

Public Disclosure: on quantitative and qualitative Parameters of Health services rendered
 NAME OF THE INSURANCE COMPANY - The Oriental Insurance Company Ltd
 Information as at 31/03/2023

VALID OF AGREEMENT - THE ORIENTAL INSURANCE CO. LTD.

Name of TPA	License number	From DD/MM/YYYY	To DD/MM/YYYY
East West Assist Insurance TPA	018	01-12-21	30-11-23

b. Number of policies and lives serviced in respect of which public disclosure is made:-2022-23

Description	Individual	Group	Government	Total
No of policies serviced	1978	90	0	2068
No of lives serviced	4912	187262	0	192174

c. Geographical Area of services Rendered in respect of which public disclosure is made:-2022-23

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Haryana	Ambala	50	93
2	Maharashtra	Mumbai	1813	4667
3	Uttar Pradesh	Lucknow	118	1181
4	Andhra Pradesh	Vizag	1	241
5	Delhi	Delhi	13	51378
6	Karnataka	Bengaluru	52	95167
7	Kerala	Cochin	1	952
8	Maharashtra	Mumbai	11	29408
9	Tamil Nadu	Chennai	1	659
10	Tamil Nadu	Coimbatore	2	2739
11	Telangana	Hyderabad	6	5689
TOTAL			2068	192174

d. Data of number of claims processed:-2022-23

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
East West Assist Insurance TPA	326	47882	44186	95%	1438	3%	2584

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):-2022-23

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	92.37%	74.43%	98.17%	93.06%
2	Within 1-2 Hours	3.39%	17.05%	1.47%	4.35%
3	Within 2-6 Hours	4.24%	8.52%	0.27%	2.07%
4	Within 6-12 Hours	0%	0%	0.03%	0.05%
5	Within 12-24 Hours	0%	0%	0.05%	0.46%
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:-2022-23

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	117	46%	37683	83.1%	0	0%	37800	82.9%
Between 1-3 Months	96	38%	7252	16.0%	0	0%	7348	16.1%
Between 3-6 Months	21	8%	364	0.8%	0	0%	385	0.8%
More than 6 Months	22	9%	69	0.2%	0	0%	91	0.2%
Total	256	100%	45368	100.0%	0	0%	45624	100.0%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:-2022-23

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	14
3	Grievances resolved during the year	14
4	Grievances outstanding at the end of the year	0

Chief Executive Officer
 Mr Pawan Garg



R. R. Singh
आर.आर. सिंह
 अध्यक्ष एवं प्रबंध निदेशक
R.R. SINGH
 Chairman Cum Managing Director