

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

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
SAFEWAY INSURANCE TPA	026	Jun-20	Jul-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	9334	21	0	9355
No of lives serviced	17602	12072	0	29674

c. Geographical Area of services Render 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	Vizag, Vijayawada, Ongole and Nellore	14	2927
2	Delhi	Central Delhi, East Delhi, South Delhi and North Delhi	535	6909
3	Karnataka	Bangalore	2	1216
4	Kerala	Cochin, Thrissur and Calicut	1435	1760
5	Punjab	Chandigar, hLudhiana	10	18
6	Telangana	Hyderabad, Secundarabad, Khammam, Kurnool, Mahboobnagar, Karimnagar, Nizamabad, Nalgonda and Suryapet	4752	11077
7	Uttar Pradesh	Ghaziabad	2607	5767

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
SAFEWAY INSURANCE TPA	102	1128	922	85%	115	11%	193

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	65%	95%	80%	96%
2	Within 1-2 Hours	35%	5%	20%	4%
3	Within 2-6 Hours	0%	0%	0%	0%
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%

*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 reckon from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	414	99%	603	98%	0	0%	1017	98%
Between 1-3 Months	6	1%	14	2%	0	0%	20	2%
Between 3-6 Months	0	0%	0	0%	0	0%	0	0%
More than 6 Months	0	0%	0	0%	0	0%	0	0%
Total	420	100%	617	100%	0	0%	1037	100%


*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	NA
2	Grievances received during the year	NA
3	Grievances resolved during the year	NA
4	Grievances outstanding at the end of the year	NA

Chief Executive Officer

FOR SAFEWAY INSURANCE PVT. LTD.


CEO


अंजन डे/ANJAN DEY
अध्यक्ष एवं प्रबंध निदेशक
Chairman cum Managing Director
दि ओरिएण्टल इश्योरेंस कम्पनी लि.
The Oriental Insurance Co. Ltd.
प्रधान कार्यालय
Head Office
ए-25/27
प्लॉट नं० १, नई दिल्ली ११०००२