

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

a. Insurer Details

Name of Insurer	Agreement Valid From DD/MM/YYYY	Agreement Valid To DD/MM/YYYY
The New India Assurance Co. Ltd.	01/04/2019	31/03/2022

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	5	NIL	5
No of lives serviced	0	849	NIL	849

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	Harayana	Gurgaon	4	729
2	Karnataka	Bangalore	1	120
		Total	5	849

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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
Vision Digital Insurance TPA Private Ltd	0	25	20	80%	2	10%	3

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	0	0	84%	88%
2	Within 1-2 Hours	0	0	15%	12%
3	Within 2-6 Hours	0	0	1%	0%
4	Within 6-12 Hours	0	0	0%	0%
5	Within 12-24 Hours	0	0	0%	0%
6	>24 Hours	0	0	0%	0%
Total		0	0	100%	100%

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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	0	0	19	76%	0	0		76%
Between 1-3 Months	0	0	6	24%	0	0		24%
Between 3-6 Months	0	0	0	0%	0	0		0%
More than 6 Months	0	0	0	0%	0	0		0%
Total	0	0	25	100%	0	0	25	100%

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
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

Poojanka Rao
Chief Administrative Officer