

TPA	Outstanding at the beginning of year	received during the year	paid during the year	Settlement ratio(%)	repudiated during the year	repudiation %	Outstanding at the end of the year
Family Health Plan Insurance TPA Ltd	327	1789	1845	87%	197	9%	74

e 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%	75%	66%
2	Within 1-2 Hours	0%	0%	19%	23%
3	Within 2-6 Hours	0%	0%	5%	10%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	1%	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 auth is issued in the hospital)

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

f Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to reckoned from the date of receipt of last necessary document)	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%	1840	90%	0	0%	1840	90%
Between 1-3 Months	0	0%	117	6%	0	0%	117	6%

Between 3-6 Months	0	0%	47	2%	0	0%	47	2%
More than 6 Months	0	0%	38	2%	0	0%	38	2%
Total	0	0%	2042	100%	0	0%	2042	100%

*Percentage shall be calculated on total of respective column

g. 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	

Sd/-

MD & CEO

Bajaj Allianz General Insurance Co.Ltd

c. Geographical Area of services Renderd in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	Individual		Group		Government	
			of policies servic	No. of lives serviced	No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	Andhra Pradesh	CHITTOOR	0	0	2	2,598	0	0
2	Haryana	GURGAON	0	0	1	426	0	0
3	Karnataka	BANGALORE	0	0	5	3,665	0	0
4	Kerala	ERNAKULAM	0	0	1	54	0	0
5	Maharashtra	MUMBAI	0	0	0	10	0	0
6	Maharashtra	PUNE	0	0	0	542	0	0
7	Tamil Nadu	CHENNAI	0	0	1	7,653	0	0
8	Tamil Nadu	KANCHEEPURAM	0	0	1	434	0	0
9	Telangana	HYDERABAD	0	0	2	753	0	0
10	West Bengal	KOLKATA	0	0	1	2,886	0	0
TOTAL			0	0	14	19,021	0	0