

PUBLIC DISCLOSURE ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
 INFORMATION AS AT 31st March 2020



NAME OF THE INSURANCE COMPANY: TATA AIG GENERAL INSURANCE COMPANY PVT LTD

A facility to issue claim settlement of date is in respect of in-house claim settlements / Specify name of the TPA with whom insurer entered into service level agreement of date refers to the health services rendered by TPA for the year 2020.
 (Note: Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.)
 In case of agreement with the TPA, their addresses to be mentioned.

No.	Name of Insurer/Service Provider	Effective Date	Ends Date
1	Health Insurance (Individual)	01/01/20	31/03/20
2	Health Insurance (Corporate)	01/01/20	31/03/20
3	Health Insurance (Self-Insured)	01/01/20	31/03/20
4	Health Insurance (Self-Insured)	01/01/20	31/03/20
5	Health Insurance (Self-Insured)	01/01/20	31/03/20
6	Health Insurance (Self-Insured)	01/01/20	31/03/20
7	Health Insurance (Self-Insured)	01/01/20	31/03/20
8	Health Insurance (Self-Insured)	01/01/20	31/03/20
9	Health Insurance (Self-Insured)	01/01/20	31/03/20
10	Health Insurance (Self-Insured)	01/01/20	31/03/20
11	Health Insurance (Self-Insured)	01/01/20	31/03/20
12	Health Insurance (Self-Insured)	01/01/20	31/03/20
13	Health Insurance (Self-Insured)	01/01/20	31/03/20
14	Health Insurance (Self-Insured)	01/01/20	31/03/20
15	Health Insurance (Self-Insured)	01/01/20	31/03/20
16	Health Insurance (Self-Insured)	01/01/20	31/03/20
17	Health Insurance (Self-Insured)	01/01/20	31/03/20
18	Health Insurance (Self-Insured)	01/01/20	31/03/20
19	Health Insurance (Self-Insured)	01/01/20	31/03/20
20	Health Insurance (Self-Insured)	01/01/20	31/03/20
21	Health Insurance (Self-Insured)	01/01/20	31/03/20
22	Health Insurance (Self-Insured)	01/01/20	31/03/20
23	Health Insurance (Self-Insured)	01/01/20	31/03/20
24	Health Insurance (Self-Insured)	01/01/20	31/03/20
25	Health Insurance (Self-Insured)	01/01/20	31/03/20
26	Health Insurance (Self-Insured)	01/01/20	31/03/20
27	Health Insurance (Self-Insured)	01/01/20	31/03/20
28	Health Insurance (Self-Insured)	01/01/20	31/03/20
29	Health Insurance (Self-Insured)	01/01/20	31/03/20
30	Health Insurance (Self-Insured)	01/01/20	31/03/20

101. Number of policies and fees serviced in respect of which public disclosures are made: TATA AIG GENERAL INSURANCE CO LTD

Description	Individual	Group	Government
Number of policies	1000	1000	1000
Number of fees	1000	1000	1000

102. Number of policies and fees serviced in respect of which public disclosures are made: FAMILY HEALTH PLAN INSURANCE TRALTD

Description	Individual	Group	Government
Number of policies	100	100	100
Number of fees	100	100	100

103. Number of policies and fees serviced in respect of which public disclosures are made: MED ASSIST INDIA TPA PVT LTD

Description	Individual	Group	Government
Number of policies	100	100	100
Number of fees	100	100	100

104. Number of policies and fees serviced in respect of which public disclosures are made: PARAMOUNT HEALTH SERVICES (TPA) PVT. LTD.

Description	Individual	Group	Government
Number of policies	100	100	100
Number of fees	100	100	100

105. Number of policies and fees serviced in respect of which public disclosures are made: HEALTH INDIA TPA SERVICES PVT. LTD.

