



ERICSON INSURANCE TPA PVT. LTD.

AN ISO 9001 : 2015 Certified Company

Corp. Office : 11-C, 2nd Floor, Corporate Park, Sion Trombay Road, Chembur, Mumbai - 400071, Maharashtra, INDIA

Tel.: 022-25280280 Fax : 022 - 2527 0200 Email : care@ericsontpa.com Website : www.ericsontpa.com

Regd. Office : 308, 3rd Floor, Swastik Chambers, Swastik Park, Chembur, Mumbai - 400071, Maharashtra, INDIA

Annexure-1

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (INFORMATION AS AT 2022-2023)

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.

[Note: Data shall be consolidated 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 01/01/2019 to 30/04/2023

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

| Description | Individual | Group | Government |
|-----------------------------|------------|--------|------------|
| Number of policies serviced | 8498 | 88 | 0 |
| Number of lives serviced | 30316 | 114553 | 0 |



AN ERICSON GROUP OF COMPANY

TPA | OVERSEAS RECRUITMENT | HEALTH CARE

MUMBAI | NEW DELHI | KOLKATA | CHENNAI | BANGALURU | AHMEDABAD | PUNE | SURAT | NAGPUR | RAIPUR | KOCHI | KANPUR

- c. Information with regards to the geographical area in which services are rendered by the TPAs/Insurer (States Names-District names shall be provided) in respect of which public disclosures are made.

| Head Office | | | | |
|-------------|----------|--|-------------|--------------|
| S.No | District | Address | State | Contact |
| 1 | Mumbai | 308, Swastik Chamber, Swastik Park, Chembur, - Mumbai-400071 | Maharashtra | 022 25280280 |

| Registered Office | | | | |
|-------------------|----------|--|-------------|--------------|
| S.No | District | Address | State | Contact |
| 1 | Mumbai | 11-C, Corporate Park, S. T. Road, Chembur, Mumbai – 400071 | Maharashtra | 022 25280280 |

| Branch Offices | | | | |
|----------------|------------|--|-------------|---------------|
| S.No | District | Address | State | Contact |
| 1 | Bengaluru | No. 25, Ashirwad, 4th B cross, 29th Main, 2nd Stage, BTM Layout Opp. Balaji Residency, Bengaluru - 560076 | Karnataka | 080-43722810 |
| 2 | New Delhi | 809, Pragati Tower, Rajendra Place, New Delhi – 110008 | Delhi | 011- 25710280 |
| 3 | Kolkata | 515, M.A. Business Center Pvt.Ltd., 5th floor, Poddar Point, Park Street, Kolkata - 700016 | West Bengal | 033-46020911 |
| 4 | Chennai | 1-G, No.22, Prince Arcade, Cathedral Rd,Gopalapuram, Chennai – 600086 | Tamilnadu | 044-48574333 |
| 5 | Ahmedabad | 437, B-wing Advance Business Park Opp : Swaminarayan Temple Shahibaug Ahmedabad – 380004 | Gujarat | 079-48917172 |
| 6 | Pune | Office No.12, C- Wing, ground floor, Shreenath plaza, Dnyaneshwar Paduka Chowk, F.C Road, Shivaji Nagar, Pune – 411004 | Maharashtra | 020-46306658 |
| 7 | Surat | 316, Jolly Plaza, Navdi Bandar Road, Athwagate, Surat – 395001 | Gujarat | 0261-2470959 |
| 8 | Chandigarh | Office No. 7, Sco 37, 38, Near DC Office, Sector - 17 C, Chandigarh – 160017 | Chandigarh | 0172-4028271 |
| 9 | Nagpur | Office No. 32, 3rd Floor, Kamal Keshav Business Plaza, Central Bazar Road, Ramdaspath Nagpur – 440010 | Maharashtra | 7045592059 |

d. Data of number of claims processed:

- i. Outstanding number of claims at the beginning of the year: 382
- ii. Number of claims received during the year:- 13259
- iii. Number of claims paid during the year: 11186 (82%)
- iv. Number of Claims repudiated during the year: 2294 (17%)
- v. Number of claims outstanding at the end of the year: 161

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

| S. 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 | 100% | 95% | 99% | 94% |
| 2 | Within 1-2 hours | 0% | 5% | 1% | 6% |
| 3 | Within 2-6 hours | 0% | 0% | 0% | 0% |
| 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 the 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 hospitals

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

f. Turn Around Time in case of payment/repudiation of claims:

| Description (to be 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 | No of claims | Percentage |
| within 1 months | 2834 | 85% | 8902 | 88% | 0 | 0% | 11736 | 87% |
| Between 1 - 3 Months | 498 | 15% | 1246 | 12% | 0 | 0% | 1744 | 13% |
| Between 3 to 6 Months | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| More than 6 months | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 3332 | 100% | 10148 | 100% | 0 | 0% | 13480 | 100% |

*Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

| S. no. | Description | Number of Grievances |
|--------|--|----------------------|
| 1 | Grievance outstanding at the beginning of year | 0 |
| 2 | Grievances received during the year | 0 |
| 3 | Grievances resolved during the year | 0 |
| 4 | Grievances outstanding at the end of the year | 0 |

Place: Mumbai

Date:

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

[Signature]
 Signature of CEO / Whole Time Director

