		PUBLICE	NSCLOSURE ON	UPPORMATION	LITATIVE PARAMETERS OF AS AT 31st March 2025)	HEALTH SERVICES RENDE	RED		AIC
		ISURANCE COMPANY : TATA AIG GENERAL INSI							******
	a. Specify in-ho agreement (if d Note, Data sha	use claim settlement (if, data is in respect of in- sta relates to the health services rendered by TF I be consolidated at insurer level in case of in hou	nouse claim sett A) as may be th se claim settlen	Sement) / Specify name of the case. Trents and at the level of the	the TPA with whom insurer e	ntered into service level			
	(i) Validity of an	sement with the TPA: from dd/mm/vvw to dd/m Name of Companing Pany	Effective Date	Expiry Date					
	2 2	Vidal Health Insurance Tga Pvt Ltd Good Health Insurnance Tga Linited, Link-E Insurance Tga Pvt Ltd	3/15/2024 4/9/2023 12/20/2023	8/17/2027 6/7/2026 13/16/2026					
	5	valo realth trouscor Tpa Pvt. ISS Medi Assist trouscor Tpa Private Umbed, Md-india Health trouscor Tpa Private Limited,	1/13/2026 3/13/2024 12/26/2023	1/16/9028 3/17/9027 13/15/2026					
	7 8 9	denino india trourance Tpa Limbed, Safeway trourance Tpa Private Limbed Family wealth Plan trourance Tpa LM	6/23/2004 3/16/2004 8/5/2004	6/22/0027 7/16/0027 9/4/2027					
	11 12	Hentings Health Milliance Tya Millian Limited Healthindia Milliance Tya Services Private Limited Facamount Health Services & Milliance Tya Put Ltd	30/34/2024 30/34/2024	15/13/2027 3/03/2026					
	bill. Number of	policies and lives serviced in respect of which a individual	ablic disclosure		RAL INSURANCE CO LTD				
	Description Number of pol Number of Ive	546301	Group 6274 6350949	Government					
	billi. Number o	oolicles and lives serviced in respect of which a Individual	ublic disclosure	s are made: FAMILY HEALT	PLAN INSURANCE TPA LTD				
	Number of pol Number of Eve	NA .	163 63161	·					
	billi. Number o	f policies and lives serviced in respect of which s	oublic disclosure	s are made:MEDI ASSIST II	IDIA TPA PVT LTD				
	Number of pol Number of Eve	NA .	551 323147						
	blist. Number of Description	f policies and lives serviced in respect of which : Individual	oublic disclosus Group	ss are made:PARAMOUNT I	HEALTH SERVICES (TPA) PVT.	LTD.			
	Number of pol Number of Eve	NA NA	572 251821	-					
	blv1. Number of Description	l policies and lives serviced in respect of which a Individual	ublic disclosure Group	s are made: HEALTH INDIA	PA SERVICES PVT. LTD.				
	Number of Eve	NA NA	626 147446						
	Description Number of poli	f policies and lives serviced in respect of which individual	Greua	ss are made:MDINDIA HEAD Government	THCARE SERVICES (TPA) PVI	. LTD			
	Number of Eve	NA	53620	164775					
	Description	of policies and lives serviced in respect of which individual	Group	Government	CARE SERVICES PVT. LTD.				
	Number of pol Number of Ive	NA .	122 117968	l-					
		of policies and lives serviced in respect of which	public disclosu	ures are made:VOLO HEALT	I INSURANCE TPA PVT. LTD				
	Description Number of pol Number of live	NA .	Group 24 16218	Government					
	blist. Number o	facilities and lives serviced in respect of which s	oublic disclosure		RANCE TPA PVT LTD				
	Description Number of pol Number of live	NA .	Group 48 15192	Government					
	blsl. Number o	oolicies and lives serviced in respect of which a	ublic disclosure	s are made: SENINS INDIA I	NSURANCE TPA LTD				
	Description Number of pol Number of live	Individual NA NA	6feun 46 36337	Government					
	blxil. Number o	f policies and lives serviced in respect of which s	oublic disclosure	ss are made: GOOD HEALTH	INSURNANCE TPA LIMITED.				
	Description Number of pol Number of the	Individual NA NA	Group 7 871	Government					
	blail. Number	of policies and lives serviced in respect of which	oublic disclosur	es are made HERITAGE HER	LTH INSURANCE TPA PVT. LT	ъ.			
	Number of pol Number of Eve	Individual NA NA	2 871	Government					
	blxiil. Number	of policies and lives serviced in respect of which	aublic disclosu	recare made LINK-K INSUR	ANCE TPA PRIVATE LIMITED				
	Description Number of pol Number of live	NA .	Group 4 1129	Government					
	c. Information of respect of whice	with regards to the geographical area in which as a public disclosures are made.	rivices are rend	ered by the TPAs/insurer (S	tates names-District names s	hall be provided) in			