Description	Individual	Group	Government
Number of policies	100	100	100
Number of fees	100	100	100

106. Number of policies and fees serviced in respect of which public disclosures are made: INDIA HEALTHCARE SERVICES (TPA) PVT. LTD.

Description	Individual	Group	Government
Number of policies	100	100	100
Number of fees	100	100	100

107. Number of policies and fees serviced in respect of which public disclosures are made: VIDAL HEALTHCARE SERVICES PVT. LTD.

Description	Individual	Group	Government
Number of policies	100	100	100
Number of fees	100	100	100

108. Number of policies and fees serviced in respect of which public disclosures are made: VOLD HEALTH INSURANCE TPA PVT. LTD.

Description	Individual	Group	Government
Number of policies	100	100	100
Number of fees	100	100	100

109. Number of policies and fees serviced in respect of which public disclosures are made: SUREWAY INSURANCE TPA PVT LTD

Description	Individual	Group	Government
Number of policies	100	100	100
Number of fees	100	100	100

110. Number of policies and fees serviced in respect of which public disclosures are made: GENIUS INDIA INSURANCE TPA LTD

Description	Individual	Group	Government
Number of policies	100	100	100
Number of fees	100	100	100

111. Number of policies and fees serviced in respect of which public disclosures are made: GOOD HEALTH INSURANCE TPA LIMITED.

Description	Individual	Group	Government
Number of policies	100	100	100
Number of fees	100	100	100

112. Number of policies and fees serviced in respect of which public disclosures are made: HERITAGE HEALTH INSURANCE TPA PVT. LTD.

Description	Individual	Group	Government
Number of policies	100	100	100
Number of fees	100	100	100

113. Number of policies and fees serviced in respect of which public disclosures are made: LINK E INSURANCE TPA PRIVATE LIMITED

Description	Individual	Group	Government
Number of policies	100	100	100
Number of fees	100	100	100

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

101. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: TATA AIG GENERAL INSURANCE CO LTD

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

102. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: FAMILY HEALTH PLAN INSURANCE TPA LTD

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

103. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: MED ASSIST INDIA TPA PVT LTD

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

104. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: PARAMOUNT HEALTH SERVICES (TPA) PVT. LTD.

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

105. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: HEALTH INDIA TPA SERVICES PVT. LTD.

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

106. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: INDIA HEALTHCARE SERVICES (TPA) PVT. LTD.

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

107. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: VIDAL HEALTHCARE SERVICES PVT. LTD.

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

108. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: VOLD HEALTH INSURANCE TPA PVT. LTD.

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

109. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: SUREWAY INSURANCE TPA PVT LTD

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

110. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: GENIUS INDIA INSURANCE TPA LTD

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

111. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: GOOD HEALTH INSURANCE TPA LIMITED.

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

112. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: HERITAGE HEALTH INSURANCE TPA PVT. LTD.

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

113. Geographical Area of services rendered in respect of which public disclosures are made by the Insurer: LINK E INSURANCE TPA PRIVATE LIMITED

Sl. No.	Name of State	Name of District	No. of policies	No. of fees
1	Tamil Nadu	Chennai	100	100

2. Date of number of claims processed

Description	Individual	Group	Government
1. Opening number of claims at the beginning of the year	100	100	100
2. Number of claims processed during the year	100	100	100
3. Number of claims pending at the end of the year	100	100	100
4. Number of claims settled during the year	100	100	100
5. Number of claims under process at the end of the year	100	100	100

TPA wise claim: TPA wise claims details

1. Turn around time (TAT) for cashless claims (In respect of number of claims):

TPA wise TAT for pre-claim and discharge / follow-up / TAT for cashless

2. Turn around time in case of consent / finalisation of claim:

TPA wise TAT: TPA wise TAT details

3. Turn around time in case of consent / finalisation of claim:

Description of the claim	Individual		Group		Government		Total
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	
1. Pre-claim TAT	100	100%	100	100%	100	100%	300
2. Discharge / follow-up TAT	100	100%	100	100%	100	100%	300
3. Finalisation of claim	100	100%	100	100%	100	100%	300

