

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

a. Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
VIDAL		1-Apr-20	31-Mar-21

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

Description	Individual	Group	Government	Total
No of policies serviced	122634	602	-	123236
No of lives serviced	240641	3499976	-	3740617

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

Sr. No.	Name of State	Name of District	Name of Location	No. of policies serviced	No. of lives serviced
1			BHU	1795	12547
2			BLR	12599	1624550
3			CHE	22639	375670
4			COM	3818	9141
5			DEL	449	1401866
6			HYD	26	27522
7			KOC	69818	222982
8			KOL	1007	742
9			MUM	1435	25767
10			PUN	9638	36438
11			RCH	4	5
12			RMU	2	2
13			VIZ	6	3385

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
VIDAL	27438	154499	143654	93%	6932	4%	25216

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	91.62%	70.47%	87.21%	87.37%
2	Within 1-2 Hour	6.58%	20.55%	2.88%	8.56%
3	Within 2-6 Hour	1.45%	8.45%	1.72%	3.68%
4	Within 6-12 Hour	0.06%	0.28%	0.62%	0.18%
5	Within 12-24 Hour	0.06%	0.03%	0.41%	0.07%
6	>24 Hours	0.23%	0.21%	7.17%	0.14%
Total		100.00%	100.00%	100.00%	100.00%

*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	5971	91.68%	132095	91.69%	-	-	138066	91.69%
Between 1-3 Months	450	6.91%	9330	6.48%	-	-	9780	6.49%

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
Between 3-6 Months	53	0.81%	1951	1.35%	-	-	2004	1.33%
More than 6 Months	39	0.60%	697	0.48%	-	-	736	0.49%
Total	6513	100.00%	144073	100.00%	-	-	150586	100.00%

*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	Grievances received during the year	546
3	Grievances resolved during the year	543
4	Grievances outstanding at the end of the year	3

Chief Executive Officer


Shankar Bali
Joint Managing Director


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