

Vidal Health TPA pvt LTD
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2021

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Vidal Health TPA pvt LTD		01-04-2020	31-03-2023

*Note: IRDA License number is provide in license number Details

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

Description	Individual	Group	Government	Total
No of policies serviced	-	31	-	31
No of lives serviced	-	17,693	-	17,693

c. Geographical Area of services Renderd in respect of which public disclosure is made:

Sr. No.	Name of State	Name of Distr	No. of policies serviced	No. of lives serviced
1	HARYANA	Gurgaon	0	16
2	TAMIL NADU	Chennai	30	17,580
3	TELANGANA	Hyderabad	1	97

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
Vidal Health TPA pvt LTD	74	706	647	83%	28	4%	64

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%	78.10%	62.20%
2	Within 1-2 Hours	0%	0%	19.10%	32.50%
3	Within 2-6 Hours	0%	0%	1.00%	4.60%
4	Within 6-12 Hours	0%	0%	0.00%	0.70%
5	Within 12-24 Hours	0%	0%	0.00%	0.00%
6	>24 Hours	0%	0%	1.80%	0.00%
Total		0%	0%	100.00%	100.00%

*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/ 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	0	0	675	100%	0	0	675	100%
Between 1-3 Months	0	0	0	0%	0	0	0	0%
Between 3-6 Months	0	0	0	0%	0	0	0	0%
More than 6 Months	0	0	0	0%	0	0	0	0%
Total	0	0	675	100%	0	0	675	100%

*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	3
3	Grievances resolved during the year	3
4	Grievances outstanding at the end of the year	0