name of TPA	Service level Agreement number	Valid From DO/MM/YYYY	To DO/MM/YYYY
Healthindia Insurance TPA Services Pvt Ltd.		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	2777	272	0	3049
No of lives serviced	8198	340571	0	348769

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	Andhra Pradesh		7	3052
2	Bihar		36	70468
3	Chandigarh		5	7006
4	Chhattisgarh		1	403
5	Gujarat		11	16662
6	Karnataka		22	11423
7	Kerala		7	27570
8	Kolkata		1	491
9	Maharashtra		2873	136528
10	New Delhi		40	29213
11	Rajasthan		1	208
12	Tamil Nadu		43	45207
13	Uttar Pradesh		2	538
Total			3049	348769

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
Healthindia Insurance TPA Services Pvt Ltd.	2422	29129	25158	79.74%	4943	15.67%	1450

Note:-settlement ratio calculated on only paid claims.(excluding closed & repudiated claims)

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	85.48%	83.37%	89.45%	92.81%
2	Within 1-2 Hours	14.52%	16.63%	10.55%	7.19%
3	Within 2-6 Hours	0.00%	0.00%	0.00%	0.00%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	>24 Hours	0.00%	0.00%	0.00%	0.00%
Total		100.00%	100.00%	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

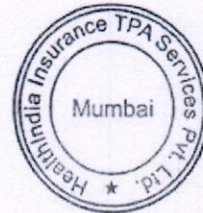
f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to reckoned from the date of receipt of last necessary	Individual		Group		Government		Total	
	No. of claims	Percentage(%)	No. of claims	Percentage(%)	No. of claims	Percentage(%)	No. of claims	Percentage(%)
Within 1 Month	4394	88.92%	22898	91.01%	0	0.00%	27292	90.67%
Between 1-3 Months	547	11.08%	2262	8.99%	0	0.00%	2809	9.33%
Between 3-6 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	4941	100%	25160	100%	0	0%	30101	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	3
3	Grievances resolved during the year	3
4	Grievances outstanding at the end of the year	0



Samal Deel

D.

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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