

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

	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
a. Name of TPA			
Family Health Plan Insurance TPA Ltd	013	21-Mar-20	20-Mar-23

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

Description	Individual	Group	Government	Total
No of policies serviced	870	390	2	1,262
No of lives serviced	2,485	8,25,902	1,36,41,936	1,44,70,323

c. Geographical Area of services Rendered 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	1	2	0	0	0	0
2	Andhra Pradesh	CHITTOOR	1	3	2	1,406	0	0
3	Andhra Pradesh	CUDDAPAH	4	13	0	0	0	0
4	Andhra Pradesh	EAST GODAVARI	3	4	1	405	0	0
5	Andhra Pradesh	GUNTUR	1	4	0	0	0	0
6	Andhra Pradesh	KRISHNA	11	28	6	13,028	0	0
7	Andhra Pradesh	KURNOOL	42	90	0	0	0	0
8	Andhra Pradesh	NALGONDA	1	1	0	0	0	0
9	Andhra Pradesh	NELLORE	3	10	0	0	0	0
10	Andhra Pradesh	PRAKASAM	1	3	0	0	0	0
11	Andhra Pradesh	VISAKHAPATNAM	2	4	2	1,216	0	0
12	Andhra Pradesh	WEST GODAVARI	6	20	1	75	0	0
13	Bihar	PATNA	1	1	0	0	0	0
14	Chandigarh	CHANDIGARH	0	0	2	1,191	0	0
15	Delhi	NEW DELHI	0	0	2	986	0	0
16	Gujarat	PANCH MAHALS	0	0	1	2,746	0	0
17	Gujarat	SABAR KANTHA	0	0	1	673	0	0
18	Gujarat	SURAT	1	4	0	0	0	0
19	Gujarat	VADODARA	0	0	3	1,544	0	0
20	Gujarat	AHMADABAD	0	0	1	215		18,12,640
21	Gujarat	AMRELI	0	0	0	0		3,84,604
22	Gujarat	ANAND	0	0	0	0		6,22,704
23	Gujarat	BHAVNAGAR	0	0	0	0		5,47,716
24	Gujarat	BOTAD	0	0	0	0		1,15,296
25	Gujarat	DEVBHUMI DWARKA	0	0	0	0		1,09,668
26	Gujarat	GIR SOMNATH	0	0	0	0		1,97,716
27	Gujarat	JAMNAGAR	0	0	0	0	1	3,86,132
28	Gujarat	JUNAGADH	0	0	0	0		5,12,004
29	Gujarat	KACHCHH	0	0	0	0		7,29,368
30	Gujarat	KHEDA	0	0	0	0		5,49,900
31	Gujarat	MORBI	0	0	0	0		1,45,000
32	Gujarat	PORBANDAR	0	0	0	0		1,55,940
33	Gujarat	RAJKOT	0	0	0	0		8,23,112
34	Gujarat	SURENDRANAGAR	0	0	0	0		5,21,680
35	Haryana	GURGAON	0	0	14	21,024	0	0
36	Karnataka	BANGALORE	5	19	88	1,40,939	0	0
37	Karnataka	BANGALORE RURAL	0	0	1	708	0	0
38	Karnataka	DHARWAD	0	0	1	988	0	0
39	Karnataka	KOLAR	0	0	3	868	0	0
40	Karnataka	MANDYA	0	0	1	733	0	0
41	Karnataka	UDUPI	1	2	0	0	0	0
42	Kerala	ERNAKULAM	0	0	8	7,452	0	0
43	Kerala	PALAKKAD	0	0	0	31	0	0
44	Kerala	THIRUVANANTHAPURAM	0	0	16	11,852	0	0
45	Maharashtra	JALNA	1	3	0	0	0	0
46	Maharashtra	MUMBAI	3	5	78	1,67,284	0	0
47	Maharashtra	MUMBAI (SUBURBAN)	0	0	1	26	0	0
48	Maharashtra	PUNE	1	3	12	23,311	0	0
49	Maharashtra	THANE	0	0	3	12,967	0	0
50	Orissa	Bhubaneswar	0	0	0	5	0	0
51	Pondicherry	PONDICHERRY	0	0	0	92	0	0
52	Punjab	SAS NAGAR (MOHALI)	0	0	1	914	0	0
53	Rajasthan	JAIPUR	0	0	1	526	0	0

