

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2021

a. Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Family Health Plan Insurance TPA Ltd	013	1-Jan-19	28-Feb-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	44,637	406	2	45,045
No of lives serviced	85,009	8,39,465	1,56,84,707	1,66,09,181

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

Sr. No.	Name of State	Name of District	Individual		Group		Government	
			of policies servi	No. of lives serviced	No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	Andhra Pradesh	ANANTAPUR	48	52	0	0	0	0
2	Andhra Pradesh	BANGALORE	2	4	0	0	0	0
3	Andhra Pradesh	CHENNAI	1	2	0	0	0	0
4	Andhra Pradesh	CHITTOOR	111	118	0	0	0	0
5	Andhra Pradesh	CUDDAPAH	26	49	0	0	0	0
6	Andhra Pradesh	EAST GODAVARI	68	133	2	1,117	0	0
7	Andhra Pradesh	GAUTAM BUDDHA NAGAR	1	1	0	0	0	0
8	Andhra Pradesh	GUNTUR	175	365	0	0	0	0
9	Andhra Pradesh	HYDERABAD	76	136	0	0	0	0
10	Andhra Pradesh	KRISHNA	2,936	4,288	4	9,911	0	0
11	Andhra Pradesh	KURNOOL	822	1,630	0	0	0	0
12	Andhra Pradesh	NALGONDA	2	2	0	0	0	0
13	Andhra Pradesh	NELLORE	110	153	0	0	0	0
14	Andhra Pradesh	PRAKASAM	36	107	0	0	0	0
15	Andhra Pradesh	RANGAREDDI	2	3	0	0	0	0
16	Andhra Pradesh	SRIKAKULAM	14	15	0	0	0	0
17	Andhra Pradesh	VISAKHAPATNAM	378	861	3	1,349	0	0
18	Andhra Pradesh	VIZIANAGARAM	16	49	0	0	0	0
19	Andhra Pradesh	WARANGAL	1	3	0	0	0	0
20	Andhra Pradesh	WEST GODAVARI	144	275	0	0	0	0
21	Arunachal Pradesh	EAST SIANG	1	2	0	0	0	0
22	Assam	GOLAGHAT	2	2	0	0	0	0
23	Assam	JORHAT	1	1	0	0	0	0
24	Assam	SONITPUR	1	1	0	0	0	0
25	Bihar	BEGUSARAI	5	6	0	0	0	0
26	Bihar	BUXAR	1	1	0	0	0	0
27	Bihar	DARBHANGA	1	1	0	0	0	0
28	Bihar	PATNA	1	2	0	0	0	0
29	Bihar	ROHTAS	2	2	0	0	0	0
30	Bihar	VAISHALI	1	1	0	0	0	0
31	Chandigarh	CHANDIGARH	0	0	1	888	0	0
32	Delhi	EAST	1	2	0	0	0	0
33	Delhi	NEW DELHI	3	3	1	485	0	0
34	Delhi	SOUTH WEST	0	0	1	385	0	0
35	Delhi	WEST	117	300	0	0	0	0
36	Gujarat	AHMADABAD	10	35	4	2,221	0	22,72,5
37	Gujarat	AMRELI	0	0	0	0	0	4,73,6
38	Gujarat	ANAND	0	0	0	0	0	7,60,2
39	Gujarat	BHAVNAGAR	0	0	0	0	0	7,39,1
40	Gujarat	JAMNAGAR	0	0	0	0	0	5,68,9
41	Gujarat	JUNAGADH	0	0	0	0	0	8,38,1
42	Gujarat	KACHCHH	0	0	0	0	0	6,5,1
43	Gujarat	KHEDA	0	0	0	0	0	9,70,
44	Gujarat	PORBANDAR	0	0	0	0	0	1,98,
45	Gujarat	RAJKOT	0	0	0	0	0	11,21
46	Gujarat	SURENDRANAGAR	0	0	0	0	0	6,91
47	Gujarat	BHARUCH	1	1	2	2,168	0	0
48	Gujarat	GANDHINAGAR	3	7	0	0	0	0
49	Gujarat	PANCH MAHALS	0	0	1	3,024	0	0
50	Gujarat	PATAN	12	12	0	0	0	0
51	Gujarat	VADODARA	26	26	2	1,047	0	0
52	Haryana	GURGAON	0	0	18	18,442	0	0
53	Haryana	KARNAL	1	1	0	0	0	0
54	Himachal Pradesh	SHIMLA	1	1	0	0	0	0

