

**Vidal 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

<b>Name of the TPA</b>	<b>License Number</b>	<b>Valid From DD/MM/YY</b>	<b>To DD/MM/YY</b>
Vidal Health Insurance TPA Private Limited	016	01-Nov-21	30-Dec-24

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

<b>Description</b>	<b>Individual</b>	<b>Group</b>	<b>Government</b>	<b>Total</b>
No of policies service	0	8	0	8
No of lives serviced	0	7902	0	7902

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

<b>Sl no</b>	<b>Name of State</b>	<b>Name of Districts</b>	<b>No of policies serviced</b>	<b>No of lives serviced</b>
1	Delhi	Gurgaon	6	6967
2	Karnataka	Bangalore	1	431
3	Telangana	Hyderabad	1	504

4. Data of number of claims processed:

<b>TPA</b>	<b>No. of claims outstanding at the beginning of year</b>	<b>No. of claims received during the year</b>	<b>No. of claims paid during the year</b>	<b>Settlement ratio( %)</b>	<b>No. of claims repudiated during the year</b>	<b>Claims repudiation %</b>	<b>No. of claims outstanding at the end of the year</b>
Vidal Health Insurance TPA Private Limited	10	265	156	71%	19	7%	81

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	67%	53%
2	Within 1-2 Hours	0	0	23%	29%
3	Within 2-6 Hours	0	0	10%	17%
4	Within 6-12 Hours	0	0	0%	1%
5	Within 12-24 Hours	0	0	0%	0%
6	>24 Hours	0	0	0%	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	138	79%	0	0	138	79%
Between 1-3 Months	0	0	33	19%	0	0	33	19%
Between 3-6 Months	0	0	2	1%	0	0	2	1%
More than 6 Months	0	0	2	1%	0	0	2	1%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>175</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>175</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	0
3	Grievances resolved during the year	0
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**