

Bajaj Allianz General Insurance Company Limited

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

a.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Family Health Plan Insurance TPA Ltd	13	21-Mar-20	20- Mar -23

b.

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

Description	Individual	Group	Government	Total
No of policies	0	14	0	14
No of lives ser	0	19021	0	19021

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

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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	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

D Data of number of claims processed:

outstanding at TPA	No. of claims outstanding at the beginning of the year	No. of claims Settlement received during the year	No. of claims outstanding at paid during the year	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 Ltd	327	1789	1845	87%	197	9%

Settlement outstanding at

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

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TOTAL			0	0	14	19,021	0	0