

The Oriental Insurance Co. Ltd.

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

| a. Name of TPA | License number | Validity of the SLA with the TPA | |
|---|----------------|----------------------------------|------------------|
| | | Valid From DD/MM/YYYY | To DD/MM/YYYY |
| Family Health Plan Insurance TPA Ltd | 013 | 01/03/2021 | 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 | 5,177 | 318 | 3 | 5,498 |
| No of lives serviced | 13,968 | 9,29,193 | 1,74,98,614 | 1,84,41,775 |

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

| Sr. No. | Name of State | Name of District | Individual | | Group | | Government | |
|---------|----------------|------------------|--------------------------|-----------------------|--------------------------|-----------------------|--------------------------|-----------------------|
| | | | No. of policies serviced | No. of lives serviced | No. of policies serviced | No. of lives serviced | No. of policies serviced | No. of lives serviced |
| 1 | Andhra Pradesh | ANANTAPUR | 11 | 30 | 0 | 0 | | |
| 2 | Andhra Pradesh | CHITTOOR | 8 | 21 | 0 | 0 | | |
| 3 | Andhra Pradesh | CUDDAPAH | 9 | 20 | 0 | 0 | | |
| 4 | Andhra Pradesh | EAST GODAVARI | 59 | 151 | 0 | 0 | | |
| 5 | Andhra Pradesh | GUNTUR | 102 | 264 | 1 | 325 | | |
| 6 | Andhra Pradesh | HYDERABAD | 25 | 83 | 0 | 0 | | |
| 7 | Andhra Pradesh | KHAMMAM | 1 | 3 | 0 | 0 | | |
| 8 | Andhra Pradesh | KRISHNA | 1,034 | 2,741 | 3 | 15,071 | | |
| 9 | Andhra Pradesh | KURNOOL | 263 | 755 | 0 | 0 | | |
| 10 | Andhra Pradesh | MAHBUBNAGAR | 1 | 4 | 0 | 0 | | |
| 11 | Andhra Pradesh | MUMBAI | 9 | 26 | 0 | 0 | | |
| 12 | Andhra Pradesh | NALGONDA | 1 | 3 | 0 | 0 | | |
| 13 | Andhra Pradesh | NELLORE | 16 | 49 | 0 | 0 | | |
| 14 | Andhra Pradesh | PRAKASAM | 123 | 289 | 0 | 0 | | |
| 15 | Andhra Pradesh | SRIKAKULAM | 3 | 8 | 0 | 0 | | |
| 16 | Andhra Pradesh | VISAKHAPATNAM | 97 | 266 | 3 | 3,331 | | |
| 17 | Andhra Pradesh | VIZIANAGARAM | 54 | 155 | 0 | 0 | | |
| 18 | Andhra Pradesh | WEST GODAVARI | 349 | 971 | 0 | 0 | | |
| 19 | Bihar | GAYA | 1 | 3 | 0 | 0 | | |
| 20 | Bihar | PATNA | 1 | 1 | 0 | 0 | | |
| 21 | Bihar | ROHTAS | 1 | 1 | 0 | 0 | | |
| 22 | Chandigarh | CHANDIGARH | 0 | 0 | 1 | 18,370 | | |
| 23 | Delhi | CENTRAL * | 0 | 0 | 1 | 113 | | |
| 24 | Delhi | NEW DELHI | 2 | 6 | 1 | 693 | | |
| 25 | Delhi | SOUTH * | 1 | 4 | 0 | 0 | | |
| 26 | Goa | SOUTH GOA | 1 | 2 | 0 | 0 | | |
| 27 | Gujarat | AHMADABAD | 5 | 17 | 0 | 15 | | |
| 28 | Gujarat | ANAND * | 1 | 2 | 0 | 0 | | |
| 29 | Gujarat | PANCH MAHALS | 0 | 0 | 0 | 16 | | |
| 30 | Gujarat | VADODARA | 0 | 0 | 2 | 1,174 | 1 | 1,56,61,715 |
| 31 | Haryana | AMBALA | 1 | 2 | 0 | 0 | | |
| 32 | Haryana | GURGAON | 0 | 0 | 7 | 6,602 | | |
| 33 | Jharkhand | BOKARO * | 1 | 1 | 0 | 0 | | |
| 34 | Jharkhand | RAMGARH | 1 | 5 | 0 | 0 | | |
| 35 | Jharkhand | RANCHI | 1 | 2 | 0 | 0 | | |
| 36 | Karnataka | BANGALORE | 40 | 103 | 68 | 1,03,179 | | |
| 37 | Karnataka | BANGALORE RURAL | 1 | 4 | 0 | 0 | | |
| 38 | Karnataka | BELLARY | 3 | 8 | 0 | 0 | | |
| 39 | Karnataka | GULBARGA | 1 | 4 | 0 | 0 | | |
| 40 | Karnataka | RAICHUR | 1 | 3 | 0 | 0 | | |
| 41 | Karnataka | TUMKUR | 0 | 0 | 1 | 403 | | |
| 42 | Karnataka | UDUPI * | 1 | 2 | 0 | 0 | | |
| 43 | Kerala | ALAPPUZHA | 1 | 2 | 0 | 0 | | |
| 44 | Kerala | ERNAKULAM | 0 | 0 | 13 | 5,764 | | |
| 45 | Kerala | KOLLAM | 0 | 0 | 0 | 1 | | |
| 46 | Kerala | KOZHICODE | 0 | 0 | 2 | 239 | | |
| 47 | Kerala | PALAKKAD | 2 | 5 | 0 | 0 | | |
| 48 | Kerala | THIRUVANANTHAPUR | 1 | 3 | 17 | 32,827 | | |
| 49 | Kerala | THRISSUR | 2 | 7 | 0 | 0 | 2 | 18,36,899 |
| 50 | Madhya Pradesh | INDORE | 4 | 18 | 0 | 0 | | |
| 51 | Maharashtra | AHMADNAGAR | 1 | 3 | 0 | 0 | | |
| 52 | Maharashtra | AKOLA | 2 | 7 | 0 | 0 | | |

