

Family Health Plan Insurance TPA Private Limited

Public Disclosures on Quantitative and Qualitative Parameters of health services rendered (Information as at 31 March 2021)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Family Health Plan Insurance TPA Private Limited	013	01/02/2020	31/01/2022

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies service	0	13	0	13
No of lives serviced	0	94,286	0	94,286

3. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No	Name of State	Name of District	Individual		Group		Government	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	Delhi	New Delhi	0	0	1	388	0	0
2	Haryana	Gurgaon	0	0	1	345	0	0
3	Kerala	Ernakulam	0	0	1	40	0	0
4	Madhya Pradesh	Dhar	0	0	2	1,894	0	0
5	Maharashtra	Mumbai	0	0	2	76,397	0	0
6	Tamil Nadu	Tamil Nadu	0	0	1	8,604	0	0
7	Tamil Nadu	Kancheepuram	0	0	1	374	0	0
8	Uttar Pradesh	Gautam Buddha Nagar	0	0	4	6,244	0	0
Total			0	0	13	94,286	0	0

4. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
Family Health Plan Insurance TPA Private Limited	74	26,688	19,169	72%	7,105	27%	488

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

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	57	51
2	Within 1-2 Hours	0	0	25	32
3	Within 2-6 Hours	0	0	14	15
4	Within 6-12 Hours	0	0	1	1
5	Within 12-24 Hours	0	0	2	1
6	>24 Hours	0	0	0	0
Total		0	0	100	100

*percentage to be calculated on total of respective column.

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-authorization is issued in the hospital)

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

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

Description (to reckoned from)	Individual		Group		Government		Total	
	No. of Claims	Perce ntage (%)	No. of Claims	Percent age (%)	No. of Claims	Percent age (%)	No. of Claims	Perce ntage (%)
Within 1 Month	0	0	8,147	31%	0	0	8,147	31%
Between 1-3 Months	0	0	7,711	29%	0	0	7,711	29%
Between 3-6 Months	0	0	10,288	39%	0	0	10,288	39%
More than 6 Months	0	0	128	0%	0	0	128	0%
Total	0	0	26274	100.00%	0	0	26274	100%

*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

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

Tapan Singhel
Managing Director and Chief Executive Officer
Bajaj Allianz General Insurance Company Limited