

FORM NO. NL-48

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

Name of the Insurance Company: Universal Sampo General Insurance Co Ltd

Date: March 31, 2023

Information as at : March 31, 2023

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

Name of the TPA - Ericson Insurance TPA Pvt. Ltd

Validity of agreement with the TPA: from 01-04-2022 to 31-03-2025

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	NA	3	NA
Number of lives serviced	NA	61,942	NA

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
Chandigarh	Chandigarh
Delhi	New Delhi
Gujarat	Ahmedabad
Gujarat	Surat
Karnataka	Bangalore
Maharashtra	Nagpur
Maharashtra	Mumbai
Maharashtra	Pune
Tamilnadu	Chennai
West Bengal	Kolkata

d. Data of number of claims processed:

i.	<b>Outstanding number of claims at the beginning of the year</b>	<b>845</b>
ii.	Number of claims received during the year	11585
iii.	Number of claims paid during the year (specify % also in brackets)	9046 / 73%
iv.	Number of claims repudiated during the year (specify % also in brackets)	3085 / 25%
v.	<b>Number of claims outstanding at the end of the year</b>	<b>299</b>

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	-	-	99.26%	95.46%
2	Within 1-2 hours	-	-	-	1.31%
3	Within 2-6 hours	-	-	0.74%	3.23%
4	Within 6-12 hours	-	-	-	-
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	-	-
<b>Total</b>		-	-	<b>100.00%</b>	<b>100.00%</b>

Percentage to be calculated on total of the respective column.

\*\* 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	-	-	11,286	93.03%	-	-	11,286	93.03%
Between 1-3 months	-	-	845	6.97%	-	-	845	6.97%
Between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	<b>12,131</b>	<b>100.00%</b>	-	-	<b>12,131</b>	<b>100.00%</b>

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	<b>Grievances outstanding at the beginning of year</b>	-
2	Grievances received during the year	1,590
3	Grievances resolved during the year	1,584
4	<b>Grievances outstanding at the end of the year</b>	<b>6</b>

Refer Health TPA Regulations, as amended from time to time

FORM NO. NL-48

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

Name of the Insurance Company: Universal Sompo General Insurance Co Ltd

Date: March 31, 2023

Information as at : March 31, 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 01-10-2022 to 30-09-2025

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	6	-
Number of lives serviced	-	3,608	-

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
Karnataka	Bangalore
Tamilnadu	Coimbatore
Tamilnadu	Chennai
Telangana	Hyderabad
West Bengal	Kolkata

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	5
ii.	Number of claims received during the year	100
iii.	Number of claims paid during the year (specify % also in brackets)	66 / 63%
iv.	Number of claims repudiated during the year (specify % also in brackets)	21 / 20%
v.	Number of claims outstanding at the end of the year	18

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	-	-	71.00%	45.00%
2	Within 1-2 hours	-	-	8.00%	8.00%
3	Within 2-6 hours	-	-	6.00%	12.00%
4	Within 6-12 hours	-	-	2.00%	-
5	Within 12-24 hours	-	-	6.00%	18.00%
6	>24 hours	-	-	6.00%	18.00%
	<b>Total</b>	-	-	<b>100.00%</b>	<b>100.00%</b>

Percentage to be calculated on total of the respective column.

\*\* 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	-	-	62	71.26%	-	-	62	71.26%
Between 1-3 months	-	-	25	28.74%	-	-	25	28.74%
Between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	<b>87</b>	<b>100.00%</b>	-	-	<b>87</b>	<b>100.00%</b>

Percentage shall be calculated on total of the respective column

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

FORM NO. NL-48

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

Name of the Insurance Company: Universal Sompo General Insurance Co Ltd

Date: March 31, 2023

Information as at : March 31, 2023

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

Name of the TPA - Genins India Insurance TPA Ltd.

Validity of agreement with the TPA: from 10-12-2022 to 09-12-2025

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	1	-
Number of lives serviced	-	2,197	-

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
Uttar Pradesh	Ghaziabad

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	-
ii.	Number of claims received during the year	74
iii.	Number of claims paid during the year (specify % also in brackets)	45 / 61%
iv.	Number of claims repudiated during the year (specify % also in brackets)	1 / 1%
v.	Number of claims outstanding at the end of the year	28

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	-	-	79.17%	91.55%
2	Within 1-2 hours	-	-	15.28%	5.63%
3	Within 2-6 hours	-	-	5.56%	2.82%
4	Within 6-12 hours	-	-	-	-
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	0.23%	-
	<b>Total</b>	-	-	<b>100.00%</b>	<b>100.00%</b>

Percentage to be calculated on total of the respective column.

