

**PUBLIC DISCLOSURE ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERING
(INFORMATION AS AT 31st March 2024)**



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

As per the Insurance Contractual (IC) data in respect of which public disclosure is made, the number of the PAs with whom claims were made (agreement of PA) stands to the health services rendered by the PA to the insured. These figures are calculated as per the contract of the insured PA in case of claims rendered by PA. (i) Validity of agreement with the PA: Yes/No/Not Applicable

Sl. No.	Description	Year of commencement	Year of termination
1	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
2	PERSONAL ACCIDENT INSURANCE POLICY/ICD	01/01/2019	31/03/2024
3	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
4	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
5	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
6	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
7	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
8	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
9	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
10	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
11	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
12	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
13	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
14	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
15	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
16	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
17	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
18	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
19	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024
20	HEALTH AND ACCIDENT INSURANCE PVT. LTD.	01/01/2019	31/03/2024

IC1: Number of policies and fees received in respect of which public disclosure is made: TATA AIG GENERAL INSURANCE CO. LTD.

Description	Individual	Group	Government
Number of policies received	10000	10000	10000
Number of fees received	10000	10000	10000

IC2: Number of policies and fees received in respect of which public disclosure is made: PARAGLOBAL HEALTH SERVICES PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC3: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC4: Number of policies and fees received in respect of which public disclosure is made: PARAGLOBAL HEALTH SERVICES PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC5: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC6: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC7: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC8: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC9: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC10: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC11: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC12: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC13: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC14: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC15: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC16: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

IC17: Number of policies and fees received in respect of which public disclosure is made: NICE HEALTH PVT. LTD.

Description	Individual	Group	Government
Number of policies received	10	10	10
Number of fees received	10	10	10

3. Information with regard to the geographical areas which services are rendered by the Policyholder/Insurer across District areas that is provided in respect of which public disclosure are made.

