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

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Healthindia Insurance TPA Services Pvt.Ltd.		01/03/2023	30/04/2023

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

Description	Individual	Group	Government	Total
No of policies serviced	4739	214	0	4953
No of lives serviced	13981	384011	0	397992

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		11	4641
2	Bihar		23	42105
3	Chandigarh		13	8108
4	Gujarat		5	5212
5	Karnataka		19	10497
6	Kerala		12	22486
7	Kolkata		1	485
8	Madhya Pradesh		3568	10618
9	Maharashtra		1256	232136
10	New Delhi		21	18079
11	Tamil Nadu		20	41865
12	Uttar Pradesh		4	1760
Total			4953	397992

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
Healthindia Insurance TPA Services Pvt.Ltd.	1424	39814	34121	95%	4871	12%	2246

Note:-settlement ratio calculated on only paid claims.(excluding closed & repudiated claims)

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	59.45%	65.02%	35.67%	42.56%
2	Within 1-2 Hours	35.31%	31.57%	60.22%	54.99%
3	Within 2-6 Hours	5.24%	3.42%	4.11%	2.45%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 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

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

Description (to reckoned from the date of receipt of last necessary	Individual		Group		Government		Total	
	No. of claims	Percentage(%)	No. of claims	Percentage(%)	No. of claims	Percentage(%)	No. of claims	Percentage(%)
Within 1 Month	1106	91.03%	34685	92.80%	0	0.00%	35791	92.74%
Between 1-3 Months	79	6.50%	2419	6.47%	0	0.00%	2498	6.47%
Between 3-6 Months	30	2.47%	273	0.73%	0	0.00%	303	0.79%
More than 6 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	1215	100%	37377	100%	0	0%	38592	100.00%

\*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	33
3	Grievances resolved during the year	33
4	Grievances outstanding at the end of the year	0



*(Handwritten signatures and initials)*