	Geographical Ar Sr. No.	es of services Renderd in respect of which public Name of State DAN Institu	Name of Distriction	de by the insurer: TATA AIG No of policies 552,575	ENERAL INSURANCE CO LTD No of lives 7 642 777				
		ran inse	100 1000	30,573	ALTH PLAN INSURANCE TPA	_			
	Sr. No.	Name of State PAN India	Name of District PAN India	No of policies 163	No of lives 63,163				
1	Geographical Ar Sr. No.	ns of services Renderd in respect of which public Name of State	disclosure is ma Name of Distric	de by the insurer:MEDI ASSE No of policies	T INDIA TPA PVT LTD No of lives 223,547				
6-	Geographical Ar	es of services Renderd in respect of which public	disclosure is ma	de by the Insurer:PARAMOU	NT HEALTH SERVICES (TPA) P	VT. LTD.			
	1	PAN India	PAN India	572	No of lives 251,821				
	Geographical Ar Sr. No.	na of services Renderd in respect of which public Name of State PAN India	Name of Distric PAN India	de by the insurer:HEALTH IN No of policies 626	DIA TPA SERVICES PVT. LTD. No of lives 147,446				
ı	Geographical Ar Sr. No.	ns of services Renderd in respect of which public Name of State	disclosure is ma Name of Distri	de by the Insurer:MDINDIA I No of policies	EALTHCARE SERVICES (TPA) I No of lives				
	1 Geographical Ar	PAN India as of services Renderd in respect of which public			THCARE SERVICES PVT. LTD.				
	Sr. No.	Name of State PAN India	disclosure is ma Name of Distric PAN India	No of policies 122					
113.	Geographical Ar	ns of services Renderd in respect of which public.	disclosure is ma	de by the insurer:VOLO HEA No of policies	TH INSURANCE TPA PVT. LTD No of lives				
	Separantino '	PAN India na of services Renderd in respect of which public	PAN India	24	29,515				
	Sr. No.	Name of State PAN India	Name of District PAN India						
ŀ	Geographical Ar Sr. No.	ns of services Renderd in respect of which public. Name of State	disclosure is ma Name of Distri	de by the insurer:GENINS IN No of policies	No of lives				
	Geographical Ar	rves india rs of services Renderd in respect of which public	rAN india disclosure is ma		36,337 LTH INSURNANCE TPA LIMIT	in,			
	Sr. No.	Name of State PAN India	Name of Distri PAN India	No of policies 7	No of lives 871				
0.	Geographical Ar	na of services Renderd in respect of which public. Name of State	disclosure is ma Name of Pier-	de by the insurer:HERITAGE No of policies	HEALTH INSURANCE TRA PVT No of lives	LTD.			
	1 Generation	PAN India	PAN India	de hu the insurement that	971 SANCE TPA PRIVATE LIMITE	0			
-dy-	Sr. No.	Name of State PAN India	Name of Distri PAN India	de by the insurer:LINE-KINS No of policies 4	No of lives	-			
	d Date of	ner of chims nance							
		ner of claims processed :		In-house 7692	TPA 9.795	Grand Total 16.797			
	ill Number of ci	umber of claims at the beginning of the year alms received during the year bins paid during the year (also to specify N in b bins reoudbated during the year I also to speci ains contrading ast end of the year	rackets) fv % in brackets	3692 283,709 232,462 48,684	9,295 130,677 118,596 17,545	16,787 414,386 251,058 65,729			
		aims outstanding at end of the year TPA wise claims details		10055	4,331	14.206			
		IPA was claims ortain Ime(TAT) for cashless claims (in respect of num)	ser of claims I:						
		r preauth and discharge (refere sheet - TAT for co							
	f. Turn around	ine in case of gavment / regudiation of claims:							
	Marring of pays	ent of claims:		,					
	Description (to be reckoned from the date of receipt of	Individual Number of claims	percentage	Number of claims	percentage	Sovernm Number of claims	percentage	Number of claims	percentage
	Within 1 month between 1-3 m between 3 to 6	125087	100%	215969	100%	2	100%	251058	900%
	More than 6 m Total	135007	100%	215969	100%	2	100%	251058	200N
	TPA wise paid :	Inhouse & TPA wise agoing Paid idiation of claims:							
	Description (to be reckoned Within 1 month between 1-2 m		percentage 98,09%	G Number of claims	cup percentage	Governm Number of claims	percentage	To Number of claims	percentage
			98.09% 1.99%	37686 647	98.31% 1.69%			64560 1169	98.22% 1.78%
	More than 6 m Total	27266	100.00%	36333	100.00%			65729	100.00%
	TPA wise recut	TPA wise assine-recudation sinces received against the TPA:							
		nce data (refer sheet- Grieance)							



