

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2023

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Genins India Insurance TPA Ltd.	020	01/03/2021	30/06/2023

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

Description	Individual	Group	Government	Total
No of policies serviced	943	17	0	960
No of lives serviced	2861	2752	0	30413

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	Delhi	New Delhi	3	11
2	Delhi	South West Delhi	1	839
3	Gujarat	Vadodara	1	9610
4	Karnataka	Bengaluru Rural	3	12359
5	Kerala	Thiruvananthapuram	8	1002
6	Maharashtra	Mumbai City	3	2788
7	Rajasthan	Ajmer	87	260
8	Rajasthan	Alwar	1	1
9	Rajasthan	Banswara	167	595
10	Rajasthan	Bhilwara	207	576
11	Rajasthan	Bikaner	1	1
12	Rajasthan	Jalpur	467	1392
13	Rajasthan	Nagaur	4	14
14	Rajasthan	Rajsamand	1	4
15	Rajasthan	Sri Ganganagar	1	3
16	Rajasthan	Udaipur	4	4
17	Uttar Pradesh	Gautam Buddh Nagar	1	754
	Total		960	30413

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
Genins India Insurance TPA Ltd.	58	1332	1065	77%	238	17%	87

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	89.47%	84.21%	82.87%	95.47%
2	Within 1-2 Hours	10.53%	10.53%	11.61%	2.76%
3	Within 2-4 Hours	0.00%	5.26%	5.51%	1.77%
4	Within 4-6 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
6	>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 in the hospital)
 ***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

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

Description (to reckon from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	32	96.97%	1221	96.14%	NA	NA	1253	96.16%
Between 1-3 Months	1	3.03%	49	3.86%	NA	NA	50	3.84%
Between 3-6 Months	0	0.00%	0	0.00%	NA	NA	0	0.00%
More than 6 Months	0	0.00%	0	0.00%	NA	NA	0	0.00%
Total	33	100.00%	1270	100.00%	NA	NA	1303	100.00%

*Percentage shall be calculated on total of respective column

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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

For and on behalf of Genins India Insurance TPA Ltd.
 Rajeev Bhatnagar
 Director



Place :
 Date :

R.R. Singh

Signature of CEO/ Whole Time Director

ORIENTAL INSURANCE CO. LTD.

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