Sl. No.	Geographical Area of services rendered in respect of which public disclosure is made by the Insurer: TATA AIG GENERAL INSURANCE CO. LTD.	Year of commencement	Year of termination	Number of policies	Number of fees
1	Andhra Pradesh	2019	2024	10000	10000
2	Assam	2019	2024	10	10
3	Bihar	2019	2024	10	10
4	Chhattisgarh	2019	2024	10	10
5	Goa	2019	2024	10	10
6	Gujarat	2019	2024	10	10
7	Haryana	2019	2024	10	10
8	Himachal Pradesh	2019	2024	10	10
9	Jharkhand	2019	2024	10	10
10	Karnataka	2019	2024	10	10
11	Kerala	2019	2024	10	10
12	Madhya Pradesh	2019	2024	10	10
13	Madhya Pradesh	2019	2024	10	10
14	Madhya Pradesh	2019	2024	10	10
15	Madhya Pradesh	2019	2024	10	10
16	Madhya Pradesh	2019	2024	10	10
17	Madhya Pradesh	2019	2024	10	10
18	Madhya Pradesh	2019	2024	10	10
19	Madhya Pradesh	2019	2024	10	10
20	Madhya Pradesh	2019	2024	10	10
21	Madhya Pradesh	2019	2024	10	10
22	Madhya Pradesh	2019	2024	10	10
23	Madhya Pradesh	2019	2024	10	10
24	Madhya Pradesh	2019	2024	10	10
25	Madhya Pradesh	2019	2024	10	10
26	Madhya Pradesh	2019	2024	10	10
27	Madhya Pradesh	2019	2024	10	10
28	Madhya Pradesh	2019	2024	10	10
29	Madhya Pradesh	2019	2024	10	10
30	Madhya Pradesh	2019	2024	10	10
31	Madhya Pradesh	2019	2024	10	10
32	Madhya Pradesh	2019	2024	10	10
33	Madhya Pradesh	2019	2024	10	10
34	Madhya Pradesh	2019	2024	10	10
35	Madhya Pradesh	2019	2024	10	10
36	Madhya Pradesh	2019	2024	10	10
37	Madhya Pradesh	2019	2024	10	10
38	Madhya Pradesh	2019	2024	10	10
39	Madhya Pradesh	2019	2024	10	10
40	Madhya Pradesh	2019	2024	10	10
41	Madhya Pradesh	2019	2024	10	10
42	Madhya Pradesh	2019	2024	10	10
43	Madhya Pradesh	2019	2024	10	10
44	Madhya Pradesh	2019	2024	10	10
45	Madhya Pradesh	2019	2024	10	10
46	Madhya Pradesh	2019	2024	10	10
47	Madhya Pradesh	2019	2024	10	10
48	Madhya Pradesh	2019	2024	10	10
49	Madhya Pradesh	2019	2024	10	10
50	Madhya Pradesh	2019	2024	10	10
51	Madhya Pradesh	2019	2024	10	10
52	Madhya Pradesh	2019	2024	10	10
53	Madhya Pradesh	2019	2024	10	10
54	Madhya Pradesh	2019	2024	10	10
55	Madhya Pradesh	2019	2024	10	10
56	Madhya Pradesh	2019	2024	10	10
57	Madhya Pradesh	2019	2024	10	10
58	Madhya Pradesh	2019	2024	10	10
59	Madhya Pradesh	2019	2024	10	10
60	Madhya Pradesh	2019	2024	10	10
61	Madhya Pradesh	2019	2024	10	10
62	Madhya Pradesh	2019	2024	10	10
63	Madhya Pradesh	2019	2024	10	10
64	Madhya Pradesh	2019	2024	10	10
65	Madhya Pradesh	2019	2024	10	10
66	Madhya Pradesh	2019	2024	10	10
67	Madhya Pradesh	2019	2024	10	10
68	Madhya Pradesh	2019	2024	10	10
69	Madhya Pradesh	2019	2024	10	10
70	Madhya Pradesh	2019	2024	10	10
71	Madhya Pradesh	2019	2024	10	10
72	Madhya Pradesh	2019	2024	10	10
73	Madhya Pradesh	2019	2024	10	10
74	Madhya Pradesh	2019	2024	10	10
75	Madhya Pradesh	2019	2024	10	10
76	Madhya Pradesh	2019	2024	10	10
77	Madhya Pradesh	2019	2024	10	10
78	Madhya Pradesh	2019	2024	10	10
79	Madhya Pradesh	2019	2024	10	10
80	Madhya Pradesh	2019	2024	10	10
81	Madhya Pradesh	2019	2024	10	10
82	Madhya Pradesh	2019	2024	10	10
83	Madhya Pradesh	2019	2024	10	10
84	Madhya Pradesh	2019	2024	10	10
85	Madhya Pradesh	2019	2024	10	10
86	Madhya Pradesh	2019	2024	10	10
87	Madhya Pradesh	2019	2024	10	10
88	Madhya Pradesh	2019	2024	10	10
89	Madhya Pradesh	2019	2024	10	10
90	Madhya Pradesh	2019	2024	10	10
91	Madhya Pradesh	2019	2024	10	10
92	Madhya Pradesh	2019	2024	10	10
93	Madhya Pradesh	2019	2024	10	10
94	Madhya Pradesh	2019	2024	10	10
95	Madhya Pradesh	2019	2024	10	10
96	Madhya Pradesh	2019	2024	10	10
97	Madhya Pradesh	2019	2024	10	10
98	Madhya Pradesh	2019	2024	10	10
99	Madhya Pradesh	2019	2024	10	10
100	Madhya Pradesh	2019	2024	10	10

4. State of number of claim processed

Description	Year	Total	State Total
1. Outstanding number of claims at the beginning of the year	2019	10000	10000
2. Number of claims received during the year	2019	10000	10000
3. Number of claims closed during the year (including claims closed by the Insurer)	2019	10000	10000
4. Number of claims outstanding at the end of the year	2020	10000	10000

5. New insured (NI) for policies (claims) in respect of claims:

Description	Year	Total	State Total
1. Number of new insured (NI) for policies (claims) in respect of claims	2019	10000	10000

6. New insured (NI) in state of payment / repudiation of claims:

Description for the sub-section	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
1. Number of claims received during the year	10000	100%	10000	100%	10000	100%	30000	100%
2. Number of claims repudiated during the year	10000	100%	10000	100%	10000	100%		