TPA Name	Inhouse	Family Health Plan Insurance TPA Limited	Paramount Health Services & Insurance TPA Private Limited	Health India Insurance TPA Services Private Limited	Medi Assist Insurance TPA Private Limited
Description	No. of claims	No. of claims	No. of claims	No. of claims	No. of claims
i) Outstanding number of claims at the beginning of the year	7492	713	767	415	6508
ii) Number of claims received during the year	283709	10083	24247	9631	73669
iii) Number of claims paid during the year (also to specify % in brackets)	232462	8493	20871	8611	68726
iv) Number of Claims repudiated during the year (also to specify % in brackets)	48684	1740	3305	869	9792
v) Number of claims outstanding at end of the year	10055	563	838	566	1659

TPA Name	Inhouse	Vipul Medcorp Insurance TPA Private Limited	Vidal Health Insurance TPA Private Limited	Raksha Health Insurance TPA Private Limited	Medsave Health Insurance TPA Limited
Description	No. of claims	No. of claims	No. of claims	No. of claims	No. of claims
i) Outstanding number of claims at the beginning of the year	7492	0	250	158	132
ii) Number of claims received during the year	283709	1	6525	286	191
iii) Number of claims paid during the year (also to specify % in brackets)	232462	1	5813	287	265
iv) Number of Claims repudiated during the year (also to specify % in brackets)	48684	0	473	145	56
v) Number of claims outstanding at end of the year	10055	0	489	12	2

TPA Name	Inhouse	MDIndia Health Insurance TPA Private Limited	Medvantage Insurance TPA Private Limited	Ericson Insurance TPA Private Limited	Genins India Insurance TPA Limited
Description	No. of claims	No. of claims	No. of claims	No. of claims	No. of claims
i) Outstanding number of claims at the beginning of the year	7492	130	1	15	62
ii) Number of claims received during the year	283709	2985	0	169	955
iii) Number of claims paid during the year (also to specify % in brackets)	232462	2791	1	145	784
iv) Number of Claims repudiated during the year (also to specify % in brackets)	48684	266	0	39	174
v) Number of claims outstanding at end of the year	10055	58	0	0	59

TPA Name	Inhouse	Good Health Insurance TPA Limited	Volo Health Insurance TPA Private Limited	Safeway Insurance TPA Private Limited	Link K Insurance TPA Private Limited
Description	No. of claims	No. of claims	No. of claims	No. of claims	No. of claims
i) Outstanding number of claims at the beginning of the year	7492	0	95	47	2
ii) Number of claims received during the year	283709	24	964	831	81
iii) Number of claims paid during the year (also to specify % in brackets)	232462	20	957	727	72
iv) Number of Claims repudiated during the year (also to specify % in brackets)	48684	0	66	109	9
v) Number of claims outstanding at end of the year	10055	4	36	42	2



