



ERICSON INSURANCE TPA PVT. LTD.

AN ISO 9001 : 2015 Certified Company

Corp. Office : 11-C, 2nd 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

Public Disclosures on quantitative and qualitative Parameters of Health services
Information as at 31/03/2020

a. Name of TPA	License number	Valid From DD/MM/YYYY Y	To DD/MM/YYYY
Ericson Insurance TPA Pvt Ltd	035	18-12-2018	17-12-2021

b. Number of policies and lives serviced in respect of which public

Description	Individual	Group	Government	Total
No of policies serviced	0	8	0	8
No of lives serviced	0	12378	0	12378

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

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Maharashtra	Mumbai	7	10687
2	Karnatak	Banglore	1	1691

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 repudiated on %	No. of claims outstanding at the end of the year
Ericson Insurance TPA Pvt Ltd	130	405	352	66%	39	7%	144

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	0	0	98%	93%
2	Within 1-2 Hours	0	0	2%	7%
3	Within 2-6 Hours	0	0	0%	0%
4	Within 6-12	0	0	0%	0%
5	Within 12-24	0	0	0%	0%
6	>24 Hours	0	0	0%	0%
Total		0	0	100%	100%

*percentage to be calculated on total of respective column



AN ERICSON GROUP OF COMPANY

TPA | OVERSEAS RECRUITMENT | HEALTH CARE

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

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by

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

Description (to reckoned from the date of receipt of	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)
Within 1 Month	0	0%	382	98%	0	0%	382	98%
Between 1-3 Months	0	0%	9	2%	0	0%	9	2%
Between 3-6 Months	0	0%	0	0%	0	0%	0	0%
More than 6 Months	0	0%	0	0%	0	0%	0	0%
Total	0	0%	391	100%	0	0%	391	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	-
2	Grievances received during the year	4
3	Grievances resolved during the year	4
4	Grievances outstanding at the end of the	-

Chief Executive Officer

