

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	31/03/2024

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 24/11/2023 to 23/11/2026

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

Description	Individual	Group	Government
Number of policies serviced	-	47	
Number of lives serviced	-	54,611	

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
Chhattisgarh	Dantewada
Delhi	New Delhi
Gujarat	Ahmedabad
Haryana	Gurgaon
Karnatka	Bengaluru
Maharastra	Pune
Odisha	Khordha
Tamil Nadu	Chennai
Telangna	Hyderabad
Uttar Pradesh	Gautam Buddha Nagar
West Bengal	Kolkata

D. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	57
ii.	Number of claims received during the year	13,740
iii.	Number of claims paid during the year	13316 (97%)
iv.	Number of claims repudiated during the year	392 (3%)
v.	Number of claims outstanding at the end of the year	89

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%	75%	65%
2	Within 1-2 hours	0%	0%	15%	26%
3	Within 2-6 hours	0%	0%	4%	6%
4	Within 6-12 hours	0%	0%	4%	3%
5	Within 12-24 hours	0%	0%	1%	0%
6	>24 hours	0%	0%	1%	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 (to be 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	98	88%	13,588	100%	-	0%	13,686	100%
Between 1-3 months	13	12%	8	0%	-	0%	21	0%
Between 3 to 6 months	-	0%	1	0%	-	0%	1	0%
More than 6 months	-	0%	-	0%	-	0%	-	0%
Total	111	100%	13,597	100%	-	0%	13,708	100%

G. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	5
3	Grievances resolved during the year	5
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations, as amended from time to time

For HDFC ERGO General Insurance Company Limited



Ritesh Kumar
Managing Director & CEO