54	Tamil Nadu	CHENNAI	2	6	36	51,550	0	0
55	Tamil Nadu	COIMBATORE	0	0	3	3,155	0	0
56	Tamil Nadu	Kallakurichi	1	3	0	0	0	0
57	Tamil Nadu	KANCHEEPURAM	0	0	2	26,769	0	0
58	Tamil Nadu	KANNIYAKUMARI	0	0	0	64	0	0
59	Tamil Nadu	SALEM	1	2	0	0	0	0
60	Tamil Nadu	TIRUNELVELI	0	0	3	29,885	0	0
61	Telangana	HYDERABAD	741	2,151	68	2,48,438	0	0
62	Telangana	KHAMMAM	4	11	1	224	0	0
63	Telangana	MAHBUBNAGAR	4	8	0	0	0	0
64	Telangana	MEDAK	3	10	2	1,197	0	0
65	Telangana	NALGONDA	3	9	10	703	0	0
66	Telangana	NIZAMABAD	4	10	0	0	0	0
67	Telangana	RANGAREDDI	7	23	5	18,791	0	0
68	Telangana	WARANGAL	3	8	0	0	0	0
69	Uttar Pradesh	GAUTAM BUDDHA NAGAR	0	0	3	25,202	0	0
70	Uttar Pradesh	GHAZIABAD	1	3	0	0	0	0
71	Uttarakhand	NAINITAL	0	0	0	336	0	0
72	West Bengal	KOLKATA	3	6	7	6,383	0	0
73	West Bengal	UTTAR DINAJPUR	4	16	0	0	0	0
74	West Bengal	BANKURA	0	0	0	0		19,78,636
75	West Bengal	BIRBHUM	0	0	0	0		13,27,868
76	West Bengal	PASCHIM BARDHAMAN	0	0	0	0	1	2,16,996
77	West Bengal	PURBA MEDINIPUR	0	0	0	0		14,69,392
78	West Bengal	PURULIA	0	0	0	0		10,35,564
<b>TOTAL</b>			<b>870</b>	<b>2,485</b>	<b>390</b>	<b>8,25,902</b>	<b>2</b>	<b>1,36,41,936</b>

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	
<b>TPA</b>								
Family Health Plan Insurance TPA Ltd	4572	51064	45199	81%	5082	9%	5355	Group & Individual
Family Health Plan Insurance TPA Ltd	3164	78421	68002	83%	617	1%	12966	Government
<b>TOTAL</b>	<b>7736</b>	<b>129485</b>	<b>113201</b>	<b>82%</b>	<b>5699</b>	<b>4%</b>	<b>18321</b>	<b>TOTAL</b>

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	66%	71%	68%	73%
2	Within 1-2 Hours	26%	15%	25%	15%
3	Within 2-6 Hours	4%	5%	5%	9%
4	Within 6-12 Hours	1%	1%	1%	1%
5	Within 12-24 Hours	1%	1%	1%	2%
6	>24 Hours	3%	7%	1%	0%
<b>Total</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*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	182	94%	47852	96%	65455	95%	113489	95%
Between 1-3 Months	10	5%	1761	4%	3164	5%	4935	4%
Between 3-6 Months	1	1%	422	1%	0	0%	423	0%
More than 6 Months	0	0%	53	0%	0	0%	53	0%
<b>Total</b>	<b>193</b>	<b>100%</b>	<b>50088</b>	<b>100%</b>	<b>68619</b>	<b>100%</b>	<b>118900</b>	<b>100%</b>

\*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	36
3	Grievances resolved during the year	34
4	Grievances outstanding at the end of the year	2



G. Bharathamma  
Chief Executive Officer