	TPA Name	Volo Health Insurance	e TPA Private Limited	Ericson Insurance	TPA Private Limited	Family Health Plan In	surance TPA Limited	Family Health Plan I	nsurance TPA Limited
		Group po	licies (in %)	Group pol	icies (in %)	Individual po	licies (in %)	Group po	licies (in %)
Sr. no.	Description	TAT for pre-auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge
1	Within <1 hour	80%	66%	100%	100%	86%	69%	79%	58%
2	Within 1-2 hours	18%	31%	0%	0%	8%	23%	14%	27%
3	Within 2-6 hours	3%	3%	0%	0%	3%	7%	5%	13%
4	Within 6-12 hours	0%	0%	0%	0%	1%	1%	1%	0%
5	Within 12-24 hours	0%	0%	0%	0%	1%	1%	1%	1%
6	> 24 hours	0%	0%	0%	0%	0%	0%	1%	1%
Total	Total	100%	100%	100%	100%	100%	100%	100%	100%

	TPA Name	Genins India Insu	rance TPA Limited	Good Health Insu	rance TPA Limited	Health India Insurance TPA	Services Private Limited	MDIndia Health Insurance TPA Private Limited		
		Group pol	icies (in %)	Group pol	licies (in %)	Group poli	cies (in %)	Group pol	icies (in %)	
Sr. no.	Description	TAT for Pre-auth	TAT for Discharge	TAT for pre-auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge	TAT for pre-auth	TAT for discherge	
1	Within <1 hour	96%	93%	95%	90%	87%	51%	95%	93%	
2	Within 1-2 hours	4%	4%	5%	6%	10%	32%	5%	8%	
3	Within 2-6 hours	1%	3%	0%	4%	3%	17%	0%	0%	
4	Within 6-12 hours	0%	0%	0%	0%	0%	0%	0%	0%	
5	Within 12-24 hours	0%	0%	0%	0%	0%	0%	0%	0%	
6	> 24 hours	0%	0%	0%	0%	0%	0%	0%	0%	
Total	Total	100%	100%	100%	100%	100%	100%	100%	100%	

	TPA Name	Medi Assist Insuranc	e TPA Private Limited	Medsave Health In:	surance TPA Limited	Paramount Health Services	& Insurance TPA Private	Raksha Health Insurar	ce TPA Private Limited
		Group pol	icies (in %)	Group pol	licies (in %)	Group police	cies (in %)	Group pol	icies (in %)
Sr. no.	Description	TAT for pre-auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge
1	Within <1 hour	95%	71%	86%	88%	92%	55%	100%	59%
2	Within 1-2 hours	4%	24%	12%	13%	6%	35%	0%	28%
3	Within 2-6 hours	1%	5%	2%	0%	1%	10%	0%	14%
4	Within 6-12 hours	0%	1%	0%	0%	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%	1%	0%	0%	0%
6	> 24 hours	0%	0%	0%	0%	1%	0%	0%	0%
Total	Total	100%	100%	100%	100%	100%	100%	100%	100%

	TPA Name	Safeway Insurance	TPA Private Limited	Vidal Health Insurance	Vidal Health Insurance TPA Private Limited		ce TPA Private Limited	Link K Insurance TPA Private Limited		
		Group pol	icies (in %)	Group policies (in %)		Group poli	cies (in %)	Group policies (in %)		
Sr. no.	. Description	TAT for pre-auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge	TAT for pre-auth	TAT for Discharge	
1	Within <1 hour	100%	98%	42%	23%	91%	89%	100%	67%	
2	Within 1-2 hours	0%	2%	32%	31%	6%	7%	0%	33%	
3	Within 2-6 hours	0%	0%	5%	39%	3%	4%	0%	0%	
4	Within 6-12 hours	0%	0%	0%	0%	0%	0%	0%	0%	
5	Within 12-24 hours	0%	0%	11%	8%	0%	0%	0%	0%	
6	> 24 hours	0%	0%	11%	0%	0%	0%	0%	0%	
Total	Total	100%	100%	100%	100%	100%	100%	100%	100%	



