

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (INFORMATION AS AT 31ST MARCH, 2021)

NAME OF THE INSURANCE COMPANY: **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 2018 to

- b. Number of Policies and lives serviced in respect of which public disclosures are made.

Description	Individual	Group	Government
No. of Policies Serviced	0	1	0
No. of Lives Serviced	0	96	0

- c. Information with regards to the geographical area in which services are rendered by the TPAs/insurer (State names-District names shall be provided) in respect of which public disclosures are made. 1. Delhi-NCR,

- d. Data of number of Claims Processed:-

- i. Outstanding Number of claims at the beginning of the Year: **46**
- ii. Number of Claims Received during the Year: **103**
- iii. Number of Claims Paid during the Year: **131 (87%)**
- iv. Number of Claims Repudiated during the Year: **16 (10%)**
- v. Number of Claims Outstanding at the end of the Year: **2 (3%)**

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

S.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 hours	95%	94%	95%	94%
2	Within 1-2 hours	5%	6%	5%	6%
3	Within 2-6 hours				
4	Within 6-12 hours				
5	Within 12-24 hours				
6	>24 hours				
TOTAL		100%	100%	100%	100%

*Percentage to be calculated on total of the 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 hospitals

***reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment/repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage
Within 1 months	0	0%	56	38%	0	0%	56	38%
Between 1-3 months	0	0%	31	21%	0	0%	31	21%
Between 3-6 months	0	0%	39	26%	0	0%	39	26%
More than 6 months	0	0%	23	15%	0	0%	23	15%

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Total	0	0%	149	100%	0	0%	149	100%
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*Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

h.

S. No.	Description	Number of Grievances
1	Grievances Outstanding at the beginning of year	0
2	Grievances Received during the Year	1
3	Grievances Resolved during the year	1
4	Grievances Outstanding at the end of the year	0

Place: New Delhi

Date: 20/06/2021



Signature of CEO/Whole Time Director

Name of the Insurer:

(Handwritten signature)

अंजन डे/ANJAN DEY

अध्यक्ष एवं प्रबंध निदेशक

Chairman cum Managing Director

दि ओरिएण्टल इश्योरेंस कम्पनी लि.

The Oriental Insurance Co. Ltd.

प्रधान कार्यालय : ओरिएण्टल हाऊस

Head Office : Oriental House

ए-25/27, आसफ अली रोड, नई दिल्ली-110002

A-25/27, Asaf Ali Road, New Delhi-110002

(Handwritten initials)