

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Insurer **HDFC ERGO Health Insurance Ltd**

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Family Health Plan Limited		21/03/2020	20/03/2023

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

Description	Individual	Group	Government
No of policies serviced	11,85,597	2,237	1
No of lives serviced	30,70,649	8,73,164	6,99,983

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	Andaman & Nicobar Is.	Andaman & Nicobar Is.	125	426
2	Andhra Pradesh	Andhra Pradesh	19,125	51,596
3	Arunachal Pradesh	Arunachal Pradesh	475	1,488
4	Assam	Assam	13,781	42,616
5	Bihar	Bihar	12,177	46,040
6	Chandigarh	Chandigarh	4,088	45,497
7	Chhattisgarh	Chhattisgarh	1,62,072	5,44,062
8	Dadra & Nagra Haveli	Dadra & Nagra Haveli	283	975
9	Daman & Diu	Daman & Diu	197	624
10	Delhi	Delhi	1,42,916	4,05,223
11	Goa	Goa	1,140	3,254
12	Gujarat	Gujarat	1,21,008	3,55,059
13	Haryana	Haryana	70,857	3,11,328
14	Himachal Pradesh	Himachal Pradesh	1,844	5,654
15	Jammu & Kashmir	Jammu & Kashmir	1,859	5,360
16	Jharkhand	Jharkhand	5,339	17,650
17	Karnataka	Karnataka	46,242	2,83,115
18	Kerala	Kerala	10,497	39,328
19	Lakshadweep	Lakshadweep	3	10
20	Madhya Pradesh	Madhya Pradesh	30,313	88,067
21	Maharashtra	Maharashtra	1,60,691	4,66,924
22	Manipur	Manipur	497	1,414
23	Meghalaya	Meghalaya	393	1,127
24	Mizoram	Mizoram	35	389
25	Nagaland	Nagaland	295	7,00,708
26	Odisha	Odisha	16,151	44,613
27	Puducherry	Puducherry	376	1,862
28	Punjab	Punjab	34,364	99,805
29	Rajasthan	Rajasthan	46,369	1,34,689
30	Sikkim	Sikkim	238	829
31	Tamil Nadu	Tamil Nadu	37,392	1,35,845
32	Telangana	Telangana	63,769	2,24,408
33	Tripura	Tripura	996	4,139
34	Uttar Pradesh	Uttar Pradesh	1,19,867	3,61,385
35	Uttarakhand	Uttarakhand	5,230	15,022
36	West Bengal	West Bengal	56,831	2,03,265

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
Family Health Plan Limited	16,797	3,45,320	3,13,047	93%	25,208	7%	23,862

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	83%	65%	82%	73%
2	Within 1-2 Hours	10%	22%	10%	17%
3	Within 2-6 Hours	3%	10%	3%	7%
4	Within 6-12 Hours	1%	0%	1%	1%
5	Within 12-24 Hours	3%	1%	2%	1%
6	>24 Hours	1%	2%	1%	1%
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:  
 TAT Recv-Chq date/DRW/Denied (Calendar Days TAT)

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	2,09,197	99.4%	1,20,058	99.2%	6,812	100%	3,36,067	99%
Between 1-3 Months	1,063	0.5%	836	0.7%	1	0%	1,900	1%
Between 3-6 Months	55	0.0%	75	0.1%	0	0%	130	0%
More than 6 Months	112	0.1%	46	0.0%	0	0%	158	0%
Total	2,10,427	100.0%	1,21,015	100.0%	6,813	100%	3,38,255	100.0%

\*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	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Insurer **HDFC ERGO Health Insurance Ltd**

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Medi Assist Insurance TPA Pvt Ltd		26/07/2019	25/07/2022

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

Description	Individual	Group	Government
No of policies serviced	-	16	-
No of lives serviced	-	2,64,713	-