\*\* 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	-	-	37	80.43%	-	-	37	80.43%
Between 1-3 months	-	-	9	19.57%	-	-	9	19.57%
Between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	<b>46</b>	<b>100.00%</b>	-	-	<b>46</b>	<b>100.00%</b>

Percentage shall be calculated on total of the respective column

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

Refer Health TPA Regulations , as amended from time to time

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: Universal Sampo General Insurance Co Ltd

Date: March 31, 2023

Information as at : March 31, 2023

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

Name of the TPA : HealthIndia Insurance TPA Services Pvt. Ltd.

Validity of agreement with the TPA: from 01-10-2022 to 30-09-2025

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

Description	Retail	Group	Govt.
Number of policies serviced	2,161	5	NA
Number of lives serviced	6,328	39,234	NA

Information with regards to the geographical area in which services are rendered by the TPA's/ Insurer (State names- District names shall be provided) in respect of which public disclosures are made.

Sr. No	Individual Policies		Group Policies	
	Name of State	Name of Districts	Name of State	Name of Districts
1	Gujarat	Gujarat region	PAN India	PAN India
2	Delhi/NCR	Delhi/NCR region		

d. Data of number of claims processed:

	Description	No.	Percentage
i	Outstanding number of claims at the beginning of the year	-	-
ii	Number of claims received during the year	267	-
iii	Number of claims paid during the year: (Number & %)	131	49.06%
iv	Number of Claims repudiated during the year:(Number & %)	28	10.49%
v	Number of claims outstanding at the end of the year:	108	-

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

	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	11.11%	20.00%	35.71%	26.21%
2	Within 1-2 hours	33.33%	-	38.89%	38.83%
3	Within 2-6 hours	55.56%	80.00%	25.40%	34.95%
4	Within 6-12 hours	-	-	-	-
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	-	-
	<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

\*Percentage to be calculated on total of the respective column

\*\*Reckoned from the time last necessary document is received by Insurer/TPA (whichever is earlier) and till final pre auth is issued to the hospital.

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

f. TAT in case of Payment /Repudiation of Claims

Description (to be reckoned from the date)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 Month	1	100.00%	143	90.51%	-	-	144	90.57%
Between 1-3 months	-	-	15	9.49%	-	-	15	9.43%
Between 3-6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
<b>Total</b>	<b>1</b>	<b>100.00%</b>	<b>158</b>	<b>100.00%</b>	<b>-</b>	<b>-</b>	<b>159</b>	<b>100.00%</b>

\*Percentage to be calculated on total of the respective column

g. Data of grievances received against the TPA:

Sr. no.	Description	No. of grievances
1	Grievances Outstanding at the beginning of the year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

**FORM NO. NL-48****DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED  
(ANNUAL DISCLOSURE)**

Name of the Insurance Company: Universal Sampo General Insurance Co Ltd

Date: March 31, 2023

Information as at : March 31, 2023

a. Specify whether In-house Claim Settlement or Services rendered by TPA: Inhouse Health Claims Management

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	1,15,240	171	NA
Number of lives serviced	3,17,581	1,16,006	NA

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
PAN INDIA	PAN INDIA

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1,518
ii.	Number of claims received during the year	45,115
iii.	Number of claims paid during the year (specify % also in brackets)	39912 / 86%
iv.	Number of claims repudiated during the year (specify % also in brackets)	5867 / 13%
v.	Number of claims outstanding at the end of the year	854

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	68.57%	65.67%	68.24%	71.12%
2	Within 1-2 hours	23.25%	27.02%	23.16%	23.54%
3	Within 2-6 hours	8.18%	7.32%	8.61%	5.34%
4	Within 6-12 hours	-	-	-	-
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	-	-
<b>Total</b>		<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Percentage to be calculated on total of the respective column.

\*\* 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	38,089	96.72%	6,222	97.23%	NA	NA	44,311	96.79%
Between 1-3 months	1,291	3.28%	177	2.77%	NA	NA	1,468	3.21%
Between 3 to 6 months	-	-	-	-	NA	NA	-	-
More than 6 months	-	-	-	-	NA	NA	-	-
<b>Total</b>	<b>39,380</b>	<b>100.00%</b>	<b>6,399</b>	<b>100.00%</b>	<b>NA</b>	<b>NA</b>	<b>45,779</b>	<b>100.00%</b>

Percentage shall be calculated on total of the respective column

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	320
3	Grievances resolved during the year	320
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations , as amended from time to time

