

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
VIDAL Health Insurance TPA	16	16-05-2017	15-05-2020
VIDAL Health Insurance TPA	16	16-05-2020	15-05-2023

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

Description	Individual	Group	Government	Total
No of policies serviced	28,016	325	-	28,341
No of lives serviced	81,121	19,81,363	-	20,62,484

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 serviced	No. of lives serviced
1	BHU	-	825	7813
2	BLR	-	78	1025440
3	CHE	-	364	219796
4	COM	-	1005	3361
5	DEL	-	44	652274
6	HYD	-	12	9530
7	KOC	-	17604	98566
8	MUM	-	23	15004
9	PUN	-	8379	28908
10	RGH	-	1	4
11	RMU	-	2	2
12	VIZ	-	4	1786

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
VIDAL	25477	195704	178780	91%	7206	4%	27438

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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	66.1%	51.9%	72.9%	69.5%
2	Within 1-2 Hours	20.4%	26.3%	18.0%	20.5%
3	Within 2-6 Hours	12.5%	20.9%	8.2%	9.3%
4	Within 6-12 Hours	0.3%	0.5%	0.3%	0.3%
5	Within 12-24 Hours	0.2%	0.2%	0.1%	0.2%
6	>24 Hours	0.5%	0.3%	0.5%	0.2%
Total		100%	100%	100%	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 be 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	8136	88.9%	157953	89.3%	-	-	166089	89.3%
Between 1-3 Months	959	10.5%	17727	10.0%	-	-	18686	10.0%
Between 3-6 Months	46	0.5%	1064	0.6%	-	-	1110	0.6%
More than 6 Months	14	0.2%	86	0.0%	-	-	100	0.1%
Total	9155	100.0%	176830	100.0%	-	-	185985	100.0%

*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	213
3	Grievances resolved during the year	212
4	Grievances outstanding at the end of the year	1

West