

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2020

a. TPA Details

Name of Insurer	Certificate Valid From DD/MM/YYYY	Certificate Valid From DD/MM/YYYY
Vipul MedCorp Insurance TPA Private Ltd	01/03/2019	28/02/2022

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
No of policies serviced	NIL	9	NIL	9
No of lives serviced	NIL	14017	NIL	14017

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

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Maharashtra	Pune	9	14017
		Total	9	14017

d. 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
Vipul MedCorp Insurance TPA Private Ltd	207	2666	2510	94%	85	3%	168

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%	60%	66%
2	Within 1-2 Hours	0%	0%	25%	20%
3	Within 2-6 Hours	0%	0%	14%	14%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
Total		0%	0%	100%	100%

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%	2477	95%	0	0	2477	95%
Between 1-3 Months	0	0%	101	4%	0	0	101	4%
Between 3-6 Months	0	0%	17	1%	0	0	17	1%
More than 6 Months	0	0%	0	0%	0	0	0	0%
Total	0	0%	2595	100%	0	0	2595	100%

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

Sd/-

MD & CEO

Bajaj Allianz General Insurance Co.Ltd

