

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2021)**

NAME OF THE INSURANCE COMPANY: **ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED**

A. Validity of agreement with the TPA

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Medi Assist Insurance TPA Pvt Ltd		01-07-2020	30-06-2023

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

Description	Individual	Group	Government	Total
No of policies serviced	89570	-		89570
No of lives covered	526157	-		526157

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

State	Individual		Group		Total	
	Policy count	Lives count	Policy count	Lives count	Policy count	Lives count
Pan India	89570	526157	-	-	89570	526157
Grand Total	89570	526157	-	-	89570	526157

D. Data of Number of claim processed:

Medi Assist & Medicare	Health - Individual		Group		Grand Total	
	Number	Amount	Number	Amount	Number	Amount
Outstanding number of claims at beginning of the Year	1,545	12,15,31,050	-	-	1,545	12,15,31,050
No. of Claims received during the year	14,000	83,18,60,799	-	-	14,000	83,18,60,799
No. of Claims Paid during the year	11,759	90,40,02,071	-	-	11,759	90,40,02,071
Claims Repudiated during the year	1,520	8,49,31,690	-	-	1,520	8,49,31,690
Claims Closed during the year	804	4,82,33,178	-	-	804	4,82,33,178
Outstanding number End	1,462	13,30,38,752	-	-	1,462	13,30,38,752

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	98.2%	94.9%	-	-
2	Within 1-2 Hours	1.6%	4.7%	-	-
3	Within 2-6 Hours	0.1%	0.4%	-	-
4	Within 6-12 Hours	0.1%	0.1%	-	-
5	Within 12-24 Hours	0.0%	0.0%	-	-
6	>24 Hours			-	-
Total		100%	100%	-	-

**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)

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

F. Turn Around Time (TAT) in respect of payment of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	No of claims	Percentage
within 1 months	15867	100%	-	-	-	-	15867	100%
Between 1 — 3 Months	0	0%	-	-	-	-	0	0%
Between 3 to 6 Months	0	0%	-	-	-	-	0	0%
More than 6 months	0	0%	-	-	-	-	0	0%
Total	15867	100%	-	-	-	-	15867	100%

Turn Around Time (TAT) in respect of repudiation of claims

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	No of claims	Percentage
within 1 months	3155	100%	-	-	-	-	3155	100%
Between 1 — 3 Months	0	0%	-	-	-	-	0	0%
Between 3 to 6 Months	0	0%	-	-	-	-	0	0%
More than 6 months	0	0%	-	-	-	-	0	0%
Total	3155	100%	-	-	-	-	3155	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	16
3	Grievances resolved during the year	16
4	Grievances outstanding at the end of the year	0