In- House

	Indi	vidual	Gr	oup	Gove	rnment	To	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage						
Within 1 months	135075	100%	97387	100%	-	-	232462	100%
between 1-3 months	-	-	1	-	1	-	1	-
between 3 to 6 months	-	-	1	-	1	-	1	1
More than 6 months	-	-	1	-	1	-	1	1
Total	135075	100%	97387	100%	-	-	232462	100%

TPA wise

1. Family Health Plan Insurance TPA Limited

	Indi	vidual	Gr	oup	Gove	rnment	T	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage						
Within 1 months	12	100%	8481	100%	1	-	8493	100%
between 1-3 months	-	-	1	-	1	-	1	-
between 3 to 6 months	-	-	1	-	1	-	1	-
More than 6 months	-	-	-	-	-	-	-	-
Total	12	100%	8481	100%	-	-	8493	100%

2. Paramount Health Services & Insurance TPA Private Limited

	Indi	vidual	Gr	oup	Gove	rnment	Te	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number	norcontago	Number	norcontago	Number	norcontago	Number	norcontago
document)	of claims	percentage						
Within 1 months	0	0%	20871	100%	-	-	20871	100%
between 1-3 months	-	-	1	-	-	-	1	-
between 3 to 6 months	-	-	1	-	-	-	ı	1
More than 6 months	-	-	ı	-	-	-	1	1
Total	-	-	20871	100%	-	-	20871	100%

3. Medi Assist Insurance TPA Private Limited

	Individual		Gr	oup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	68726	100%	-	-	68726	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	68726	100%		-	68726	100%

4. Health India Insurance TPA Services Private Limited

	Individual		Gr	oup	Gove	rnment	Te	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number	norcontago	Number	percentage	Number	percentage	Number	percentage
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	8611	100%	ı	-	8611	100%
between 1-3 months	-	-	ı	-	1	-	1	1
between 3 to 6 months	-	-	ı	-	1	-	1	1
More than 6 months	-	-	1	-	1	-	1	-
Total	-	-	8611	100%	•	-	8611	100%

5. Vipul Medcorp Insurance TPA Private Limited

	Individual		Gr	oup	Gove	rnment	To	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	1	100%	1	-		#DIV/0!
between 1-3 months	-	-	1	-	1	-		1
between 3 to 6 months	-	-	1	-	1	-		-
More than 6 months	-	-	1	-	1	-		-
Total	-	-	1	100%	-	-	0	100%

6. Vidal Health Insurance TPA Private Limited

	Indi	Individual		oup	Gove	rnment	T	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage						
Within 1 months	0	0%	5813	100%	1	-	5813	100%
between 1-3 months	1	-	1	-	1	-	-	-
between 3 to 6 months	1	-	1	-	1	-	-	-
More than 6 months	ı	-	ı	-	ı	-	-	-
Total	-	-	5813	100%	-	-	5813	100%

7.Raksha Health Insurance TPA Private Limited

	Individual		Gr	oup	Gove	rnment	Te	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number	norcontago	Number	norcontago	Number	norcontago	Number	norcontogo
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	287	100%	-	-	287	100%
between 1-3 months	-	-	1	-	-	-	1	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	287	100%	-	-	287	100%

8. Medsave Health Insurance TPA Limited

	Individual		Gr	oup	Gove	rnment	Te	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	265	100%	-	-	265	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	1	-	-	-	1	-	1	-
More than 6 months	1	-	-	-	1	-	-	-
Total	•	-	265	100%	•	-	265	100%

9. MDIndia Health Insurance TPA Private Limited

	Individual		Gr	oup	Gove	rnment	To	otal
Description (to be reckoned from								
the date of receipt of last necessary document)	Number of claims	percentage						
Within 1 months	0	0%	2789	100%	2	100%	2791	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	1	-	-	-	1	-
Total	-	-	2789	100%	2	100%	2791	100%