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	Andaman & Nicobar Is.	Andaman & Nicobar Is.	-	-
2	Andhra Pradesh	Andhra Pradesh	-	-
3	Arunachal Pradesh	Arunachal Pradesh	-	-
4	Assam	Assam	-	-
5	Bihar	Bihar	-	-
6	Chandigarh	Chandigarh	-	-
7	Chhattisgarh	Chhattisgarh	10	2,60,728
8	Dadra & Nagra Haveli	Dadra & Nagra Haveli	-	-
9	Daman & Diu	Daman & Diu	-	-
10	Delhi	Delhi	-	-
11	Goa	Goa	-	-
12	Gujarat	Gujarat	-	-
13	Haryana	Haryana	-	445
14	Himachal Pradesh	Himachal Pradesh	-	-
15	Jammu & Kashmir	Jammu & Kashmir	-	-
16	Jharkhand	Jharkhand	-	-
17	Karnataka	Karnataka	-	-24,045
18	Kerala	Kerala	-	-
19	Lakshadweep	Lakshadweep	-	-
20	Madhya Pradesh	Madhya Pradesh	-	-
21	Maharashtra	Maharashtra	2	20,228
22	Manipur	Manipur	-	-
23	Meghalaya	Meghalaya	-	-
24	Mizoram	Mizoram	-	-
25	Nagaland	Nagaland	-	-
26	Odisha	Odisha	-	-
27	Puducherry	Puducherry	-	-
28	Punjab	Punjab	-	-
29	Rajasthan	Rajasthan	-	-
30	Sikkim	Sikkim	-	-
31	Tamil Nadu	Tamil Nadu	3	150
32	Telangana	Telangana	-	-
33	Tripura	Tripura	-	-
34	Uttar Pradesh	Uttar Pradesh	-	-
35	Uttarakhand	Uttarakhand	-	-
36	West Bengal	West Bengal	1	7,207

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
Medi Assist Insurance TPA Pvt Ltd	4,582	93,479	85,429	89%	10,633	11%	1,999

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	0%	0%	89%	77%
2	Within 1-2 Hours	0%	0%	10%	20%
3	Within 2-6 Hours	0%	0%	1%	3%
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		0%	0%	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:

TAT Recv-Chq date/DRW/Denied (Calendar Days TAT)

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	-	0%	94,091	97.9%	-	0%	94,091	97.9%
Between 1-3 Months	-	0%	1,839	1.9%	-	0%	1,839	1.9%
Between 3-6 Months	-	0%	111	0.1%	-	0%	111	0.1%
More than 6 Months	-	0%	21	0.0%	-	0%	21	0.0%
Total	-	0%	96,062	100.0%	-	0%	96,062	100.0%

\*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	7
3	Grievances resolved during the year	7
4	Grievances outstanding at the end of the year	-

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Insurer **HDFC ERGO Health Insurance Ltd**

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Health India (TPA) Ltd		26/07/2019	25/07/2022

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

Description	Individual	Group	Government
No of policies serviced	-	2	-
No of lives serviced	-	486	-

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	Andaman & Nicobar Is.	Andaman & Nicobar Is.	-	-
2	Andhra Pradesh	Andhra Pradesh	-	-
3	Arunachal Pradesh	Arunachal Pradesh	-	-
4	Assam	Assam	-	-
5	Bihar	Bihar	-	-
6	Chandigarh	Chandigarh	-	-
7	Chhattisgarh	Chhattisgarh	-	-17
8	Dadra & Nagra Haveli	Dadra & Nagra Haveli	-	-
9	Daman & Diu	Daman & Diu	-	-
10	Delhi	Delhi	-	-
11	Goa	Goa	-	-
12	Gujarat	Gujarat	-	-
13	Haryana	Haryana	-	-
14	Himachal Pradesh	Himachal Pradesh	1	327
15	Jammu & Kashmir	Jammu & Kashmir	-	-
16	Jharkhand	Jharkhand	-	-
17	Karnataka	Karnataka	-	-
18	Kerala	Kerala	-	-
19	Lakshadweep	Lakshadweep	-	-
20	Madhya Pradesh	Madhya Pradesh	-	-
21	Maharashtra	Maharashtra	-	-2
22	Manipur	Manipur	-	-
23	Meghalaya	Meghalaya	-	-
24	Mizoram	Mizoram	-	-
25	Nagaland	Nagaland	-	-
26	Odisha	Odisha	-	-
27	Puducherry	Puducherry	-	-
28	Punjab	Punjab	-	-
29	Rajasthan	Rajasthan	-	-
30	Sikkim	Sikkim	-	-
31	Tamil Nadu	Tamil Nadu	1	178
32	Telangana	Telangana	-	-
33	Tripura	Tripura	-	-
34	Uttar Pradesh	Uttar Pradesh	-	-
35	Uttarakhand	Uttarakhand	-	-
36	West Bengal	West Bengal	-	-

