

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

a. TPA Details

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Vipul MedCorp Insurance TPA Private Ltd	024	01/03/2019	28/02/2022

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

Description	Individual	Group	Government	Total
No of policies serviced	108276	246	0	108522
No of lives serviced	301163	244069	0	545232

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	Andhra Pradesh	Hyderabad	3	3633
2		Vishakhapatnam	12	9688
3	Bihar	Patna	1038	6097
4	Chandigarh	Chandigarh	5149	25040
5	Chhattisgarh	Raipur	0	-20
6	Delhi	Delhi	13420	171544
7	Gujarat	Ahmedabad	4	19382
8		Vadodara	11715	35194
9	Haryana	Ambala	2694	8816
10	Karnataka	Bengaluru	5547	32951
11	Madhya Pradesh	Indore	19189	61175
12	Maharashtra	Mumbai	15608	66350
13	Rajasthan	Jaipur	4633	17532
14	Tamil Nadu	Chennai	5434	25002
15		Coimbatore	2	1024
16	Uttrakhand	Dehradun	2	1720
17	West Bengal	Kolkata	24072	60104
		Total	108522	545232

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
Vipul MedCorp Insurance TPA Private Ltd	5788	67521	62704	95%	2350	3%	3692

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	51.3%	66.7%	57.8%	71.8%
2	Within 1-2 Hours	26.2%	20.5%	26.1%	19.1%
3	Within 2-6 Hours	22.5%	12.8%	16.1%	9.1%
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		100%	100%	100%	100%

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	29611	95%	28567	91%	0	0	58178	93%
Between 1-3 Months	1505	5%	2175	7%	0	0	3680	6%
Between 3-6 Months	168	1%	473	2%	0	0	641	1%
More than 6 Months	43	0%	162	1%	0	0	205	0%
Total	31327	100%	31377	100%	0	0	62704	100%

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	1
2	Grievances received during the year	263
3	Grievances resolved during the year	263
4	Grievances outstanding at the end of the year	1



Chief Executive Officer

Dated: 30-06-2020