



HERITAGE HEALTH INSURANCE TPA PVT. LTD.

IRDAI LICENSE NO. : 008 ● CIN : U85195WB1998PTC088562

NICCO HOUSE, 5th FLOOR, 2 HARE STREET, KOLKATA - 700 001

PHONE : (033) 2248 6430 / 2784 ● Fax : (033) 2231 0287 / 2210 0837 Email : heritage_health@bajoria.in

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

a.	Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Heritage Health Insurance TPA Private Limited	008	01-01-2019	28-02-2021

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

Description	Individual	Group	Government
No of policies serviced	1,01,941	26	-
No of lives serviced	3,02,010	23,269	-

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	Gujarat	Ahmedabad	38,307	1,00,430
2	Gujarat	Baroda	1,122	3,953
3	Orissa	Bhubaneswar	2,744	12,273
4	Karnataka	Bengaluru	337	1,392
5	Tamil Nadu	Chennai	4	1,923
6	Delhi	Delhi	188	389
7	Telangana	Hyderabad	9,979	21,714
8	Madhya Pradesh	Indore	12,514	33,431
9	West Bengal	Kolkata	12,678	30,219
10	Maharashtra	Mumbai	13,478	81,563
11	Maharashtra	Nagpur	3,589	9,021
12	Maharashtra	Pune	7,026	18,870
13	Chhattisgarh	Raipur	1	1

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
Heritage Health Insurance TPA Private Limited	1,548	27,628	24,923	96%	3,004	10%	1,249

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	81%	80%	84%	85%
2	Within 1-2 Hours	11%	16%	8%	14%
3	Within 2-6 Hours	6%	4%	8%	1%
4	Within 6-12 Hours	1%	0%	0%	0%
5	Within 12-24 Hours	1%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
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 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	20,640	84%	2,556	79%	-	0%	23,296	83%
Between 1-3 Months	2,637	11%	369	11%	-	0%	3,006	11%
Between 3-6 Months	699	3%	203	6%	-	0%	902	3%
More than 6 Months	582	2%	141	4%	-	0%	723	3%
Total	24,558	100%	3,369	100%	-	0%	27,927	100%

*Percentage shall be calculated on total of respective column





HERITAGE HEALTH INSURANCE TPA PVT. LTD.

IRDAI LICENSE NO. : 008 ● CIN : U85195WB1998PTC088562

NICCO HOUSE, 5th FLOOR, 2 HARE STREET, KOLKATA - 700 001

PHONE : (033) 2248 6430 / 2784 ● Fax : (033) 2231 0287 / 2210 0837 Email : heritage_health@bajoria.in

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	16
2	Grievances received during the year	112
3	Grievances resolved during the year	114
4	Grievances outstanding at the end of the year	14

Heritage Health Insurance TPA Pvt. Ltd.


Chief Executive Officer





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

