

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

## a. TPA Details

Name of TPA Vipul MedCorp Insurance TPA Private Ltd	Certificate of Registration No. 024	Certificate Valid From DD/MM/YYYY 01/03/2019	Certificate Valid From DD/MM/YYYY 28/02/2022
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## b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
No of policies serviced	180764	329	0	181093
No of lives serviced	408569	289220	0	697789

## 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	Andhra Pradesh	Hyderabad	5	2577
2		Vishakhapatnam	6	4275
3	Bihar	Patna	2	3149
4	Chandigarh	Chandigarh	10223	29645
5	Chhattisgarh	Raipur	5	13
6	Delhi	Delhi	21447	226578
7	Gujarat	Ahmedabad	18719	50252
8		Vadodara	415	1579
9	Haryana	Ambala	2894	7780
10	Karnataka	Bengaluru	17553	52603
		Dharwad	1	1
11	Madhya Pradesh	Indore	35752	87260
12	Maharashtra	Mumbai	16258	71605
13	Rajasthan	Jaipur	8259	18239
14	Tamil Nadu	Chennai	13945	47458
15		Coimbatore	4	11835
16	Uttar Pradesh	Lucknow	4	1835

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17	West Bengal	Kolkata	35423	80586
18	Odisha	Khordha	178	519
			<b>181093</b>	<b>697789</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
Vipul MedCorp Insurance TPA Private Ltd	3692	52012	46870	93%	2441	4%	3725

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	82%	83%	81%	88%
2	Within 1-2 Hours	12%	8%	11%	5%
3	Within 2-6 Hours	4%	6%	5%	3%
4	Within 6-12 Hours	1%	2%	1%	2%
5	Within 12-24 Hours	1%	1%	1%	1%
6	>24 Hours	0%	0%	1%	1%
Total		100%	100%	100%	100%

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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	28253	96%	18512	93%	0	0	46765	95%
Between 1-3 Months	985	3%	1046	5%	0	0	2031	4%
Between 3-6 Months	60	0%	238	1%	0	0	298	1%
More than 6 Months	60	0%	157	1%	0	0	217	0%
<b>Total</b>	<b>29358</b>	<b>100%</b>	<b>19953</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>49311</b>	<b>100%</b>

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	1
2	Grievances received during the year	219
3	Grievances resolved during the year	220
4	Grievances outstanding at the end of the year	0

*K. J. Mishra*

Chief Executive Officer

Dated: 25-06-2021

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**अजय डे/ANJAN DEY**

अध्यक्ष एवं प्रबंध निदेशक  
Chairman cum Managing Director

दि ओरिएण्टल इन्सुरेंस कंपनी  
The Oriental Insurance Company Ltd.

प्राथमिक कार्यालय : ओरिएण्टल इन्सुरेंस कंपनी  
Head Office : Oriental Insurance Company Ltd.

ए-25/27, आसफ अली रोड, नई दिल्ली  
A-25/27, Asaf Ali Road, New Delhi-110002