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of the 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
Health India (TPA) Ltd	14	77	80	92%	7	8%	4

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	0%	0%	75%	57%
2	Within 1-2 Hours	0%	0%	13%	29%
3	Within 2-6 Hours	0%	0%	6%	14%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	6%	0%
6	>24 Hours	0%	0%	0%	0%
Total		0%	0%	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:

TAT Recv-Chq date/DRW/Denied (Calendar Days TAT)

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	-	0%	87	100.0%	-	0%	87	100.0%
Between 1-3 Months	-	0%	-	0.0%	-	0%	-	0.0%
Between 3-6 Months	-	0%	-	0.0%	-	0%	-	0.0%
More than 6 Months	-	0%	-	0.0%	-	0%	-	0.0%
Total	-	0%	87	100.0%	-	0%	87	100.0%

\*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	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Insurer **HDFC ERGO Health Insurance Ltd**

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services (TPA) Pvt. Ltd.		26/07/2019	25/07/2022

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

Description	Individual	Group	Government
No of policies serviced	-	23	-
No of lives serviced	-	3,675	-

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	Andaman & Nicobar Is.	Andaman & Nicobar Is.	-	-
2	Andhra Pradesh	Andhra Pradesh	-	-
3	Arunachal Pradesh	Arunachal Pradesh	-	-
4	Assam	Assam	-	-
5	Bihar	Bihar	-	-
6	Chandigarh	Chandigarh	-	-
7	Chhattisgarh	Chhattisgarh	3	250
8	Dadra & Nagra Haveli	Dadra & Nagra Haveli	-	-
9	Daman & Diu	Daman & Diu	-	-
10	Delhi	Delhi	-	-
11	Goa	Goa	-	-
12	Gujarat	Gujarat	-	-
13	Haryana	Haryana	1	294
14	Himachal Pradesh	Himachal Pradesh	-	-
15	Jammu & Kashmir	Jammu & Kashmir	-	-
16	Jharkhand	Jharkhand	-	-
17	Karnataka	Karnataka	-	-
18	Kerala	Kerala	-	-
19	Lakshadweep	Lakshadweep	-	-
20	Madhya Pradesh	Madhya Pradesh	-	-
21	Maharashtra	Maharashtra	17	3,073
22	Manipur	Manipur	-	-
23	Meghalaya	Meghalaya	-	-
24	Mizoram	Mizoram	-	-
25	Nagaland	Nagaland	-	-
26	Odisha	Odisha	-	-
27	Puducherry	Puducherry	-	-
28	Punjab	Punjab	-	-
29	Rajasthan	Rajasthan	-	-
30	Sikkim	Sikkim	-	-
31	Tamil Nadu	Tamil Nadu	-	-
32	Telangana	Telangana	-	-
33	Tripura	Tripura	-	-
34	Uttar Pradesh	Uttar Pradesh	-	-
35	Uttarakhand	Uttarakhand	-	-
36	West Bengal	West Bengal	2	58

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
Paramount Health Services (TPA) Pvt. Ltd.	8	307	264	87%	40	13%	11

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	0%	0%	68%	55%
2	Within 1-2 Hours	0%	0%	25%	34%
3	Within 2-6 Hours	0%	0%	2%	8%
4	Within 6-12 Hours	0%	0%	3%	0%
5	Within 12-24 Hours	0%	0%	1%	0%
6	>24 Hours	0%	0%	0%	2%
Total		0%	0%	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:

TAT Recv-Chq date/DRW/Denied (Calendar Days TAT)

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	-	0%	293	96.4%	-	0%	293	96.4%
Between 1-3 Months	-	0%	11	3.6%	-	0%	11	3.6%
Between 3-6 Months	-	0%	-	0.0%	-	0%	-	0.0%
More than 6 Months	-	0%	-	0.0%	-	0%	-	0.0%
Total	-	0%	304	100.0%	-	0%	304	100.0%

\*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	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Insurer **HDFC ERGO Health Insurance Ltd**

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Raksha TPA Pvt. Ltd.		25/07/2019	25/07/2022

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

Description	Individual	Group	Government
No of policies serviced	-	9	-
No of lives serviced	-	2,727	-

