

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (ANNUAL DISCLOSURE)

Name of the Insurance Company	HDFC ERGO General Insurance Co. Ltd.
Information as at	31/03/2023

A. Specify whether In-house Claim Settlement or Services rendered by TPA:

Name of the TPA	Family Health Plan Insurance TPA Ltd.
Validity of agreement with the TPA	from 24/11/2020 to 23/11/2023

B. Number of policies and lives serviced in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	87	-
Number of lives serviced	-	141,835	-

C. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer:

Name of the State	Name of the Districts
Assam	Dibrugarh
Chandigarh	Chandigarh
Chhattisgarh	Dantewara
Delhi	South West Delhi
Gujarat	Ahmedabad
Haryana	Gurgaon
Karnatka	Bengaluru
Kerala	Ernakulam
Maharastra	Mumbai
Maharastra	Pune
Orrisa	Khordha
Rajasthan	Bhilwara
Tamilnadu	Chennai
Tamilnadu	Coimbatore
Tamilnadu	Kancheepuram
Telangna	Hyderabad
Uttar Pradesh	Gautam Buddha Nagar
West Bengal	Kolkata
West Bengal	North Twenty Four Pargana

D. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	771
ii.	Number of claims received during the year	14,599
iii.	Number of claims paid during the year	13,838 (90%)
iv.	Number of claims repudiated during the year	1,475 (10%)
v.	Number of claims outstanding at the end of the year	57

E. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. 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%	57%
2	Within 1-2 hours	0%	0%	28%	29%
3	Within 2-6 hours	0%	0%	15%	13%
4	Within 6-12 hours	0%	0%	2%	1%
5	Within 12-24 hours	0%	0%	2%	0%
6	>24 hours	0%	0%	0%	0%
	Total	0%	0%	100%	100%

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

F. Turn Around Time in case of payment / repudiation of claims:

Description (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%	13,598	89%	-	0%	13,598	89%
Between 1-3 months	-	0%	1,449	9%	-	0%	1,449	9%
Between 3 to 6 months	-	0%	215	1%	-	0%	215	1%
More than 6 months	-	0%	51	0%	-	0%	51	0%
Total	-	0%	15,313	100%	-	0%	15,313	100%

G. Data of grievances received against the TPA:

S. No.	Description	Number 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	-

Refer Health TPA Regulations, as amended from time to time

For HDFC ERGO General Insurance Company Limited



Ritesh Kumar
Managing Director & CEO