

**Raksha****Public Disclosures on Quantitative and Qualitative Parameters of Health Services Rendered  
Information as at 31/03/2022****NAME OF THE INSURANCE COMPANY** The Oriental Insurance Co. Ltd.

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA ) as may be the case. Raksha Health Insurance TPA

[Note: Data shall be copnsolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

(i) Validity of Agreement with the TPA : From 01/03/2021 To 28/02/2023

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

| Description              | Individual | Group  | Government | Total   |
|--------------------------|------------|--------|------------|---------|
| No. of policies serviced | 175083     | 576    | 0          | 175659  |
| No. of lives serviced    | 486633     | 546594 | 0          | 1033227 |

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

| Name of State  | Name of District | No. of policies serviced | No. of lives serviced |
|----------------|------------------|--------------------------|-----------------------|
| Andhra Pradesh | HYDERABAD        | 15                       | 7,100                 |
| Assam          | GUWAHATI         | 7,388                    | 22,962                |
| Gujarat        | VADODARA         | 10,884                   | 33,472                |
| Gujarat        | AHMEDABAD        | 321                      | 1,970                 |
| Delhi          | DELHI(N.C.R)     | 22,593                   | 2,72,752              |
| Karnataka      | BANGALURU        | 54,980                   | 2,03,548              |
| Kerala         | COCHIN           | 11                       | 4,662                 |
| Madhya Pradesh | INDORE           | 18,615                   | 57,621                |
| Maharashtra    | MUMBAI           | 10,686                   | 78,316                |
| Maharashtra    | PUNE             | 3,763                    | 9,673                 |
| Punjab         | CHANDIGARH       | 12,181                   | 69,206                |
| Rajasthan      | JAIPUR           | 13,944                   | 1,18,587              |
| TamilNadu      | CHENNAI          | 13,094                   | 1,30,120              |
| Uttar Pradesh  | LUCKNOW          | 7,160                    | 23,176                |
| West Bengal    | KOLKATTA         | 24                       | 62                    |
| <b>Total</b>   |                  | <b>1,75,659</b>          | <b>10,33,227</b>      |

- d. Data of number of claims processed:

| No. of claims outstanding at the beginning of year : 2021-22 | No. of claims received during the year : 2021-22 | No. of claims paid during the year 2021-22 also to specity % in brackets | No. of claims repudiated during the year : 2021-22 also to specity % in brackets | No. of claims outstanding at the end of the year |
|--|--|--|--|--|
| 7450   | 120262   | 111327<br>87%  | 12185<br>10%   | 4200   |

- 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     | 93.00%                     | 96.00%               | 94.00%                | 95.00%               |
| 2            | Within 1-2 Hours   | 7.00%                      | 4.00%                | 6.00%                 | 5.00%                |
| 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            | Above 24 Hours     | 0.00%                      | 0.00%                | 0.00%                 | 0.00%                |
| <b>Total</b> |                    | <b>100.00%</b>             | <b>100.00%</b>       | <b>100.00%</b>        | <b>100.00%</b>       |

\*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 to the hospital)

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

Raksha Health Insurance TPA Pvt. Ltd.

Corporate Office : Plot No.42, 2nd Floor, Sector-20A, Faridabad-121002, Haryana

CIN NO. U85199DL2002PTC113925, www.rakshatpa.com





Raksha

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

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|---------|--------------------|----------------------------|----------------------|-----------------------|----------------------|
|         |                    | TAT for Pre-auth**         | TAT for Discharge*** | TAT for Pre-auth**    | TAT for Discharge*** |
| 1       | Within <1 Hour     | 93.00%                     | 96.00%               | 94.00%                | 95.00%               |
| 2       | Within 1-2 Hours   | 7.00%                      | 4.00%                | 6.00%                 | 5.00%                |
| 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       | Above 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 to 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            |            |
|---|------------------|------------|------------------|------------|------------------|------------|------------------|------------|
|   | Number of claims | Percentage | Number of claims | Percentage | Number of claims | Percentage | Number of claims | Percentage |
| Within 1 Month  | 71,855           | 96.28%     | 46,076           | 94.26%     | -                | 0.00%      | #####            | 95.48%     |
| Between 1-3 Months  | 2,505            | 3.36%      | 2,617            | 5.35%      | -                | 0.00%      | 5,122            | 4.15%      |
| Between 3-6 Months  | 269              | 0.36%      | 190              | 0.39%      | -                | 0.00%      | 459              | 0.37%      |
| More than 6 Months  | -                | 0.00%      | -                | 0.00%      | -                | 0.00%      | -                | 0.00%      |
| Total   | 74,629           | 100.00%    | 48,883           | 100.00%    | -                | 0.00%      | #####            | 100.00%    |

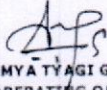
\*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

| Sr. No. | Description                                     | No. of Grievances |
|---------|---|-------------------|
| 1       | Grievances outstanding at the beginning of year | NIL               |
| 2       | Grievances received during the year             | 122               |
| 3       | Grievances resolved during the year             | 122               |
| 4       | Grievances outstanding at the end of the year   | NIL               |

Place : Faridabad

Date : 06/06/2022

  
DR. SOUMYA TYAGI GAUTAM  
CHIEF OPERATING OFFICER  
Raksha 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

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