

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

NAME OF THE INSURANCE COMPANY: BAJAJ ALLIANZ GENERAL INSURANCE LIMITED

a. Service Level Agreement details

		Valid From DD/MM/YYYY	To DD/MM/YYYY
a.	Medsave Health Insurance TPA Ltd	01.10.2018	30.09.2019

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

Description	Individual	Group	Government	Total
No of policies serviced	0	2	3	5
No of lives serviced	0	1057	2615546	2616603

c. Geographical Area of services Renderd 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	2	1057
2	WEST BENGAL	KOLKATA	1	78974
3	WEST BENGAL	MALADH	1	925309
4	WEST BENGAL	SOUTH 24 PRAGANAS	1	1611263

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
MEDSAVE HEALTH INSURANCE TPA LTD.	2753	15965	18493	98.80%	225	1.20%	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	NA	NA	68.35%	46.33%
2	Within 1-2 Hours	NA	NA	25.00%	36.24%
3	Within 2-6 Hours	NA	NA	5.38%	16.97%
4	Within 6-12 Hours	NA	NA	0.00%	0.00%

5	Within 12-24 Hours	NA	NA	1.27%	0.00%
6	>24 Hours	NA	NA	0.00%	0.46%
Total		NA	NA	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)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	NA	NA	1013	95.66%	15819	89.58%	16832	89.92%
Between 1-3 Months	NA	NA	32	3.02%	1804	10.22%	1836	9.81%
Between 3-6 Months	NA	NA	13	1.23%	5	0.03%	18	0.10%
More than 6 Months	NA	NA	1	0.09%	31	0.18%	32	0.17%
Total	NA	NA	1059	100.00%	17659	100.00%	18718	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	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	0

Sd/-

MD & CEO

Bajaj Allianz General Insurance Company Ltd