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	Andaman & Nicobar Is.	Andaman & Nicobar Is.	-	-
2	Andhra Pradesh	Andhra Pradesh	-	-
3	Arunachal Pradesh	Arunachal Pradesh	-	-
4	Assam	Assam	-	-
5	Bihar	Bihar	-	-
6	Chandigarh	Chandigarh	-	-
7	Chhattisgarh	Chhattisgarh	-	77
8	Dadra & Nagra Haveli	Dadra & Nagra Haveli	-	-
9	Daman & Diu	Daman & Diu	-	-
10	Delhi	Delhi	1	187
11	Goa	Goa	-	-
12	Gujarat	Gujarat	-	-
13	Haryana	Haryana	-	-
14	Himachal Pradesh	Himachal Pradesh	-	-
15	Jammu & Kashmir	Jammu & Kashmir	-	-
16	Jharkhand	Jharkhand	-	-
17	Karnataka	Karnataka	-	-
18	Kerala	Kerala	-	-
19	Lakshadweep	Lakshadweep	-	-
20	Madhya Pradesh	Madhya Pradesh	-	-
21	Maharashtra	Maharashtra	-	-
22	Manipur	Manipur	-	-
23	Meghalaya	Meghalaya	-	-
24	Mizoram	Mizoram	-	-
25	Nagaland	Nagaland	-	-
26	Odisha	Odisha	-	-
27	Puducherry	Puducherry	-	-
28	Punjab	Punjab	-	-
29	Rajasthan	Rajasthan	-	-
30	Sikkim	Sikkim	-	-
31	Tamil Nadu	Tamil Nadu	8	2,463
32	Telangana	Telangana	-	-
33	Tripura	Tripura	-	-
34	Uttar Pradesh	Uttar Pradesh	-	-
35	Uttarakhand	Uttarakhand	-	-
36	West Bengal	West Bengal	-	-

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
Raksha TPA Pvt. Ltd.	7	244	213	91%	22	9%	16

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	0%	0%	95%	97%
2	Within 1-2 Hours	0%	0%	5%	3%
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		0%	0%	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:

TAT Recv-Chq date/DRW/Denied (Calendar Days TAT)

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	-	0%	219	93.2%	-	0%	219	93.2%
Between 1-3 Months	-	0%	6	2.6%	-	0%	6	2.6%
Between 3-6 Months	-	0%	4	1.7%	-	0%	4	1.7%
More than 6 Months	-	0%	6	2.6%	-	0%	6	2.6%
Total	-	0%	235	100.0%	-	0%	235	100.0%

\*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	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Insurer **HDFC ERGO Health Insurance Ltd**

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
UnitedHealthcare Parekh TPA Pvt Ltd		01/04/2020	31/03/2020

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

Description	Individual	Group	Government
No of policies serviced	-	1	-
No of lives serviced	-	1,348	-

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	Andaman & Nicobar Is.	Andaman & Nicobar Is.	-	-
2	Andhra Pradesh	Andhra Pradesh	-	-
3	Arunachal Pradesh	Arunachal Pradesh	-	-
4	Assam	Assam	-	-
5	Bihar	Bihar	-	-
6	Chandigarh	Chandigarh	-	-
7	Chhattisgarh	Chhattisgarh	-	21
8	Dadra & Nagra Haveli	Dadra & Nagra Haveli	-	-
9	Daman & Diu	Daman & Diu	-	-
10	Delhi	Delhi	-	-
11	Goa	Goa	-	-
12	Gujarat	Gujarat	-	-
13	Haryana	Haryana	-	-
14	Himachal Pradesh	Himachal Pradesh	-	-
15	Jammu & Kashmir	Jammu & Kashmir	-	-
16	Jharkhand	Jharkhand	-	-
17	Karnataka	Karnataka	-	-
18	Kerala	Kerala	-	-
19	Lakshadweep	Lakshadweep	-	-
20	Madhya Pradesh	Madhya Pradesh	-	-
21	Maharashtra	Maharashtra	-	-
22	Manipur	Manipur	-	-
23	Meghalaya	Meghalaya	-	-
24	Mizoram	Mizoram	-	-
25	Nagaland	Nagaland	-	-
26	Odisha	Odisha	-	-
27	Puducherry	Puducherry	-	-
28	Punjab	Punjab	-	-
29	Rajasthan	Rajasthan	-	-
30	Sikkim	Sikkim	-	-
31	Tamil Nadu	Tamil Nadu	-	-
32	Telangana	Telangana	1	1,327
33	Tripura	Tripura	-	-
34	Uttar Pradesh	Uttar Pradesh	-	-
35	Uttarakhand	Uttarakhand	-	-
36	West Bengal	West Bengal	-	-