10. Medvantage Insurance TPA Private Limited

	Individual		Gr	oup	Gove	rnment	Te	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number	norcontago	Number	norcontago	Number	norcontogo	Number	norcontago
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	1	100%	-	-	1	100%
between 1-3 months	-	-	-	-	-	-	1	1
between 3 to 6 months	-	-	-	-	-	-	1	-
More than 6 months	-	-	-	-	-	-	1	-
Total	-	-	1	100%	-	-	1	100%

11. Ericson Insurance TPA Private Limited

	Indi	Individual		oup	Gove	rnment	T	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage						
Within 1 months	0	0%	145	100%	-	-	145	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	145	100%	-	-	145	100%

12. Genins India Insurance TPA Ltd

	Individual		Gr	oup	Gove	rnment	To	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number	percentage	Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	784	100%	1	-	784	100%
between 1-3 months	-	-	1	-	1	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	1	-	-	-
Total	-	-	784	100%	-	-	784	100%

13. Good Health Insurance TPA Limited

	Indi	Individual		oup	Gove	rnment To		otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage						
Within 1 months	0	0%	20	100%	-	-	20	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	1	-	1	-	1	-	-	-
Total	-	-	20	100%	-	-	20	100%

14. Volo Health Insurance TPA Private Limited

	Individual		Gr	oup	Gove	rnment	To	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number	percentage	Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	957	100%	1	-	957	100%
between 1-3 months	-	-	-	-	1	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	1	-	-	-
Total	-	-	957	100%	-	-	957	100%

15. Safeway Insurance TPA Private Limited

	Individual		Gr	oup	Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	727	100%	-	-	727	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	727	100%	-	-	727	100%

16. Link K Insurance TPA Private Limited

	Indi	Individual		oup	Gove	rnment	T	otal	
Description (to be reckoned from									
the date of receipt of last necessary	Number	norcontago	Number	norcontago	Number	norcontogo	Number	norcontago	
document)	of claims	percentage							
Within 1 months	0	0%	72	100%	-	-	72	100%	
between 1-3 months	-	-	1	-	-	-	1	1	
between 3 to 6 months	-	-	-	-	-	-	-	-	
More than 6 months	-	-	-	-	-	-	-	-	
Total	-	-	72	100%	-	-	72	100%	
		·	·	·		·	·	·	

17. Heritage Health Insurance TPA Private Limited

	Individual		Gr	oup	Gove	rnment	T	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0.00%	32	100%	1	-	32	100%
between 1-3 months	-	-	-	-	1	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	1	-	-	-
Total	-	-	32	100%	-	-	32	100%



In- House

	Indi	vidual	Gr	Group		Government Total		
Description (to be reckoned from								
the date of receipt of last necessary	Number	percentage	Number	percentage	Number	percentage	Number	percentage
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	26869	98%	20739	97%	-	-	47608	98%
between 1-3 months	519	2%	557	3%	-	-	1076	2%
between 3 to 6 months	•	-	-	-	-	-	-	-
More than 6 months	•	-	-	-	-	-	-	-
Total	27388	100%	21296	100%	-	-	48684	100%

TPA wise

1. Family Health Plan Insurance TPA Limited

	Individual		Gr	oup	Gove	rnment	To	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number	norcontago	Number	norcontago	Number	norcontago	Number	norcontago
document)	of claims		percentage	of claims	percentage	of claims	percentage	
Within 1 months	5	63%	1723	99%	-	i	1728	99%
between 1-3 months	3	38%	9	1%	-	i	12	1%
between 3 to 6 months	-	-	-	-	-	ı	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	8	100%	1732	100%	-	-	1740	100%

2. Paramount Health Services & Insurance TPA Private Limited

	Indi	vidual	Gr	oup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	noveontoso	Number	noveontess	Number	noveontoso	Number	
document)	of claims	percentage						
Within 1 months	-	-	3301	100%	-	-	3301	100%
between 1-3 months	-	-	4	0%	-	-	4	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	3305	100%	-	-	3305	100%

3. Medi Assist Insurance TPA Private Limited

	Individual		Gr	oup	Gove	rnment	To	otal
Description (to be reckoned from								
the date of receipt of last necessary		percentage	Number	percentage	Number	percentage	Number	percentage
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	ı	-	9724	99%	-	-	9724	99%
between 1-3 months	•	-	68	1%	-	-	68	1%
between 3 to 6 months	•	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	9792	100%	-	-	9792	100%

