

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2022

Name of the Insurance Company: **Oriental Insurance**

a. Specify whether In – house Claim settlement or Services rendered by TPA: TPA

Name of the TPA: **Vipul MedCorp**

Validity of agreement with TPA	
From	To
(DD/MM/YYYY)	(DD/MM/YYYY)
01-Jan-19	28-Feb-21

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

Description	Individual	Group	Government
No of policies serviced	129294	469	-
No of lives serviced	363219	451437	-

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sl no	Name of State	Name of Districts	No of policies serviced	No of lives serviced
1	Gujrat	Ahmedabad	15144	51902
2	Haryana	Ambala	2269	6039
3	Karnataka	Bangalore	5054	49051
4	Orissa	Bhubaneswar	2	2
5	Punjab/Haryana	Chandigarh	4994	45813
6	Tamil Nadu	Chennai	6164	41880
7	Tamil Nadu	Coimbatore	1	1316
8	Karnataka	Hubli	1	2
9	Telangana	Hyderabad	13	19001
10	Madhya Pradesh	Indore	18462	56342
11	Rajasthan	Jaipur	5157	20176
12	Kerala	Kochi	1	1614
13	West Bengal	Kolkata	21508	56858
14	Uttar Pradesh	Lucknow	5	6959
15	Maharashtra	Mumbai	11593	52239
16	Delhi	New Delhi	17196	294704
17	Bihar	Patna	2	3832
18	Chhattisgarh	Raipur	5	1885
19	Gujarat	Vadodra	22181	68644
20	Andhra Pradesh	Vishkapatnam	11	36397

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
Vipul MedCorp	3725	89093	80791	92%	4383	5%	7028

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

Sl no	Description	Individual Policies		Group Policies	
		(in %)		(in %)	
		TAT for pre-auth	TAT for discharge	TAT for pre-auth	TAT for discharge
1	Within <1 Hour	79%	63%	82%	67%
2	Within 1-2 Hours	17%	27%	17%	24%
3	Within 2-6 Hours	1%	2%	1%	2%
4	Within 6-12 Hours	4%	8%	1%	7%
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.


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

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	40866	93%	38189	92%	-	-	79055	93%
Between 1 - 3 Months	2584	6%	2564	6%	-	-	5148	6%
Between 3 to 6 Months	272	1%	377	1%	-	-	649	1%
More than 6 months	89	0%	233	1%	-	-	322	0%
Total	43811	100%	41363	100%	-	-	85174	100%

* Percentage shall be calculated on total of respective column.

Processing TAT (TAT Recv-App/DRW/Denied)

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	42538	97%	40487	98%	-	-	83025	97%
Between 1 - 3 Months	1138	3%	641	2%	-	-	1779	2%
Between 3 to 6 Months	105	0%	89	0%	-	-	194	0%
More than 6 months	30	0%	146	0%	-	-	176	0%
Total	43811	100%	41363	100%	-	-	85174	100%

* Percentage shall be calculated on total of respective column.

g. Data of grievances received against the TPA:

Sl no	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	339
3	Grievances resolved during the year	339
4	Grievances outstanding at the end of the year	0

Chief executive officer
Mr. Rajan S

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अध्यक्ष एवं प्रबंध निदेशक
Chairman cum Managing Director
दि ओरिएण्टल इन्श्योरेंस 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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