



HERITAGE HEALTH INSURANCE TPA PVT. LTD.

IRDAI LICENSE NO. : 008 ● CIN : U85195WB1998PTC088562

NICCO HOUSE, 5th FLOOR, 2 HARE STREET, KOLKATA - 700 001

PHONE : (033) 2248 6430 / 2784 ● Fax : (033) 2231 0287 / 2210 0837 ● Email : heritage_health@bajoria.in

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
Heritage Health Insurance TPA Private Limited	008	21/03/2023	20/03/2026

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

Description	Individual	Group	Government	Total
No of policies serviced	69,752	33	1	69,786
No of lives serviced	1,93,077	59,388	99,72,740	1,02,25,205

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	Gujarat	Ahmedabad	10,172	32,536
2	Gujarat	Baroda	4,183	12,067
3	Orissa	Bhubaneswar	1,863	34,433
4	Karnataka	Bengaluru	32	487
5	Tamil Nadu	Chennai	10	20,982
6	Delhi	Delhi	12,642	31,144
7	Telengana	Hyderabad	4,928	14,645
8	Madhya Pradesh	Indore	9,236	31,041
9	West Bengal	Kolkata	15,590	39,754
10	Maharashtra	Mumbai	3,433	13,022
11	Maharashtra	Nagpur	2,275	7,757
12	Maharashtra	Pune	2,194	6,284
13	Chhattisgarh	Raipur	7	17
14	Haryana	Ambala	3,172	8,063
15	Assam	Guwahati	1	98
16	Bihar	Patna	47	135
17	Gujarat	Amreli	1	99,72,740
18		Botad		
19		Dang		
20		Gir Somnath		
21		Junagadh		
22		Mahisagar		
23		Navsari		
24		Surat		
25		Tapi		
26		Valsad		

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
Heritage Health Insurance TPA Private Limited	433	1,54,669	1,45,308	96.26%	3,997	2.58%	5,797



Regd. Office : Nicco House, 3 Netaji Subhas Road, Kolkata - 700 001
Helpline : (033) 2248 4648, Emergency Helpline : (033) 2243 6026, Tollfree : 1800 345 3477
Website : www.heritagehealthtpa.com



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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	94.56%	93.11%	93.00%	93.00%
2	Within 1-2 Hours	4.12%	5.23%	5.00%	6.00%
3	Within 2-6 Hours	0.93%	1.66%	2.00%	1.00%
4	Within 6-12 Hours	0.39%	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 document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	30,405	93.52%	1,873	91.01%	1,14,734	100%	1,47,012	98.46%
Between 1-3 Months	1,534	4.72%	107	5.20%	-	0%	1,641	1.10%
Between 3-6 Months	381	1.17%	57	2.77%	-	0%	438	0.29%
More than 6 Months	193	0.59%	21	1.02%	-	0%	214	0.14%
Total	32,513	100%	2,058	100%	1,14,734	100%	1,49,305	100%

*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	3
2	Grievances received during the year	75
3	Grievances resolved during the year	74
4	Grievances outstanding at the end of the year	4


Chief Executive Officer
Heritage Health Insurance TPA Pvt. Ltd.





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