4. Health India Insurance TPA Services Private Limited

	Indi	Individual		oup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	no recentage	Number	noveontess	Number	noveontoso	Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	,	-	869	100%	-	-	869	100%
between 1-3 months	,	-	0	0%	-	-	0	0%
between 3 to 6 months	,	-	-	-	-	-	-	-
More than 6 months	,	-	-	-	-	-	-	-
Total	-	-	869	100%	-	-	869	100%

5. Vipul Medcorp Insurance TPA Private Limited

	Individual		Gr	oup	Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	noveontoso	Number	noveontesa.	Number	noveontoso	Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	-	-	-	=	-	-	-	-
between 1-3 months	-	-	-	=	-	-	-	-
between 3 to 6 months	-	-	-	=	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-

6. Vidal Health Insurance TPA Private Limited

	Individual		Gr	oup	Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	-	-	471	100%	-	-	471	100%
between 1-3 months	1	-	2	0%	-	-	2	0%
between 3 to 6 months	1	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total		-	473	100%	-	-	473	100%

7.Raksha Health Insurance TPA Private Limited

	Individual		Gr	oup	Gove	rnment	To	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number	no recentage	Number	noveontess	Number	norcontogo	Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	,	-	145	100%		-	145	100%
between 1-3 months	,	-	0	0%		-	0	0%
between 3 to 6 months	,	-	-	-	•	i	1	-
More than 6 months		-	-	-	-	-	-	-
Total		-	145	100%	-	-	145	100%

8. Medsave Health Insurance TPA Limited

	Indi	Individual		oup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	norcontogo	Number	noveontess	Number	norcontogo	Number	noveontesa.
document)	of claims	percentage						
Within 1 months	,	-	56	100%	-	-	56	100%
between 1-3 months	,	-	0	0%	-	-	0	0%
between 3 to 6 months	1	-	•	-	•	i	1	-
More than 6 months	1	-	•	-	•	i	1	-
Total	-	-	56	100%	-	-	56	100%

9. MDIndia Health Insurance TPA Private Limited

	Indi	Individual		Group		Government		otal
Description (to be reckoned from								
the date of receipt of last necessary	Number	norcontago	Number	norcontago	Number	norcontago	Number	percentage
document)	of claims	percentage	of claims	nims percentage o	of claims	percentage	of claims	percentage
Within 1 months	-	-	261	98%	-	ı	261	98%
between 1-3 months	-	-	5	2%	-	ı	5	2%
between 3 to 6 months	-	-	-	-	-	ı	-	-
More than 6 months	-	-	-	-	-	ı	-	-
Total	-	-	266	100%	-	-	266	100%

10. Medvantage Insurance TPA Private Limited

	Individual		Group		Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	no recentage	Number	noveontesa.	Number	noveontoso	Number	
document)	of claims	percentage	of claims	of claims percentage	of claims	percentage	of claims	percentage
Within 1 months	1	-	-	-	-	-	-	-
between 1-3 months	1	-	-	-	-	-	-	-
between 3 to 6 months	1	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-

11. Ericson Insurance TPA Private Limited

	Indi	Individual		Group		rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	no recentage	Number	noveontesa.	Number	norcontogo	Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	,	-	39	100%	-	-	39	100%
between 1-3 months	,	-	0	0%	-	-	0	0%
between 3 to 6 months	1	-	-	-	-	i	1	-
More than 6 months		-	-	-	-	-	-	-
Total		-	39	100%	-	-	39	100%

12. Genins India Insurance TPA Ltd

	Indi	Individual		Group		rnment	To	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number	no recentage	Number	noveontesa.	Number	noveontoso	Number	novcontoco
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	,	-	174	100%	-	-	174	100%
between 1-3 months	,	-	0	0%	-	-	0	0%
between 3 to 6 months	1	-	-	-	-	-	-	-
More than 6 months		-	-	-	-	-	-	=
Total		-	174	100%	-	-	174	100%

