

**Bajaj Allianz General Insurance Co. Ltd.**

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

1. TPA Name: Bajaj Allianz General Insurance Company Limited

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

<b>Description</b>	<b>Individual</b>	<b>Group</b>	<b>Government</b>
No of policies service	686,149	158,301	0
No of lives serviced	2,420,335	3,406,897	0

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

<b>Sr. No.</b>	<b>Name of State</b>	<b>Name of District</b>	<b>No. of policies serviced</b>	<b>No. of lives serviced</b>
1	Andhra Pradesh	-	8,827	135,538
2	Arunachal Pradesh	-	0	0
3	Assam	-	7,521	225,771
4	Bihar	-	3,594	15,152
5	Chhattisgarh	-	6,378	19,856
6	Goa	-	6,222	17,491
7	Gujarat	-	143,997	446,040
8	Haryana	-	9,602	65,354
9	Himachal Pradesh	-	232	936
10	Jammu & Kashmir	-	2,219	3,371
11	Jharkhand	-	4,083	13,239
12	Karnataka	-	23,784	679,164
13	Kerala	-	6,259	46,064
14	Madhya Pradesh	-	21,657	80,531
15	Maharashtra	-	408,956	3,134,657
16	Manipur	-	0	0
17	Meghalaya	-	35	67
18	Mizoram	-	0	0
19	Nagaland	-	0	0
20	Odisha	-	4,106	13,195
21	Punjab	-	18,741	55,799
22	Rajasthan	-	11,262	47,505
23	Sikkim	-	0	0
24	Tamil Nadu	-	27,554	177,435
25	Telangana	-	21,514	127,365
26	Tripura	-	59	154
27	Uttar Pradesh	-	16,469	94,851
28	Uttrakhand	-	918	3,040
29	West Bengal	-	37,868	150,055

30	Andaman & Nicobar Is.	-	16	33
31	Chandigarh	-	3,677	13,380
32	Dadra & Nagra Haveli	-	0	0
33	Daman & Diu	-	0	0
34	Delhi	-	48,442	253,487
35	Lakshadweep	-	0	0
36	Puducherry	-	458	7,702
<b>Total</b>			<b>844,450</b>	<b>5,827,232</b>

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
Bajaj Allianz General Insurance Company Limited	8,078	610,440	568,573	91.93%	37,389	6.04%	12,556

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	96.88%	87.87%	96.91%	87.98%
2	Within 1-2 Hours	2.60%	10.39%	2.58%	10.32%
3	Within 2-6 Hours	0.18%	1.43%	0.20%	1.38%
4	Within 6-12 Hours	0.33%	0.29%	0.29%	0.30%
5	Within 12-24 Hours	0.02%	0.01%	0.01%	0.01%
6	>24 Hours	0.00%	0.00%	0.00%	0.00%
<b>Total</b>		<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

\*percentage to be calculated on total of 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		Total	
	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
Within 1 Month	84,538	93.35%	506,877	98.35%	591,415	97.60%
Between 1-3 Months	5,509	6.08%	7,538	1.46%	13,047	2.15%
Between 3-6 Months	441	0.49%	743	0.14%	1,184	0.20%
More than 6 Months	77	0.09%	239	0.05%	316	0.05%
<b>Total</b>	<b>90,565</b>	<b>100.00%</b>	<b>515,397</b>	<b>100.00%</b>	<b>605,962</b>	<b>100.00%</b>

\*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	281
3	Grievances resolved during the year	281
4	Grievances outstanding at the end of the year	0

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