

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 DD/MM/YYYY	To DD/MM/YYYY
SAFEWAY INSURANCE TPA	026	Jun-20	Jul-23

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

Description	Individual	Group	Government
No of policies serviced	4761	33	0
No of lives serviced	13466	21947	0

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	Vizag, Vijayawada, Ongole and Nellore	532	5017
2	Delhi	Central Delhi, East Delhi, South Delhi and North Delhi	13	11944
3	Karnataka	Bangalore	2	1216
4	Kerala	Cochin, Thrissur and Calicut	131	615
5	Punjab	Chandigarh Ludhiana	2	3
6	Telangana	Hyderabad, Secunderabad, Khammam, Kurnool, Mahboobnagar,	3233	13477
7	Uttar Pradesh	Ghaziabad	881	3141

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
SAFEWAY INSURANCE TPA	201	4593	3782	93%	658	14%	354

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	21%	18%	34%	26%
2	Within 1-2 Hours	76%	74%	62%	68%
3	Within 2-6 Hours	3%	8%	4%	6%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	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

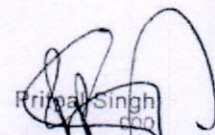
f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to reckoned from the	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	1187	93.10%	2921	92.29%	0	0%	4108	92.52%
Between 1-3 Months	84	6.59%	231	7.30%	0	0%	315	7.09%
Between 3-6 Months	4	0.31%	13	0.41%	0	0%	17	0.38%
More than 6 Months	0	0.00%	0	0.00%	0	0%	0	0.00%
Total	1275	100%	3165	100%	0	0%	4440	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	0
2	Grievances received during the year	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	0

  
Primal Singh  
Safeway Insurance TPA Pvt. Ltd.  
815, Vishwa Sadan, District Centre  
Janak Puri, New Delhi-110058



Chief Executive Officer

**अंजन डे/ANJAN DEY**  
अध्यक्ष एवं प्रबंध निदेशक  
Chairman cum Managing Director  
दि ओरिएण्टल इंश्योरेंस 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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