



AN ISO 9001:2015 CO.



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

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 dd/mm/yyyy To dd/mm/yyyy**

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

Description	Individual	Group	Government	Total
No. of policies serviced	239187	458	2	239647
No. of lives serviced	689085	321128	24467200	25477413

- c. **Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:**

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Assam	GUWAHATI	6,334	20,218
Andhra Pradesh	HYDERABAD	1	6
Chandigarh	LUDHIANA	8,285	23,549
Chattisgarh	RAIPUR	3,662	14,973
Gujarat	VADODARA	26,210	80,515
Gujarat	AHMEDABAD	2	686
Haryana	Delhi-NCR	13,927	172,667
Karnataka	BANGALURU	47,132	168,227
Kerala	COCHIN	156	20,728
Madhya Pradesh	INDORE	12,690	41,323
Madhya Pradesh	BHOPAL	-	-
Maharashtra	MUMBAI - ANDHERI	53,986	190,641
Maharashtra	PUNE	2,169	5,824
Orissa	BHUBANESWAR	-	-
Punjab	CHANDIGARH	19,697	66,410
Rajasthan	JAIPUR	14,556	55,459
TamilNadu	CHENNAI	5,809	72,249
Uttar Pradesh	LUCKNOW	11,301	24,501,858
Uttarakhand	DEHRADUN	13,730	42,080
West Bengal	KOLKATTA	-	-
Total		239,647	25,477,413



Raksha Health Insurance TPA Pvt. Ltd.

Corporate Office : C/o Escorts Corporate Centre 15/5, Mathura Road, Faridabad Haryana - 121003 Tel. : 0129-4289999 Fax : 0129-4018012
CIN NO. U85199DL2002PTC113925, E-mail : crcm@rakshatpa.com, www.rakshatpa.com



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d. Data of number of claims processed:

No. of claims outstanding at the beginning of year : 2019-20	No. of claims received during the year : 2019-20	No. of claims paid during the year 2019-20 also to specify % in brackets	No. of claims repudiated during the year : 2019-20 also to	No. of claims outstanding at the end of the year
7736	137807	126028	10928	8587

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

Sr. No.	Description	Individual Policies vs Policies (in %)			
		TAT for Pre-auth**	TAT for Discharge***	TAT for Pre-auth**	TAT for Discharge***
1	Within <1 Hour	90.05%	90.77%	90.70%	92.39%
2	Within 1-2 Hours	7.08%	0.00%	6.06%	0.00%
3	Within 2-6 Hours	2.87%	9.00%	3.24%	7.41%
4	Within 6-12 Hours	0.00%	0.23%	0.00%	0.20%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		100.00%	100.00%	100.00%	100.00%

*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 to 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	%age	No. of Claims	%age	No. of Claims	%age	No. of Claims	%age
Within 1 Month	84,603	99.01%	43,916	85.54%	165	100.00%	128,684	93.96%
Between 1-3 Month	848	0.99%	7,424	14.46%	-	0.00%	8,272	6.04%
Between 3-6 Month	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 Month	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total	85,451	100.00%	51,340	100.00%	165	100.00%	136,956	100.00%

*Percentage shall be calculated on total of respective column



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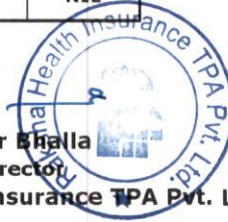
g. Data of grievances received against the TPA:

Sr. No.	Description	NO. of Grievan
1	Grievances outstanding at the beginning of year	NIL
2	Grievances received during the year	345
3	Grievances resolved during the year	345
4	Grievances outstanding at the end of the year	NIL

Place : *Faridabad*

Date : *09.07.20*


Pawan Kumar Bhatia
Managing Director
Raksha Health Insurance TPA Pvt. Ltd.



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