

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

a.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
VISION DIGITAL INSURANCE TPA PVT LTD	037	25/06/2018	24/06/2021

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
No of policies serviced	N/A	2	N/A	2
No of lives serviced	N/A	360	N/A	360

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	DELHI	NEW DELHI	1	255
2	WEST BENGAL	KOLKATA	1	105
3				
4				

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 PVT LTD	0	20	8	40	0	0	12

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			44	44
2	Within 1-2 Hours				22
3	Within 2-6 Hours			44	33
4	Within 6-12 Hours			11	
5	Within 12-24 Hours				
6	>24 Hours				
Total					

\*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)



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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month								
Between 1-3 Months								
Between 3-6 Months			4	50			4	50
More than 6 Months			4	50			4	50
Total								

\*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	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

Chief Administrative Officer

For Vision Digital Insurance TPA Private Limited

*Punyanika Panigrahi*

Chief Administrative Officer

