

FORM NO. NL-48

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of t BAJAJ ALLIANZ GENERAL INSURANCE COMPANY LIMITED

Date: 31-Mar-2023

Information as at

a. Specify whether In-house Claim Settlement or Services rendered by TPA

Name of the TPA (If services rendered by TPA) - In-House (Health Administration Team)

Validity of agreement with the TPA: from dd/mm/yyyy to dd/mm/yyyy

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	542778	92975	1
Number of lives serviced	1365106	6244488	323338

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
-	-
-	-

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	133218
ii.	Number of claims received during the year	823286
iii.	Number of claims paid during the year (specify % also in brackets)	863661 (90.29%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	56621 (5.92%)
v.	Number of claims outstanding at the end of the year	36222

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. 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	96.90%	90.49%	96.93%	87.26%
2	Within 1-2 hours	2.01%	8.22%	2.50%	11.68%
3	Within 2-6 hours	0.31%	0.60%	0.23%	0.87%
4	Within 6-12 hours	0.54%	0.61%	0.32%	0.18%
5	Within 12-24 hours	0.24%	0.08%	0.02%	0.01%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
	Total	100.00%	100.00%	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be 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	93667	90.89%	593836	97.71%	209464	100.00%	896967	97.47%
Between 1-3 months	4461	4.33%	12623	2.08%	0	0.00%	17084	1.86%
Between 3 to 6 months	526	0.51%	1073	0.18%	0	0.00%	1599	0.17%
More than 6 months	4401	4.27%	231	0.04%	0	0.00%	4632	0.50%
Total	103055	100.00%	607763	100.00%	209464	100.00%	920282	100.00%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	1114
3	Grievances resolved during the year	1114
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time