62-20

55	Jharkhand	HAZARIBAG	1	2	0	0	0	0	0
56	Jharkhand	RANCHI	1	3	0	0	0	0	0
57	Karnataka	BANGALORE	5,895	16,032	104	1,27,027	0	0	0
58	Karnataka	BANGALORE RURAL	0	0	1	635	0	0	0
59	Karnataka	BELLARY	3	5	0	0	0	0	0
60	Karnataka	BIDAR	106	106	0	0	0	0	0
61	Karnataka	BIJAPUR	1	3	0	0	0	0	0
62	Karnataka	DAVANAGERE	1	1	0	0	0	0	0
63	Karnataka	DHARWAD	1	1	0	0	0	0	0
64	Karnataka	HASSAN	1	1	0	0	0	0	0
65	Karnataka	HYDERABAD	0	2	0	0	0	0	0
66	Karnataka	KOLAR	0	0	1	44	0	0	0
67	Karnataka	KOPPAL	0	0	1	3,787	0	0	0
68	Karnataka	MYSORE	1	1	0	0	0	0	0
69	Karnataka	RAICHUR	1	1	0	0	0	0	0
70	Karnataka	Ramanagar	204	531	0	0	0	0	0
71	Karnataka	SHIMOGA	5	6	0	0	0	0	0
72	Karnataka	TUMKUR	3	4	1	224	0	0	0
73	Karnataka	UDUPI	1	2	0	0	0	0	0
74	Kerala	ALAPPUZHA	1	1	0	0	0	0	0
75	Kerala	ERNAKULAM	2	4	12	7,354	0	0	0
76	Kerala	KANNIYAKUMARI	1	1	0	0	0	0	0
77	Kerala	KANNUR	1	3	0	0	0	0	0
78	Kerala	KOTTAYAM	0	0	1	423	0	0	0
79	Kerala	PALAKKAD	2	3	0	0	0	0	0
80	Kerala	THIRUVANANTHAPURAM	3	10	12	16,616	0	0	0
81	Kerala	THRISSUR	6,282	6,284	0	0	0	0	0
82	Madhya Pradesh	BHOPAL	52	54	0	0	0	0	0
83	Madhya Pradesh	INDORE	3	3	0	0	0	0	0
84	Madhya Pradesh	MANDLA	1	1	0	0	0	0	0
85	Madhya Pradesh	SEONI	2	6	0	0	0	0	0
86	Maharashtra	AHMADNAGAR	1	3	0	0	0	0	0
87	Maharashtra	AMRAVATI	1	2	0	0	0	0	0
88	Maharashtra	AURANGABAD	2	5	0	0	0	0	0
89	Maharashtra	BID	1	3	0	0	0	0	0
90	Maharashtra	CHANDRAPUR	1	3	0	0	0	0	0
91	Maharashtra	GADCHIROLI	1	1	0	0	0	0	0
92	Maharashtra	HYDERABAD	146	262	0	0	0	0	0
93	Maharashtra	MEDAK	1	1	0	0	0	0	0
94	Maharashtra	MUMBAI	1,965	5,642	72	2,15,275	0	0	0
95	Maharashtra	NAGPUR	67	107	0	0	0	0	0
96	Maharashtra	PUNE	34	107	13	20,890	0	0	0
97	Maharashtra	SOLAPUR	1	3	0	0	0	0	0
98	Maharashtra	THANE	31	52	2	8,884	0	0	0
99	Maharashtra	WARDHA	1	2	0	0	0	0	0
100	Maharashtra	YAVATMAL	1	4	0	0	0	0	0
101	Orissa	BALANGIR	1	1	0	0	0	0	0
