

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

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Health India Insurance TPA Services Pvt Ltd.		22-04-2018	21-04-2019

a.

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

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Description	Individual	Group	Government
No of policies serviced	0	1	0
No of lives serviced	0	650	0

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	Delhi	Delhi	1	650

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
Health India Insurance TPA Services Pvt Ltd.	6	29	26	74.29%	9	25.71%	0

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 pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	0.00%	0.00%	50.00%	57.14%
2	Within 1-2 Hours	0.00%	0.00%	35.71%	28.57%
3	Within 2-6 Hours	0.00%	0.00%	14.29%	14.29%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	>24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0.00%	0.00%	100.00%	100.00%

*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	0.00%	29	82.86%	0	0.00%	29	82.86%
Between 1-3 Months	0	0.00%	4	11.43%	0	0.00%	4	11.43%
Between 3-6 Months	0	0.00%	2	5.71%	0	0.00%	2	5.71%
More than 6 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	0	0.00%	35	100.00%	0	0.00%	35	100.00%

*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 Company Ltd