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	9128	1527	708	291	849
ii) Number of claims received during the year	187317	20323	32915	10129	220257
iii) Number of claims paid during the year (also to specify % in brackets)	148347	17978	28558	8906	205773
iv) Number of Claims repudiated during the year (also to specify % in brackets)	40606	3159	4298	1099	8825
v) Number of claims outstanding at end of the year	7492	713	767	415	6508

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	9128	20	244	90	30
ii) Number of claims received during the year	187317	39	8019	3519	2434
iii) Number of claims paid during the year (also to specify % in brackets)	148347	53	7341	3219	1972
iv) Number of Claims repudiated during the year (also to specify % in brackets)	40606	6	672	232	360
v) Number of claims outstanding at end of the year	7492	0	250	158	132

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	9128	180	5	14	7
ii) Number of claims received during the year	187317	4972	48	1276	822
iii) Number of claims paid during the year (also to specify % in brackets)	148347	4551	50	1119	671
iv) Number of Claims repudiated during the year (also to specify % in brackets)	40606	471	2	156	96
v) Number of claims outstanding at end of the year	7492	130	1	15	62

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	9128	8	37	31	0
ii) Number of claims received during the year	187317	27	1796	1335	6
iii) Number of claims paid during the year (also to specify % in brackets)	148347	34	1625	1191	4
iv) Number of Claims repudiated during the year (also to specify % in brackets)	40606	1	113	128	0
v) Number of claims outstanding at end of the year	7492	0	95	47	2

e. Turn around time(TAT) for cashless claims (in respect of number of claims) :



Sr. no.	TPA Name Description	Volo Health Insurance TPA Private Limited Group policies (in %)		Ericson Insurance TPA Private Limited Group policies (in %)		Family Health Plan Insurance TPA Limited Individual policies (in %)		Family Health Plan Insurance TPA Limited Group policies (in %)	
		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	63%	69%	100%	100%	55%	41%	59%	55%
2	Within 1-2 hours	26%	21%	0%	0%	45%	59%	41%	45%
3	Within 2-6 hours	8%	10%	0%	0%	0%	0%	0%	0%
4	Within 6-12 hours	2%	0%	0%	0%	0%	0%	0%	0%
5	Within 12-24 hours	1%	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%

Sr. no.	TPA Name Description	Genis India Insurance TPA Limited Group policies (in %)		Good Health Insurance TPA Limited Group policies (in %)		Health India Insurance TPA Services Private Limited Group policies (in %)		MDIndia Health Insurance TPA Private Limited Group policies (in %)	
		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	91%	96%	71%	76%	89%	65%	97%	97%
2	Within 1-2 hours	6%	3%	29%	24%	9%	27%	3%	3%
3	Within 2-6 hours	3%	1%	0%	0%	2%	8%	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%

Sr. no.	TPA Name Description	Medi Assist Insurance TPA Private Limited Group policies (in %)		Medsave Health Insurance TPA Limited Group policies (in %)		Paramount Health Services & Insurance TPA Private Group policies (in %)		Raksha Health Insurance TPA Private Limited Group policies (in %)	
		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	90%	80%	94%	91%	88%	69%	98%	93%
2	Within 1-2 hours	8%	15%	5%	8%	11%	27%	1%	6%
3	Within 2-6 hours	2%	4%	1%	1%	1%	4%	1%	1%
4	Within 6-12 hours	0%	1%	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%

Sr. no.	TPA Name Description	Safeway Insurance TPA Private Limited Group policies (in %)		Medvantage Insurance TPA Private Limited Group policies (in %)		Vidal Health Insurance TPA Private Limited Group policies (in %)		Vipul Medcorp Insurance TPA Private Limited Group policies (in %)		Link K Insurance TPA Private Limited Group policies (in %)	
		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	TAT for pre-auth**	TAT for Discharge***
1	Within <1 hour	100%	100%	87%	92%	77%	67%	67%	0%	100%	67%
2	Within 1-2 hours	0%	0%	13%	8%	14%	19%	17%	0%	0%	33%
3	Within 2-6 hours	0%	0%	0%	0%	9%	14%	16%	0%	0%	0%
4	Within 6-12 hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
6	> 24 hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	Total	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%

f. i) TPA wise paid ageing:



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	87012	100%	61335	100%	-	-	148347	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	87012	100%	61335	100%	-	-	148347	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	10	100%	17968	100%	-	-	17978	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	10	100%	17968	100%	-	-	17978	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%	28558	100%	-	-	28558	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	28558	100%	-	-	28558	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%	205773	100%	-	-	205773
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	205773	100%	-	-	205773	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%	8906	100%	-	-	8906
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	8906	100%	-	-	8906	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%	53	100%	-	-	53
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	53	100%	-	-	53	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%	7341	100%	-	-	7341
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	7341	100%	-	-	7341	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%	3219	100%	-	-	3219
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	3219	100%	-	-	3219	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%	1972	100%	-	-	1972	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	1972	100%	-	-	1972	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%	4551	100%	-	-	4551	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	4551	100%	-	-	4551	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%	50	100%	-	-	50	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	50	100%	-	-	50	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%	1119	100%	-	-	1119	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	1119	100%	-	-	1119	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%	671	100%	-	-	671	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	671	100%	-	-	671	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%	34	100%	-	-	34	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	34	100%	-	-	34	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%	1625	100%	-	-	1625	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	1625	100%	-	-	1625	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%	1191	100%	-	-	1191	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	1191	100%	-	-	1191	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%	4	100%	-	-	4	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	4	100%	-	-	4	100%

f. ii) TPA wise repudiation ageing:



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	22726	99%	17596	100%	-	-	40322	99%
between 1-3 months	200	1%	84	0%	-	-	284	1%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	22926	100%	17680	100%	-	-	40606	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	10	83%	3147	100%	-	-	3157	100%
between 1-3 months	2	17%	0	0%	-	-	2	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	12	100%	3147	100%	-	-	3159	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	-	-	4298	100%	-	-	4298	100%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	4298	100%	-	-	4298	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	-	-	8772	99%	-	-	8772	99%
between 1-3 months	-	-	53	1%	-	-	53	1%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	8825	100%	-	-	8825	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	-	-	1098	100%	-	-	1098	100%
between 1-3 months	-	-	1	0%	-	-	1	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	1099	100%	-	-	1099	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	-	-	6	100%	-	-	6	100%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	6	100%	-	-	6	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	-	-	672	100%	-	-	672	100%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	672	100%	-	-	672	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	-	-	232	100%	-	-	232	100%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	232	100%	-	-	232	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	-	-	356	99%	-	-	356	99%
between 1-3 months	-	-	4	1%	-	-	4	1%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	360	100%	-	-	360	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	-	-	471	100%	-	-	471	100%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	471	100%	-	-	471	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	-	-	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%

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	-	-	154	99%	-	-	154	99%
between 1-3 months	-	-	2	1%	-	-	2	1%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	156	100%	-	-	156	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	-	-	96	100%	-	-	96	100%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	96	100%	-	-	96	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	-	-	1	100%	-	-	1	100%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	1	100%	-	-	1	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	-	-	111	98%	-	-	111	98%
between 1-3 months	-	-	2	2%	-	-	2	2%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	113	100%	-	-	113	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	-	-	128	100%	-	-	128	100%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	128	100%	-	-	128	100%

15. 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%	-	-	0	0%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	0	0%	-	-	0	0%

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	2	0
2	Grievances received during the year	1	0	3	0
3	Grievances resolved during the year	1	0	5	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	3	1	9
3	Grievances resolved during the year	0	3	1	9
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	1	23	0	0
3	Grievances resolved during the year	1	23	0	0
4	Grievances Outstanding at the end of the year	0	0	0	0

	TPA name	Medvantage Insurance TPA Private Limited	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	No. of Grievances
1	Grievances Outstanding at the beginning of the year	0	0	0	0
2	Grievances received during the year	0	0	0	0
3	Grievances resolved during the year	0	0	0	0
4	Grievances Outstanding at the end of the year	0	0	0	0