102	Orissa	BALESHWAR	2	2	0	0	0	0	0
103	Orissa	KHORDHA	1	2	2	1,998	0	0	0
104	Orissa	KORAPUT	7	19	0	0	0	0	0
105	Orissa	RAYAGADA	28	34	0	0	0	0	0
106	Pondicherry	KARAIKAL	10	11	0	0	0	0	0
107	Punjab	AMRITSAR	0	0	2	338	0	0	0
108	Punjab	SAS NAGAR (MOHALI)	1	1	0	0	0	0	0
109	Tamil Nadu	ARIYALUR	1	1	0	0	0	0	0
110	Tamil Nadu	BANGALORE	384	530	0	0	0	0	0
111	Tamil Nadu	CHENNAI	957	1,899	25	35,808	0	0	0
112	Tamil Nadu	COIMBATORE	1,933	2,592	3	2,451	0	0	0
113	Tamil Nadu	CUDDALORE	2	4	0	0	0	0	0
114	Tamil Nadu	CUDDAPAH	1	1	0	0	0	0	0
115	Tamil Nadu	DHARMAPURI	52	66	0	0	0	0	0
116	Tamil Nadu	DINDIGUL	178	505	0	0	0	0	0
117	Tamil Nadu	ERODE	80	134	0	0	0	0	0
118	Tamil Nadu	HYDERABAD	7	16	0	0	0	0	0
119	Tamil Nadu	KANCHEEPURAM	136	375	5	29,657	0	0	0
120	Tamil Nadu	KANNIYAKUMARI	8	14	0	0	0	0	0
121	Tamil Nadu	KARUR	6	14	0	0	0	0	0
122	Tamil Nadu	krishnagiri	26	31	0	0	0	0	0
123	Tamil Nadu	MADURAI	1,630	2,938	0	0	0	0	0
124	Tamil Nadu	NAGAPATTINAM	2	5	0	0	0	0	0
125	Tamil Nadu	NAMAKKAL	21	37	0	0	0	0	0
126	Tamil Nadu	PALAKKAD	1	3	0	0	0	0	0
127	Tamil Nadu	PERAMBALUR	2	3	0	0	0	0	0
128	Tamil Nadu	PUDUKKOTTAI	5	12	0	0	0	0	0
129	Tamil Nadu	RAMANATHAPURAM	12	17	0	0	0	0	0
130	Tamil Nadu	SALEM	647	860	0	0	0	0	0
131	Tamil Nadu	SIVAGANGA	19	22	0	0	0	0	0
132	Tamil Nadu	THANJAVUR	39	94	0	0	0	0	0
133	Tamil Nadu	THE NILGIRIS	1	1	0	0	0	0	0
134	Tamil Nadu	THENI	11	26	0	0	0	0	0
135	Tamil Nadu	THIRUVALLUR	3	7	0	0	0	0	0
136	Tamil Nadu	THOOTHUKKUDI	3	3	0	0	0	0	0
137	Tamil Nadu	THRISSUR	1	1	0	0	0	0	0
138	Tamil Nadu	TIRUCHIRAPPALLI	10	21	0	0	0	0	0
139	Tamil Nadu	TIRUNELVELI	19	36	7	32,974	0	0	0
140	Tamil Nadu	TIRUPUR	45	92	1	0	0	0	0
141	Tamil Nadu	TIRUVANNAMALAI	2	4	0	0	0	0	0
142	Tamil Nadu	VELLORE	3	6	0	0	0	0	0
143	Tamil Nadu	VILUPPURAM	4	10	0	0	0	0	0
144	Tamil Nadu	VIRUDHUNAGAR	153	294	0	0	0	0	0