13. Good Health Insurance TPA Limited

	Individual		Group		Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	no recentage	Number	noveontesa.	Number	noveontoso	Number	
document)	of claims	percentage of claims	percentage	of claims	percentage	of claims	percentage	
Within 1 months	-	-	-	-	-	-	-	-
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-

14. Volo Health Insurance TPA Private Limited

	Indi	Individual		Group		Government		otal
Description (to be reckoned from								
the date of receipt of last necessary	Number	noveontoso	Number	noveontesa.	Number	noveontoso	Number	novcontoco
document)	of claims	percentage	of claims	of claims percentage of		claims percentage		percentage
Within 1 months	1	-	65	98%	-	-	65	98%
between 1-3 months	1	-	1	2%	-	-	1	2%
between 3 to 6 months	1	-	-	-	-	-	-	-
More than 6 months	1	-	-	-	-	-	-	-
Total	-	-	66	100%	-	-	66	100%

15. Safeway Insurance TPA Private Limited

	Individual		Gr	Group		rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	noveentees	Number	noveontess	Number	norcontogo	Number	
document)	of claims	percentage	of claims	claims percentage o		percentage	of claims	percentage
Within 1 months	1	-	109	100%		-	109	100%
between 1-3 months	•	-	•	-	•	i	1	-
between 3 to 6 months	•	-	•	-	•	i	1	-
More than 6 months	•	-	•	-	•	i	1	-
Total	-	-	109	100%	-	-	109	100%

16. Link K Insurance TPA Private Limited

	Indi	Individual		Group		rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims percentage of c	of claims	percentage	of claims	percentage	
Within 1 months	-	-	8	89%	-	-	8	0%
between 1-3 months	-	-	1	11%	-	-	1	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	9	0%	-	-	9	0%

17. Heritage Health Insurance TPA Private Limited

	Individual		Group		Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	norcontago	Number	norcontago	Number	norcontago	Number	norcontago
document)	of claims	percentage	of claims	of claims percentage	of claims	of claims percentage	of claims	percentage
Within 1 months	1	-	2	100%	-	-	2	100%
between 1-3 months	1	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	1	-	-	-	-	-	-	-
Total	-	-	2	100%	-	-	2	100%



	TPA name	Volo Health Insurance TPA Private Limited	Ericson Insurance TPA Private Limited	Family Health Plan Insurance TPA Limited	Genins India Insurance TPA Limited
Sr. no.	Description	No. of grievances	No. of grievances	No. of grievances	No. of grievances
1	Grievances Outstanding at the beginning of the year	0	0	0	0
2	Grievances received during the year	0	0	4	0
3	Grievances resolved during the year	0	0	4	0
4	Grievances Outstanding at the end of the year	0	0	0	0

	TPA name	Good Health Insurance TPA Limited	Health India Insurance TPA Services Private Limited	MDIndia Health Insurance TPA Private Limited	Medi Assist Insurance TPA Private Limited
Sr. no.	Description	No. of Grievances	No. of grievances	No. of Grievances	No. of Grievances
1	Grievances Outstanding at the beginning of the year	0	0	0	0
2	Grievances received during the year	0	20	0	4
3	Grievances resolved during the year	0	20	0	4
4	Grievances Outstanding at the end of the year	0	0	0	0

	TPA name	Medsave Health Insurance TPA Limited	Paramount Health Services & Insurance TPA Private Limited	Raksha Health Insurance TPA Private Limited	Safeway Insurance TPA Private Limited
Sr. no.	Description	No. of grievances	No. of Grievances	No. of grievances	No. of grievances
1	Grievances Outstanding at the beginning of the year	0	0	0	0
2	Grievances received during the year	4	20	0	0
3	Grievances resolved during the year	4	20	0	0
4	Grievances Outstanding at the end of the year	0	0	0	0

	TPA name	Vidal Health Insurance TPA Private Limited	Vipul Medcorp Insurance TPA Private Limited	Link K Insurance TPA Private Limited
Sr. no.	Description	No. of Grievances	No. of grievances	No. of Grievances
1	Grievances Outstanding at the beginning of the year	0	0	0
2	Grievances received during the year	9	0	0
3	Grievances resolved during the year	9	0	0
4	Grievances Outstanding at the end of the year	0	0	0