

## Bajaj Allianz General Insurance Co. Ltd.

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT 31/03/2020)**

- a. TPA Name: BAJAJ ALLIANZ GENERAL INSURANCE COMPANY LIMITED
- b. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government
No of policies service	567,009	10,430	76
No of lives serviced	2,273,233	2,979,136	16,112,155

- 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	Andhra Pradesh	-	4,936	91,245
2	Arunachal Pradesh	-	0	0
3	Assam	-	7,031	62,196
4	Bihar	-	1,902	7,638
5	Chhattisgarh	-	2,948	9,945
6	Goa	-	5,040	16,789
7	Gujarat	-	111,148	407,086
8	Haryana	-	9,248	70,866
9	Himachal Pradesh	-	82	269
10	Jammu & Kashmir	-	2,088	3,375
11	Jharkhand	-	2,725	9,622
12	Karnataka	-	18,486	246,016
13	Kerala	-	4,497	44,720
14	Madhya Pradesh	-	18,262	50,468
15	Maharashtra	-	228,718	3,862,588
16	Manipur	-	0	0
17	Meghalaya	-	19	45
18	Mizoram	-	0	0
19	Nagaland	-	0	0
20	Odisha	-	3,003	10,503
21	Punjab	-	14,834	51,713
22	Rajasthan	-	7,994	76,756

23	Sikkim	-	0	0
24	Tamil Nadu	-	25,099	214,930
25	Telangana	-	17,124	108,639
26	Tripura	-	42	87
27	Uttar Pradesh	-	13,692	69,772
28	Uttrakhand	-	631	2,249
29	West Bengal	-	28,700	15,647,465
30	Andaman & Nicobar Is.	-	17	36
31	Chandigarh	-	2,394	11,607
32	Dadra & Nagra Haveli	-	0	0
33	Daman & Diu	-	0	0
34	Delhi	-	46,629	287,050
35	Lakshadweep	-	0	0
36	Puducherry	-	226	849
<b>Total</b>			<b>577,515</b>	<b>21,364,524</b>

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
BAJAJ ALLIANZ GENERAL INSURANCE COMPANY LIMITED	51,502	1,215,295	1,185,121	93.55%	58,247	4.60%	23,429

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	82.18%	83.66%	82.91%	83.93%
2	Within 1-2 Hours	11.69%	12.19%	11.36%	11.87%
3	Within 2-6 Hours	5.34%	3.91%	4.96%	3.93%
4	Within 6-12 Hours	0.72%	0.22%	0.70%	0.24%
5	Within 12-24 Hours	0.07%	0.02%	0.06%	0.02%
6	>24 Hours	0.00%	0.00%	0.00%	0.00%
<b>Total</b>		<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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 Insurer**

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

Description (to reckoned from)	Individual		Group		Government		Total	
	No. of Claims	percentage (%)	No. of Claims	percentage (%)	No. of Claims	percentage (%)	No. of Claims	percentage (%)
Within 1 Month	108,487	95.48%	673,374	98.43%	7,025	100.00%	788,886	98.03%
Between 1-3 Months	2,523	2.22%	4,913	0.72%	0	0.00%	7,436	0.92%
Between 3-6 Months	900	0.79%	2,079	0.30%	0	0.00%	2,979	0.37%
More than 6 Months	1,713	1.51%	3,749	0.55%	0	0.00%	5,462	0.68%
<b>Total</b>	<b>113,623</b>	<b>100.00%</b>	<b>684,115</b>	<b>100.00%</b>	<b>7,025</b>	<b>100.00%</b>	<b>804,763</b>	<b>100.00%</b>

\*Percentage is calculated on total of the respective column

g. Data of grievances received against the TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	1
2	Grievances received during the year	474
3	Grievances resolved during the year	474
4	Grievances outstanding at the end of the year	1

Sd/-  
**MD & CEO**  
**Bajaj Allianz General Insurance Co.Ltd**