



HERITAGE HEALTH INSURANCE TPA PVT. LTD.

IRDAI LICENSE NO. : 008 ● CIN : U85195WB1998PTC088662

NICCO HOUSE, 5th FLOOR, 2 HARE STREET, KOLKATA - 700 001

PHONE : (033) 2248 6430 / 2784 ● Fax : (033) 2231 0287 / 2210 0837 ● Email : heritage_health@bajoria.in

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2022

| Name of TPA | Service level Agreement number | Valid From DD/MM/YYYY | To DD/MM/YYYY |
|---|--------------------------------|-----------------------|---------------|
| Heritage Health Insurance TPA Private Limited | 008 | 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 |
|-------------------------|------------|--------|------------|
| No of policies serviced | 77,070 | 39 | - |
| No of lives serviced | 2,15,056 | 42,065 | - |

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 | Gujarat | Ahmedabad | 20,265 | 60,580 |
| 2 | Gujarat | Baroda | 5,031 | 14,409 |
| 3 | Orissa | Bhubaneswar | 2,202 | 23,917 |
| 4 | Karnataka | Bengaluru | 105 | 1,215 |
| 5 | Tamil Nadu | Chennai | 9 | 14,866 |
| 6 | Delhi | Delhi | 8,786 | 21,937 |
| 7 | Telegana | Hyderabad | 2,193 | 7,317 |
| 8 | Madhya Pradesh | Indore | 8,282 | 24,285 |
| 9 | West Bengal | Kolkata | 10,166 | 26,197 |
| 10 | Maharashtra | Mumbai | 10,080 | 32,555 |
| 11 | Maharashtra | Nagpur | 2,507 | 8,629 |
| 12 | Maharashtra | Pune | 5,694 | 16,379 |
| 13 | Chhattisgarh | Raipur | 4 | 9 |
| 14 | Tamil Nadu | Coimbatore | 4 | 244 |
| 15 | Haryana | Ambala | 1,781 | 4,582 |

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 |
|---|--|--|------------------------------------|---------------------|--|----------------------|--|
| Heritage Health Insurance TPA Private Limited | 1,249 | 29,518 | 27,068 | 98.59% | 3,266 | 10.62% | 433 |

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 | 94.67% | 93.02% | 93.67% | 92.41% |
| 2 | Within 1-2 Hours | 4.79% | 5.35% | 5.44% | 6.69% |
| 3 | Within 2-6 Hours | 0.54% | 0.63% | 0.89% | 0.90% |
| 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



Regd. Office : Mcleod House, 3 Netaji Subhas Road, Kolkata - 700 001
 Helpline : (033) 2248 4648, Emergency Helpline : (033) 2243 6026, Tollfree : 1800 345 3477
 Website : www.heritagehealthtpa.com



HERITAGE HEALTH INSURANCE TPA PVT. LTD.

IRDAI LICENSE NO. : 008 ● CIN : U85195WB1998PTC088562

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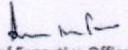
f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

| 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 | 24,031 | 87.88% | 2,593 | 86.75% | - | 0% | 26,624 | 87.77% |
| Between 1-3 Months | 2,115 | 7.73% | 177 | 5.92% | - | 0% | 2,292 | 7.56% |
| Between 3-6 Months | 799 | 2.92% | 116 | 3.88% | - | 0% | 915 | 3.02% |
| More than 6 Months | 400 | 1.46% | 103 | 3.45% | - | 0% | 503 | 1.66% |
| Total | 27,345 | 100% | 2,989 | 100% | - | 0% | 30,334 | 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 | 14 |
| 2 | Grievances received during the year | 101 |
| 3 | Grievances resolved during the year | 112 |
| 4 | Grievances outstanding at the end of the year | 3 |


Chief Executive Officer
Heritage Health Insurance TPA Pvt.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
A-25/27, Asaf Ali Road, New Delhi-110002