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
UnitedHealthcare Parekh TPA Pvt Ltd	0	141	124	95%	6	5%	11

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	0%	0%	28%	54%
2	Within 1-2 Hours	0%	0%	54%	32%
3	Within 2-6 Hours	0%	0%	18%	14%
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		0%	0%	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:

TAT Recv-Chq date/DRW/Denied (Calendar Days TAT)

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	-	0%	128	98.5%	-	0%	128	98.5%
Between 1-3 Months	-	0%	2	1.5%	-	0%	2	1.5%
Between 3-6 Months	-	0%	-	0.0%	-	0%	-	0.0%
More than 6 Months	-	0%	-	0.0%	-	0%	-	0.0%
Total	-	0%	130	100.0%	-	0%	130	100.0%

\*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	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Insurer **HDFC ERGO Health Insurance Ltd**

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Vidal Health TPA Private Limited		26/07/2019	25/07/2022

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

Description	Individual	Group	Government
No of policies serviced	-	5	-
No of lives serviced	-	488	-

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	Andaman & Nicobar Is.	Andaman & Nicobar Is.	-	-
2	Andhra Pradesh	Andhra Pradesh	-	-
3	Arunachal Pradesh	Arunachal Pradesh	-	-
4	Assam	Assam	-	-
5	Bihar	Bihar	-	-
6	Chandigarh	Chandigarh	-	-
7	Chhattisgarh	Chhattisgarh	-	-
8	Dadra & Nagra Haveli	Dadra & Nagra Haveli	-	-
9	Daman & Diu	Daman & Diu	-	-
10	Delhi	Delhi	-	-
11	Goa	Goa	-	-
12	Gujarat	Gujarat	-	-
13	Haryana	Haryana	-	-
14	Himachal Pradesh	Himachal Pradesh	-	-
15	Jammu & Kashmir	Jammu & Kashmir	-	-
16	Jharkhand	Jharkhand	-	-
17	Karnataka	Karnataka	-	-
18	Kerala	Kerala	-	-
19	Lakshadweep	Lakshadweep	-	-
20	Madhya Pradesh	Madhya Pradesh	-	-
21	Maharashtra	Maharashtra	4	116
22	Manipur	Manipur	-	-
23	Meghalaya	Meghalaya	-	-
24	Mizoram	Mizoram	-	-
25	Nagaland	Nagaland	-	-
26	Odisha	Odisha	-	-
27	Puducherry	Puducherry	-	-
28	Punjab	Punjab	-	-
29	Rajasthan	Rajasthan	-	-
30	Sikkim	Sikkim	-	-
31	Tamil Nadu	Tamil Nadu	1	372
32	Telangana	Telangana	-	-
33	Tripura	Tripura	-	-
34	Uttar Pradesh	Uttar Pradesh	-	-
35	Uttarakhand	Uttarakhand	-	-
36	West Bengal	West Bengal	-	-

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 Health TPA Private Limited	5	146	130	96%	6	4%	15

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	0%	0%	58%	80%
2	Within 1-2 Hours	0%	0%	25%	0%
3	Within 2-6 Hours	0%	0%	17%	20%
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		0%	0%	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:

TAT Recv-Chq date/DRW/Denied (Calendar Days TAT)

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	-	0%	131	96.3%	-	0%	131	96.3%
Between 1-3 Months	-	0%	5	3.7%	-	0%	5	3.7%
Between 3-6 Months	-	0%	-	0.0%	-	0%	-	0.0%
More than 6 Months	-	0%	-	0.0%	-	0%	-	0.0%
Total	-	0%	136	100.0%	-	0%	136	100.0%

\*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	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Insurer **HDFC ERGO Health Insurance Ltd**

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Vipul Med Corp. TPA Private Limited		26/07/2019	25/07/2022

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

Description	Individual	Group	Government
No of policies serviced	-	6	-
No of lives serviced	-	10,822	-