6/11/17

145	Telangana	ADILABAD	5	16	0	0	0	0
146	Telangana	BANGALORE	2	2	0	0	0	0
147	Telangana	GUNTUR	1	1	0	0	0	0
148	Telangana	HYDERABAD	17,155	33,982	78	2,47,165	0	0
149	Telangana	KARIMNAGAR	17	52	0	0	0	0
150	Telangana	KHAMMAM	15	35	1	205	0	0
151	Telangana	MAHBUBNAGAR	12	26	1	409	0	0
152	Telangana	MEDAK	35	58	2	447	0	0
153	Telangana	NALGONDA	35	75	5	774	0	0
154	Telangana	NIZAMABAD	78	108	0	0	0	0
155	Telangana	RANGAREDDI	792	1,913	10	21,830	0	0
156	Telangana	WARANGAL	15	24	0	0	0	0
157	Tripura	DHALAI	1	1	0	0	0	0
158	Uttar Pradesh	ALIGARH	1	1	0	0	0	0
159	Uttar Pradesh	ALLAHABAD	3	4	0	0	0	0
160	Uttar Pradesh	BULANDSHAHR	1	1	0	0	0	0
161	Uttar Pradesh	GAUTAM BUDDHA NAGAR	2	2	3	22,685	0	0
162	Uttar Pradesh	GHAZIABAD	3	8	0	0	0	0
163	Uttar Pradesh	GHAZIPUR	2	2	0	0	0	0
164	Uttar Pradesh	KANPUR NAGAR	1	1	0	0	0	0
165	Uttar Pradesh	LUCKNOW	6	9	0	0	0	0
166	West Bengal	Hooghly	3	8	0	0	0	0
167	West Bengal	Howrah	1	1	0	0	0	0
168	West Bengal	KOLKATA	6	11	2	528	0	0
169	West Bengal	NADIA	1	2	0	0	0	0
170	West Bengal	UTTAR DINAJPUR	1	1	0	0	0	0
171	West Bengal	BANKURA	0	0	0	0	0	19,87,124
172	West Bengal	BIRBHUM	0	0	0	0	0	14,22,968
173	West Bengal	PASCHIM BARDHAMAN	0	0	0	0	0	2,21,728
174	West Bengal	PURBA MEDINIPUR	0	0	0	0	0	16,63,572
175	West Bengal	PURULIA	0	0	0	0	0	10,99,760
<b>TOTAL</b>			<b>44,637</b>	<b>85,009</b>	<b>406</b>	<b>8,39,465</b>	<b>2</b>	<b>1,56,84,707</b>

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	Group & Individual
Family Health Plan Insurance TPA Ltd	5355	67555	58832	81%	7491	10%	6587	Group & Individual
Family Health Plan Insurance TPA Ltd	12966	138162	130793	87%	719	0%	19616	Government
<b>TOTAL</b>	<b>18321</b>	<b>205717</b>	<b>189625</b>	<b>85%</b>	<b>8210</b>	<b>4%</b>	<b>26203</b>	<b>TOTAL</b>

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	43%	47%	55%	36%
2	Within 1-2 Hours	49%	44%	41%	57%
3	Within 2-6 Hours	8%	9%	4%	8%
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%
<b>Total</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*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

*Handwritten signature/initials*

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	540	86%	53676	92%	87375	66%	141591	74%
Between 1-3 Months	84	13%	4180	7%	42690	32%	46954	25%
Between 3-6 Months	4	1%	287	0%	1259	1%	1550	1%
More than 6 Months	1	0%	60	0%	188	0%	249	0%
<b>Total</b>	<b>629</b>	<b>100%</b>	<b>58203</b>	<b>100%</b>	<b>131512</b>	<b>100%</b>	<b>190344</b>	<b>100%</b>

\*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	2
2	Grievances received during the year	73
3	Grievances resolved during the year	69
4	Grievances outstanding at the end of the year	6

*[Handwritten Signature]*



G. Bharathamma  
Chief Executive Officer

*[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 Signature]*