FORM NO. NL-48

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

Name of the Insurance Company: Universal Sompo General Insurance Co Ltd

Date: March 31, 2023

Information as at : March 31, 2023

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

Name of the TPA - MDIndia Health Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA: from 24-01-2023 to 23-01-2026

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	2	-
Number of lives serviced	-	5,499	-

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	Satara
Maharashtra	Pune

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	-
ii.	Number of claims received during the year	18
iii.	Number of claims paid during the year (specify % also in brackets)	-
iv.	Number of claims repudiated during the year (specify % also in brackets)	-
v.	Number of claims outstanding at the end of the year	18

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	-	-	87.81%	86.23%
2	Within 1-2 hours	-	-	12.19%	13.67%
3	Within 2-6 hours	-	-	-	-
4	Within 6-12 hours	-	-	-	-
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	-	-
	<b>Total</b>	-	-	<b>100.00%</b>	<b>100%</b>

Percentage to be calculated on total of the respective column.

\*\* 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	-	-	-	-	-	-	-	-
Between 1-3 months	-	-	-	-	-	-	-	-
Between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-	-	-

Percentage shall be calculated on total of the respective column

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

Refer Health TPA Regulations , as amended from time to time

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

Name of the Insurance Company: Universal Sompo General Insurance Co Ltd

Date: March 31, 2023

Information as at : March 31, 2023

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

Name of the TPA - Paramount Health Services &amp; Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA: from 01-10-2022 to 30-09-2025

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	NA	21	NA
Number of lives serviced	NA	64,943	NA

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
Karnataka	BENGALURU
Odisha	BHUBANESWAR
Delhi	DELHI
Haryana	GURGAON
Maharashtra	MUMBAI
Delhi	NEW DELHI
Maharashtra	PUNE

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	171
ii.	Number of claims received during the year	2617
iii.	Number of claims paid during the year (specify % also in brackets)	2552 / 92%
iv.	Number of claims repudiated during the year (specify % also in brackets)	189 / 7%
v.	Number of claims outstanding at the end of the year	47

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	-	-	80.56%	63.74%
2	Within 1-2 hours	-	-	16.58%	29.10%
3	Within 2-6 hours	-	-	2.48%	7.00%
4	Within 6-12 hours	-	-	0.15%	0.17%
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	0.23%	-
<b>Total</b>		-	-	<b>100.00%</b>	<b>100.00%</b>

Percentage to be calculated on total of the respective column.

\*\* 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	-	-	2,601	94.89%	-	-	2601	94.89%
Between 1-3 months	-	-	140	5.11%	-	-	140	5.11%
Between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	<b>2,741</b>	<b>100.00%</b>	-	-	<b>2741</b>	<b>100.00%</b>

Percentage shall be calculated on total of the respective column

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	5
3	Grievances resolved during the year	5
4	Grievances outstanding at the end of the year	-

Refer Health TPA Regulations , as amended from time to time

FORM NO. NL-48

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

Name of the Insurance Company: Universal Sampo General Insurance Co Ltd

Date: March 31, 2023

Information as at : March 31, 2023

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

Name of the TPA - VIDAL HEALTH INSURANCE THIRD PARTY ADMINISTRATOR

Validity of agreement with the TPA: from 01-Oct-22 to 30-Sep-25

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	9	-
Number of lives serviced	-	44,309	-

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
Delhi/NCR	Delhi/NCR
Tamilnadu	Chennai

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	-
ii.	Number of claims received during the year	223
iii.	Number of claims paid during the year (specify % also in brackets)	164 / 74%
iv.	Number of claims repudiated during the year (specify % also in brackets)	38 / 17%
v.	Number of claims outstanding at the end of the year	21

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	-	-	70.00%	46.00%
2	Within 1-2 hours	-	-	20.00%	28.00%
3	Within 2-6 hours	-	-	10.00%	25.00%
4	Within 6-12 hours	-	-	1.00%	1.00%
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	0.23%	-
	<b>Total</b>	-	-	<b>100.00%</b>	<b>100.00%</b>

Percentage to be calculated on total of the respective column.

\*\* 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	-	-	189	93.56%	-	-	189	93.56%
Between 1-3 months	-	-	13	6.44%	-	-	13	6.44%
Between 3 to 6 months	-	-	0	-	-	-	-	-
More than 6 months	-	-	0	-	-	-	-	-
<b>Total</b>	-	-	<b>202</b>	<b>100.00%</b>	-	-	<b>202</b>	<b>100.00%</b>

Percentage shall be calculated on total of the respective column

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

Refer Health TPA Regulations , as amended from time to time