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	Andaman & Nicobar Is.	Andaman & Nicobar Is.	-	-
2	Andhra Pradesh	Andhra Pradesh	-	-
3	Arunachal Pradesh	Arunachal Pradesh	-	-
4	Assam	Assam	-	-
5	Bihar	Bihar	-	-
6	Chandigarh	Chandigarh	-	-
7	Chhattisgarh	Chhattisgarh	-	10
8	Dadra & Nagra Haveli	Dadra & Nagra Haveli	-	-
9	Daman & Diu	Daman & Diu	-	-
10	Delhi	Delhi	2	271
11	Goa	Goa	-	-
12	Gujarat	Gujarat	1	287
13	Haryana	Haryana	2	9,722
14	Himachal Pradesh	Himachal Pradesh	-	-
15	Jammu & Kashmir	Jammu & Kashmir	-	-
16	Jharkhand	Jharkhand	-	-
17	Karnataka	Karnataka	-	-
18	Kerala	Kerala	-	-
19	Lakshadweep	Lakshadweep	-	-
20	Madhya Pradesh	Madhya Pradesh	-	-
21	Maharashtra	Maharashtra	-	-
22	Manipur	Manipur	-	-
23	Meghalaya	Meghalaya	-	-
24	Mizoram	Mizoram	-	-
25	Nagaland	Nagaland	-	-
26	Odisha	Odisha	-	-
27	Puducherry	Puducherry	-	-
28	Punjab	Punjab	-	-
29	Rajasthan	Rajasthan	-	-
30	Sikkim	Sikkim	-	-
31	Tamil Nadu	Tamil Nadu	1	532
32	Telangana	Telangana	-	-
33	Tripura	Tripura	-	-
34	Uttar Pradesh	Uttar Pradesh	-	-
35	Uttarakhand	Uttarakhand	-	-
36	West Bengal	West Bengal	-	-
			6	10,822

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of the 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 Med Corp. TPA Private Limited	1	976	841	92%	76	8%	60

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	0%	0%	53%	67%
2	Within 1-2 Hours	0%	0%	27%	21%
3	Within 2-6 Hours	0%	0%	17%	11%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	3%	0%
6	>24 Hours	0%	0%	0%	0%
Total		0%	0%	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:  
TAT Recv-Chq date/DRW/Denied (Calendar Days TAT)

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	-	0%	912	99.5%	-	0%	912	99.5%
Between 1-3 Months	-	0%	5	0.5%	-	0%	5	0.5%
Between 3-6 Months	-	0%	-	0.0%	-	0%	-	0.0%
More than 6 Months	-	0%	-	0.0%	-	0%	-	0.0%
Total	-	0%	917	100.0%	-	0%	917	100.0%

\*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	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-



**Public Disclosures on quantitative and qualitative Parameters of Health services rendered**  
Insurer **HDFC ERGO Health Insurance Ltd**

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
GOOD HEALTH INSURANCE TPA LTD		27/01/2018	26/01/2021

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

Description	Individual	Group	Government
No of policies serviced	-	2	-
No of lives serviced	-	2,069	-

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	Andaman & Nicobar Is.	Andaman & Nicobar Is.	-	-
2	Andhra Pradesh	Andhra Pradesh	-	-
3	Arunachal Pradesh	Arunachal Pradesh	-	-
4	Assam	Assam	-	-
5	Bihar	Bihar	-	-
6	Chandigarh	Chandigarh	-	-
7	Chhattisgarh	Chhattisgarh	-	19
8	Dadra & Nagra Haveli	Dadra & Nagra Haveli	-	-
9	Daman & Diu	Daman & Diu	-	-
10	Delhi	Delhi	-	-
11	Goa	Goa	-	-
12	Gujarat	Gujarat	-	-
13	Haryana	Haryana	-	-
14	Himachal Pradesh	Himachal Pradesh	-	-
15	Jammu & Kashmir	Jammu & Kashmir	-	-
16	Jharkhand	Jharkhand	-	-
17	Karnataka	Karnataka	-	-
18	Kerala	Kerala	-	-
19	Lakshadweep	Lakshadweep	-	-
20	Madhya Pradesh	Madhya Pradesh	-	-
21	Maharashtra	Maharashtra	-	-
22	Manipur	Manipur	-	-
23	Meghalaya	Meghalaya	-	-
24	Mizoram	Mizoram	-	-
25	Nagaland	Nagaland	-	-
26	Odisha	Odisha	-	-
27	Puducherry	Puducherry	-	-
28	Punjab	Punjab	-	-
29	Rajasthan	Rajasthan	-	-
30	Sikkim	Sikkim	-	-
31	Tamil Nadu	Tamil Nadu	2	2,050
32	Telangana	Telangana	-	-
33	Tripura	Tripura	-	-
34	Uttar Pradesh	Uttar Pradesh	-	-
35	Uttarakhand	Uttarakhand	-	-
36	West Bengal	West Bengal	-	-

