

**Vidal Health Insurance TPA Private Limited**

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

1.

<b>Name of the TPA</b>	<b>License Number</b>	<b>Valid From DD/MM/YY</b>	<b>To DD/MM/YY</b>
Vidal Health Insurance TPA Private Limited	016	01/11/2018	30/10/2021

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>	<b>Total</b>
No of policies service	0	1	0	1
No of lives serviced	0	595	0	595

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	Tamil Nadu	Coimbatore(COM)	1	595
<b>Grand Total</b>			<b>1</b>	<b>595</b>

4. Data of number of claims processed:

<b>TPA</b>	<b>No. of claims outstanding at the beginning of year</b>	<b>No. of claims received during the year</b>	<b>No. of claims paid during the year</b>	<b>Settlement ratio(%)</b>	<b>No. of claims repudiated during the year</b>	<b>Claims repudiation %</b>	<b>No. of claims outstanding at the end of the year</b>
Vidal Health Insurance TPA Private Limited	19	15	13	87%	0	0%	13

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	100%	50%
2	Within 1-2 Hours	0	0	0%	0%
3	Within 2-6 Hours	0	0	0%	0%
4	Within 6-12 Hours	0	0	0%	16.7%
5	Within 12-24 Hours	0	0	0%	0%
6	>24 Hours	0	0	0%	33.3%
<b>Total</b>		<b>0</b>	<b>0</b>	<b>100%</b>	<b>100%</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		Government		Total	
	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
Within 1 Month	0	0	7	53.85%	0	0	7	53.85%
Between 1-3 Months	0	0	3	23.08%	0	0	3	23.08%
Between 3-6 Months	0	0	3	23.08%	0	0	3	23.08%
More than 6 Months	0	0	0	0%	0	0	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>100%</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	7
3	Grievances resolved during the year	7

4	Grievances outstanding at the end of the year	0
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**Tapan Singhel**  
**Managing Director and Chief Executive Officer**  
**Bajaj Allianz General Insurance Company Limited**