

**Family Health Plan Insurance TPA Private Limited**  
**Public Disclosures on Quantitative and Qualitative Parameters of health services**  
**rendered (Information as at 31 March 2023)**

Name of Company:- Bajaj Allianz General Insurance Company Limited

1. Name of TPA With whom insurer has entered into Service Level Agreement

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Family Health Plan Insurance TPA Private Limited	013	01-Feb-23	31-Jan-26

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies service	0	3	0	3
No of lives serviced	0	93,392	0	93,392

3. Geographical Area of services Rendered in respect of which public disclosure is made:

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	Karnataka	BANGALORE	0	0	1	666	0	0
2	Maharashtra	MUMBAI	0	0	2	92,726	0	0
<b>Total</b>			0	0	3	93,392	0	0

4. 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
Family Health Plan Insurance TPA Private Limited	312	40,274	34,336	85%	5,537	14%	713

5. 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	56%	42%
2	Within 1-2 Hours	0	0	22%	38%
3	Within 2-6 Hours	0	0	15%	17%
4	Within 6-12 Hours	0	0	2%	1%
5	Within 12-24 Hours	0	0	4%	2%
6	>24 Hours	0	0	1%	0%
<b>Total</b>		<b>0</b>	<b>0</b>	<b>100</b>	<b>100</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-authorization is issued in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

6. 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	0	0	24205	61%	0	0%	24205	61%
Between 1-3 Months	0	0	6437	16%	0	0%	6437	16%
Between 3-6 Months	0	0	5034	13%	0	0%	5034	13%
More than 6 Months	0	0	4197	11%	0	0%	4197	11%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>39873</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>39873</b>	<b>100%</b>

\*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

<b>Sr. No.</b>	<b>Description</b>	<b>No. of Grievances</b>
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

Place: Pune

Date: 22 June 2023

**Tapan Singhel**  
**Managing Director and Chief Executive Officer**  
**Bajaj Allianz General Insurance Company Limited**