

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 | Medvantage Insurance TPA Pvt. Ltd. (Formerly known as UnitedHealthcare Parekh Insurance TPA Private Limited) |
| Validity of agreement with the TPA | from 05/12/2021 to 04/12/2024 |

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

| Description | Individual | Group | Government |
|-----------------------------|------------|--------|------------|
| Number of policies serviced | - | - | - |
| Number of lives serviced | - | 22,315 | - |

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 |
|-------------------|-----------------------|
| Maharashtra | Mumbai |
| Telangana | Hyderabad |

D. Data of number of claims processed:

| | | |
|------|---|-----------|
| i. | Outstanding number of claims at the beginning of the year | 91 |
| ii. | Number of claims received during the year | 682 |
| iii. | Number of claims paid during the year | 687 (89%) |
| iv. | Number of claims repudiated during the year | 86 (11%) |
| v. | Number of claims outstanding at the end of the year | - |

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% | 80% | 76% |
| 2 | Within 1-2 hours | 0% | 0% | 12% | 10% |
| 3 | Within 2-6 hours | 0% | 0% | 8% | 12% |
| 4 | Within 6-12 hours | 0% | 0% | 1% | 2% |
| 5 | Within 12-24 hours | 0% | 0% | 0% | 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% | 627 | 81% | - | 0% | 627 | 81% |
| Between 1-3 months | - | 0% | 129 | 17% | - | 0% | 129 | 17% |
| Between 3 to 6 months | - | 0% | 14 | 2% | - | 0% | 14 | 2% |
| More than 6 months | - | 0% | 3 | 0% | - | 0% | 3 | 0% |
| Total | - | 0% | 773 | 100% | - | 0% | 773 | 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 | 1 |
| 3 | Grievances resolved during the year | 1 |
| 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