TPA wise TAT: TPA wise TAT details

4. Turn around time in case of consent / finalisation of claim:

Description of the claim	Individual		Group		Government		Total
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	
1. Pre-claim TAT	100	100%	100	100%	100	100%	300
2. Discharge / follow-up TAT	100	100%	100	100%	100	100%	300
3. Finalisation of claim	100	100%	100	100%	100	100%	300

TPA wise TAT: TPA wise TAT details

5. Date of grievances received against the TPA:

TPA wise Grievance details (before/after): Grievance

d. Data of number of claims processed :



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



In- House

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
Within 1 months	135075	100%	97387	100%	-	-	232462	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	135075	100%	97387	100%	-	-	232462	100%

TPA wise

1. Family Health Plan Insurance TPA Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
Within 1 months	12	100%	8481	100%	-	-	8493	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	12	100%	8481	100%	-	-	8493	100%

2. Paramount Health Services & Insurance TPA Private Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
Within 1 months	0	0%	20871	100%	-	-	20871	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	20871	100%	-	-	20871	100%

3. Medi Assist Insurance TPA Private Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number 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

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
Within 1 months	0	0%	8611	100%	-	-	8611	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	8611	100%	-	-	8611	100%

5. Vipul Medcorp Insurance TPA Private Limited

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

6. Vidal Health Insurance TPA Private Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
Within 1 months	0	0%	5813	100%	-	-	5813	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	5813	100%	-	-	5813	100%

7. Raksha Health Insurance TPA Private Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
Within 1 months	0	0%	287	100%	-	-	287	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	287	100%	-	-	287	100%

8. Medsave Health Insurance TPA Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
Within 1 months	0	0%	265	100%	-	-	265	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	265	100%	-	-	265	100%

9. MDIndia Health Insurance TPA Private Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	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	-	-	-	-	-	-	-	-
Total	-	-	2789	100%	2	100%	2791	100%

10. Medvantage Insurance TPA Private Limited

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

11. Ericson Insurance TPA Private Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number 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

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

13. Good Health Insurance TPA Limited

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

14. Volo Health Insurance TPA Private Limited

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

15. Safeway Insurance TPA Private Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
	Within 1 months	0	0%	727	100%	-	-	727
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

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
	Within 1 months	0	0%	72	100%	-	-	72
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	72	100%	-	-	72	100%

17. Heritage Health Insurance TPA Private Limited

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



In- House

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number 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

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
Within 1 months	5	63%	1723	99%	-	-	1728	99%
between 1-3 months	3	38%	9	1%	-	-	12	1%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	8	100%	1732	100%	-	-	1740	100%

2. Paramount Health Services & Insurance TPA Private Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number 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

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
Within 1 months	-	-	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

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage						
	Within 1 months	-	-	869	100%	-	-	869
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

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number 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

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

7. Raksha Health Insurance TPA Private Limited

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

8. Medsave Health Insurance TPA Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage						
	Within 1 months	-	-	56	100%	-	-	56
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	56	100%	-	-	56	100%

9. MDIndia Health Insurance TPA Private Limited

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

10. Medvantage Insurance TPA Private Limited

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

11. Ericson Insurance TPA Private Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage						
	Within 1 months	-	-	39	100%	-	-	39
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	39	100%	-	-	39	100%

12. Genins India Insurance TPA Ltd

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage						
	Within 1 months	-	-	174	100%	-	-	174
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	174	100%	-	-	174	100%

13. Good Health Insurance TPA Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number 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

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

15. Safeway Insurance TPA Private Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	percentage						
Within 1 months	-	-	109	100%	-	-	109	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	109	100%	-	-	109	100%

16. Link K Insurance TPA Private Limited

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number 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

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

g. Data of grievances received against the TPA:



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