| | | | | | | | |
|--------------|---------------|---------------------|--------------|---------------|------------|-----------------|----------------------|
| 53 | Maharashtra | AURANGABAD | 12 | 36 | 0 | 0 | |
| 54 | Maharashtra | JALGAON | 5 | 19 | 0 | 0 | |
| 55 | Maharashtra | MUMBAI | 8 | 15 | 38 | 1,53,282 | |
| 56 | Maharashtra | MUMBAI (SUBURBAN) | 0 | 0 | 0 | 280 | |
| 57 | Maharashtra | NAGPUR | 2 | 3 | 2 | 4,642 | |
| 58 | Maharashtra | NASHIK | 6 | 19 | 0 | 0 | |
| 59 | Maharashtra | PUNE | 11 | 36 | 11 | 31,421 | |
| 60 | Maharashtra | RAIGARH | 1 | 4 | 0 | 0 | |
| 61 | Maharashtra | SOLAPUR | 1 | 5 | 0 | 0 | |
| 62 | Maharashtra | THANE | 7 | 21 | 2 | 2,806 | |
| 63 | Orissa | BALESHWAR | 2 | 5 | 0 | 0 | |
| 64 | Orissa | BIHUBANESHWAR | 3 | 11 | 0 | 0 | |
| 65 | Orissa | CUTTACK | 2 | 5 | 0 | 0 | |
| 66 | Orissa | DHENKANAL | 1 | 3 | 0 | 0 | |
| 67 | Orissa | KHORDHA | 2 | 4 | 0 | 0 | |
| 68 | Orissa | MAYURBHANJ | 1 | 6 | 0 | 0 | |
| 69 | Pondicherry | KARAIKAL | 3 | 8 | 0 | 0 | |
| 70 | Tamil Nadu | CHENNAI | 102 | 244 | 54 | 1,75,947 | |
| 71 | Tamil Nadu | COIMBATORE | 195 | 484 | 9 | 5,133 | |
| 72 | Tamil Nadu | DHARMAPURI | 1 | 4 | 0 | 0 | |
| 73 | Tamil Nadu | DINDIGUL | 73 | 220 | 2 | 74 | |
| 74 | Tamil Nadu | ERODE | 18 | 49 | 0 | 0 | |
| 75 | Tamil Nadu | Kallakurichi | 1 | 2 | 0 | 0 | |
| 76 | Tamil Nadu | KANCHEEPURAM | 2 | 5 | 2 | 46,410 | |
| 77 | Tamil Nadu | KANNIYAKUMARI | 5 | 11 | 0 | 0 | |
| 78 | Tamil Nadu | KARUR * | 23 | 48 | 12 | 1,153 | |
| 79 | Tamil Nadu | MADURAI | 402 | 1,078 | 0 | 0 | |
| 80 | Tamil Nadu | NAMAKKAL * | 5 | 17 | 2 | 447 | |
| 81 | Tamil Nadu | PUDUKKOTTAI | 1 | 4 | 0 | 0 | |
| 82 | Tamil Nadu | RAMANATHAPURAM | 1 | 1 | 0 | 0 | |
| 83 | Tamil Nadu | SALEM | 95 | 154 | 0 | 0 | |
| 84 | Tamil Nadu | SIVAGANGA | 3 | 9 | 0 | 0 | |
| 85 | Tamil Nadu | THANJAVUR | 6 | 14 | 2 | 126 | |
| 86 | Tamil Nadu | THENI * | 16 | 37 | 0 | 0 | |
| 87 | Tamil Nadu | THIRUVALLUR | 5 | 13 | 0 | 0 | |
| 88 | Tamil Nadu | THOOTHUKKUDI | 4 | 12 | 0 | 0 | |
| 89 | Tamil Nadu | TIRUCHIRAPPALLI | 4 | 9 | 0 | 0 | |
| 90 | Tamil Nadu | TIRUNELVELI | 1 | 2 | 2 | 2,141 | |
| 91 | Tamil Nadu | TIRUPUR | 20 | 58 | 0 | 0 | |
| 92 | Tamil Nadu | Tuticorin | 2 | 4 | 0 | 0 | |
| 93 | Tamil Nadu | VELLORE | 3 | 7 | 0 | 0 | |
| 94 | Tamil Nadu | VILUPPURAM | 1 | 3 | 0 | 0 | |
| 95 | Tamil Nadu | VIRUDHUNAGAR | 70 | 176 | 1 | 145 | |
| 96 | Telangana | ADILABAD | 3 | 6 | 0 | 0 | |
| 97 | Telangana | HYDERABAD | 1,601 | 4,456 | 34 | 2,76,562 | |
| 98 | Telangana | Kamareddy | 1 | 3 | 0 | 0 | |
| 99 | Telangana | KARIMNAGAR | 47 | 155 | 0 | 0 | |
| 100 | Telangana | KHAMMAM | 20 | 62 | 1 | 215 | |
| 101 | Telangana | Mahabubabad | 1 | 2 | 0 | 0 | |
| 102 | Telangana | MAHBUBNAGAR | 2 | 8 | 0 | 44 | |
| 103 | Telangana | MEDAK | 10 | 30 | 1 | 84 | |
| 104 | Telangana | Medchal-Malkajgiri | 1 | 3 | 0 | 0 | |
| 105 | Telangana | NALGONDA | 46 | 127 | 5 | 1,611 | |
| 106 | Telangana | NIZAMABAD | 5 | 11 | 0 | 0 | |
| 107 | Telangana | RANGAREDDI | 37 | 93 | 7 | 27,949 | |
| 108 | Telangana | Sangareddy | 1 | 4 | 0 | 0 | |
| 109 | Telangana | Suryapet | 9 | 31 | 0 | 0 | |
| 110 | Telangana | Vikarabad | 0 | 1 | 0 | 0 | |
| 111 | Telangana | WARANGAL | 4 | 13 | 0 | 0 | |
| 112 | Telangana | Yadadri Bhuvanagiri | 1 | 2 | 0 | 0 | |
| 113 | Tripura | AGARTALA | 0 | 0 | 1 | 14 | |
| 114 | Uttar Pradesh | GAUTAM BUDDHA NA | 0 | 0 | 1 | 1,754 | |
| 115 | Uttar Pradesh | JAUNPUR | 1 | 1 | 0 | 0 | |
| 116 | Uttar Pradesh | KANNAUJ * | 1 | 1 | 0 | 0 | |
| 117 | UTTARAKHAND | NAINITAL | 1 | 4 | 0 | 0 | |
| 118 | West Bengal | BARDDHAMAN | 0 | 0 | 1 | 484 | |
| 119 | West Bengal | KOLKATA | 0 | 0 | 8 | 8,346 | |
| 120 | Unknow | Unknow | 17 | 36 | 0 | 0 | |
| TOTAL | | | 5,177 | 13,968 | 318 | 9,29,193 | 3 1,74,98,614 |

