



# ERICSON INSURANCE TPA PVT. LTD.

AN ISO 9001 : 2015 Certified Company

Corp. Office : 11-C, 2<sup>nd</sup> Floor, Corporate Park, Sion Trombay Road, Chembur, Mumbai - 400071, Maharashtra, INDIA  
Tel.: 022-25280280 Fax : 022 - 2527 0200 Email : care@ericsontpa.com Website : www.ericsontpa.com

Regd. Office : 308, 3rd Floor, Swastik Chambers, Swastik Park, Chembur, Mumbai - 400071, Maharashtra, INDIA

Annexure-1

## PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (INFORMATION AS AT 2021-2022)

NAME OF THE INSURANCE COMPANY: The Oriental Insurance Co. Ltd.

- a. Specify in-house claim settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into service level agreement (if data relates to the health services rendered by TPA) as may be the case.

*[Note: Data shall be consolidated at insurer level in case of in house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]*

(i) Validity of agreement with the TPA: from 15/09/2017 to 31/12/2023

- b. Number of policies and lives serviced in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	2	72	0
Number of lives serviced	18127	74220	0



AN ERICSON GROUP OF COMPANY  
TPA | OVERSEAS RECRUITMENT | HEALTH CARE

MUMBAI | NEW DELHI | KOLKATA | CHENNAI | BANGALURU | AHMEDABAD | PUNE | SURAT | CHANDIGARH | NAGPUR

- c. Information with regards to the geographical area in which services are rendered by the TPAs/insurer (States Names-District names shall be provided) in respect of which public disclosures are made.

Head Office				
S.No	District	Address	State	Contact
1	Mumbai	308, Swastik Chamber, Swastik Park, Chembur, - Mumbai-400071	Maharashtra	022 25280280

Registered Office				
S.No	District	Address	State	Contact
1	Mumbai	11-C, Corporate Park, S. T. Road, Chembur, Mumbai – 400071	Maharashtra	022 25280280

Branch Offices				
S.No	District	Address	State	Contact
1	Bengaluru	No. 25, Ashirwad, 4th B cross, 29th Main, 2nd Stage, BTM Layout Opp. Balaji Residency, Bengaluru - 560076	Karnataka	080-43722810
2	New Delhi	809, Pragati Tower, Rajendra Place, New Delhi – 110008	Delhi	011- 25710280
3	Kolkata	515, M.A. Business Center Pvt.Ltd., 5th floor, Poddar Point, Park Street, Kolkata - 700016	West Bengal	033-46020911
4	Chennai	1-G, No.22, Prince Arcade, Cathedral Rd,Gopalapuram, Chennai – 600086	Tamilnadu	044-48574333
5	Ahmedabad	437, B-wing Advance Business Park Opp : Swaminarayan Temple Shahibaug Ahmedabad – 380004	Gujarat	079-48917172
6	Pune	Office No.12, C- Wing, ground floor, Shreenath plaza, Dnyaneshwar Paduka Chowk, F.C Road, Shivaji Nagar, Pune – 411004	Maharashtra	020-46306658
7	Surat	316, Jolly Plaza, Navdi Bandar Road, Athwagate, Surat – 395001	Gujarat	0261-2470959
8	Chandigarh	Office No. 7, Sco 37, 38, Near DC Office, Sector - 17 C, Chandigarh – 160017	Chandigarh	0172-4028271
9	Nagpur	Office No. 32, 3rd Floor, Kamal Keshav Business Plaza, Central Bazar Road, Ramdaspath Nagpur – 440010	Maharashtra	7045592059

- d. Data of number of claims processed:
- Outstanding number of claims at the beginning of the year: 967
  - Number of claims received during the year:- 8910
  - Number of claims paid during the year: 7537 (76%)
  - Number of Claims repudiated during the year: 1958 (20%)
  - Number of claims outstanding at the end of the year: 382

- e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. 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	97%	74%	99%	80%
2	Within 1-2 hours	3%	26%	1%	20%
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 the respective column.

\*\*reckoned from the time last necessary document is received by insurer /TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

\*\*\*reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment/repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	No of claims	Percentage
within 1 months	1099	58%	4279	56%	0	0	5378	57%
Between 1 - 3 Months	798	42%	3319	44%	0	0	4117	43%
Between 3 to 6 Months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0
<b>Total</b>	1897	100%	7598	100%	0	0	9495	100%

\*Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. no.	Description	Number of Grievances
1	Grievance 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

Place: Mumbai

Date:



Signature of CEO / Whole Time Director

**अंजन डे/ANJAN DEY**  
**अध्यक्ष एवं प्रबंध निदेशक**  
**Chairman cum Managing Director**  
**दि ओरिएण्टल इश्योरेस कम्पनी लि.**  
**The Oriental Insurance Co. Ltd.**  
**प्रधान कार्यालय : ओरिएण्टल हाऊस**  
**Head Office : Oriental House**  
**ए-25/27, आसफ अली रोड, नई दिल्ली-110002**  
**A-25/27, Asaf Ali Road, New Delhi-110002**