

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

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
SAFEWAY INSURANCE TPA	026	Jun-20	Jul-23

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

Description	Individual	Group	Government
No of policies serviced	2662	68	0
No of lives serviced	7522	74775	0

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

Sr. No.	Name of State	Name of District
1	Andhra Pradesh	Vizag, Vijayawada, Ongole and Nellore
2	Delhi	Central Delhi, East Delhi, South Delhi and North Delhi
3	Karnataka	Bangalore
4	Kerala	Cochin, Thrissur and Calicut
5	Punjab	Chandigarh Ludhiana
6	Telangana	Hyderabad, Secunderabad, Khammam, Kurnool, Mahboobnagar, Karimnagar, Nizamabad, Nalgonda and Suryapet
7	Uttar Pradesh	Ghaziabad, Lucknow
8	Gujrat	Ahmedabad, Vadodara
9	Chhattisgarh	Raipur

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
SAFEWAY INSURANCE TPA	354	5073	4222	91%	711	13%	494

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	98%	99%	96%	98%
2	Within 1-2 Hours	2%	1%	4%	2%
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 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	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	1188	93.40%	3403	92.95%	0	0%	4591	93.07%
Between 1-3 Months	84	6.60%	258	7.05%	0	0%	342	6.93%
Between 3-6 Months	0	0.00%	0	0.00%	0	0%	0	0.00%
More than 6 Months	0	0.00%	0	0.00%	0	0%	0	0.00%
Total	1272	100%	3661	100%	0	0%	4933	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	0
2	Grievances received during the year	3
3	Grievances resolved during the year	3
4	Grievances outstanding at the end of the year	0

MAHESH SHARMA  
Chief Executive Officer

MAHESH SHARMA is authorized to sign on behalf of the Company for all purposes related to the business of the Company. His signature shall be deemed to be the signature of the Company for all purposes related to the business of the Company.

*R.R. Singh*

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

*R.R. Singh*

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