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
GOOD HEALTH INSURANCE TPA LTD	0	131	112	93%	8	7%	11

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	0%	0%	85%	96%
2	Within 1-2 Hours	0%	0%	15%	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		0%	0%	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:

TAT Recv-Chq date/DRW/Denied (Calendar Days TAT)

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	-	0%	115	95.8%	-	0%	115	95.8%
Between 1-3 Months	-	0%	3	2.5%	-	0%	3	2.5%
Between 3-6 Months	-	0%	2	1.7%	-	0%	2	1.7%
More than 6 Months	-	0%	-	0.0%	-	0%	-	0.0%
Total	-	0%	120	100.0%	-	0%	120	100.0%

\*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	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Insurer **HDFC ERGO Health Insurance Ltd**

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Inhouse	NA	NA	NA

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

Description	Individual	Group	Government
No of policies serviced	2,21,640	3,682	-
No of lives serviced	2,72,525	56,35,911	-

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	Andaman & Nicobar Is.	Andaman & Nicobar Is.	11	342
2	Andhra Pradesh	Andhra Pradesh	5,943	1,88,783
3	Arunachal Pradesh	Arunachal Pradesh	55	228
4	Assam	Assam	1,269	14,514
5	Bihar	Bihar	1,484	28,899
6	Chandigarh	Chandigarh	1,058	3,277
7	Chhattisgarh	Chhattisgarh	23,634	1,88,566
8	Dadra & Nagra Haveli	Dadra & Nagra Haveli	45	516
9	Daman & Diu	Daman & Diu	19	123
10	Delhi	Delhi	18,912	2,33,098
11	Goa	Goa	403	4,198
12	Gujarat	Gujarat	28,228	1,07,040
13	Haryana	Haryana	16,430	41,26,798
14	Himachal Pradesh	Himachal Pradesh	351	2,252
15	Jammu & Kashmir	Jammu & Kashmir	310	1,860
16	Jharkhand	Jharkhand	583	17,854
17	Karnataka	Karnataka	10,090	1,66,154
18	Kerala	Kerala	2,493	52,039
19	Lakshadweep	Lakshadweep	0	0
20	Madhya Pradesh	Madhya Pradesh	6,845	40,241
21	Maharashtra	Maharashtra	40,090	1,81,892
22	Manipur	Manipur	31	444
23	Meghalaya	Meghalaya	43	606
24	Mizoram	Mizoram	7	202
25	Nagaland	Nagaland	15	198
26	Odisha	Odisha	1,596	21,042
27	Puducherry	Puducherry	123	1,589
28	Punjab	Punjab	7,381	30,781
29	Rajasthan	Rajasthan	14,454	38,928
30	Sikkim	Sikkim	23	659
31	Tamil Nadu	Tamil Nadu	9,793	1,62,998
32	Telangana	Telangana	6,479	81,049
33	Tripura	Tripura	77	3,150
34	Uttar Pradesh	Uttar Pradesh	19,060	86,191
35	Uttarakhand	Uttarakhand	793	5,771
36	West Bengal	West Bengal	7,194	1,16,154

d. Data of number of claims processed:

Inhouse	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
Inhouse	509	38,386	36,244	94%	2,131	6%	520

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	NA	NA	NA	NA
2	Within 1-2 Hours	NA	NA	NA	NA
3	Within 2-6 Hours	NA	NA	NA	NA
4	Within 6-12 Hours	NA	NA	NA	NA
5	Within 12-24 Hours	NA	NA	NA	NA
6	>24 Hours	NA	NA	NA	NA
Total		NA	NA	NA	NA

\*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:

TAT Recv-Chq date/DRW/Denied (Calendar Days TAT)

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	3,058	83%	34,417	99.2%	-	0%	37,475	97.7%
Between 1-3 Months	566	15%	280	0.8%	-	0%	846	2.2%
Between 3-6 Months	23	1%	10	0.0%	-	0%	33	0.1%
More than 6 Months	18	0%	3	0.0%	-	0%	21	0.1%
Total	3,665	100%	34,710	100.0%	-	0%	38,375	100.0%

\*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	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-