d. Data of number of claims processed:

| | 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 | |
|--------------------------------------|--|--|------------------------------------|---------------------|--|----------------------|--|--------------------|
| TPA | | | | | | | | |
| Family Health Plan Insurance TPA Ltd | 69,295 | 4,97,206 | 4,51,478 | 80% | 14,493 | 3% | 1,00,530 | Group & Individual |
| TOTAL | 69,295 | 4,97,206 | 4,51,478 | 80% | 14,493 | 3% | 1,00,530 | TOTAL |

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 | 30% | 33% | 54% | 42% |
| 2 | Within 1-2 Hours | 35% | 34% | 31% | 39% |
| 3 | Within 2-6 Hours | 28% | 30% | 12% | 17% |
| 4 | Within 6-12 Hours | 3% | 2% | 1% | 0% |
| 5 | Within 12-24 Hours | 3% | 2% | 2% | 1% |
| 6 | >24 Hours | 1% | 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 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 | 894 | 95% | 81006 | 96% | 380383 | 100% | 462283 | 99% |
| Between 1-3 Months | 31 | 3% | 3039 | 4% | 0 | 0% | 3070 | 1% |
| Between 3-6 Months | 7 | 1% | 150 | 0% | 0 | 0% | 157 | 0% |
| More than 6 Months | 8 | 1% | 453 | 1% | 0 | 0% | 461 | 0% |
| Total | 940 | 100% | 84648 | 100% | 380383 | 100% | 465971 | 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 | 9 |
| 2 | Grievances received during the year | 132 |
| 3 | Grievances resolved during the year | 130 |
| 4 | Grievances outstanding at the end of the year | 11 |

Medha S. Ghugre



Medha Sandeep Ghugre
Chief Administrative Officer

R.R. Singh

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

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