

**TPA : SAFEWAY INSURANCE TPA PVT LTD  
INSURER : ORIENTAL INSURANCE CO LTD**

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

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
SAFEWAY INSURANCE TPA PVT LTD	26	20-05-05	19-07-23

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

Description	Individual	Group	Government	Total
No of policies serviced	595	17	0	612
No of lives serviced	1692	8510	0	10202

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

Sr. No.	Name of State	Name of District	No. of policies se	No. of lives serviced
1	TELANGANA	HYERABAD	595	1692
2	CHANDIGARH	CHANDIGARH	1	1090
3	UTTAR PRADESH	GHAZIABAD	1	1387
4	DELHI	NEW DELHI	5	2324
5	KARNATKA	BANGALORE	5	3082
6	KARNATKA	BANGALORE	5	627

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 repudiation %	No. of claims outstanding at the end of the year
SAFEWAY INSURANCE TPA PVT LTD	13	609	492	83.6	28	4.5	102

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	251	86	97	84
2	Within 1-2 Hours	41	14	18	16
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		292	100	115	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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	291	77.19%	119	83.22%	0	0	410	78.85%
Between 1-3 Months	86	22.81%	24	16.78%	0	0	110	21.15%
Between 3-6 Months	0	0.00%	0	0.00%	0	0	0	0.00%
More than 6 Months	0	0.00%	0	0.00%	0	0	0	0.00%
Total	377	100	143	100	0	0	520	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	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

**Chief Executive Officer**

FOR SAFEWAY INSURANCE TPA PVT. LTD.



CEO

