

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

Data in respect of in house claim settlement

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Vidal Health Insurance TPA Ltd		01-11-2018	31-10-2021

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	6	0	6
No of lives serviced	0	12895	0	12895

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	TamilNadu	Coimbatore	2	1240
2	Telangana	Hyderabad	1	191
3	Kerala	Kochin	1	211
4	West Benal	Kolkata	1	0
5	Maharashtra	Mumbai	1	11253

d. Data of number of claims processed:

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
377	1569	1502	96%	45	2.9%	19

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	-	-	69.76%	62.26%
2	Within 1-2 Hours	-	-	14.78%	23.64%
3	Within 2-6 Hours	-	-	14.26%	11.93%
4	Within 6-12 Hours	-	-	0.17%	0.87%
5	Within 12-24 Hours	-	-	0.17%	0.43%
6	>24 Hours	-	-	0.86%	0.87%

Total		-	-	100%	100%
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*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	-	-	1377	89.0%	-	-	1377	89.0%
Between 1-3 Months	-	-	146	9.4%	-	-	146	9.4%
Between 3-6 Months	-	-	23	1.5%	-	-	23	1.5%
More than 6 Months	-	-	1	0.1%	-	-	1	0.06%
Total	-	-	1547	100.0%	-	-	1547	100.0%

*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	NIL
2	Grievances received during the year	NIL
3	Grievances resolved during the year	NIL
4	Grievances outstanding at the end of the year	NIL

Sd/-

MD & CEO

Bajaj Allianz General Insurance Co.Ltd