

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)Name of the Insurance Company: **Royal sundaram**Information as at **31-Mar-2022****a. Specify whether In-house Claim Settlement or Services rendered by TPA -**Name of the TPA (If services rendered by TPA) **MEDI ASSIST INSURANCE TPA P LTD (Retail)**Validity of agreement with the TPA: **01-07-2020 to 30-06-2023**

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	3,32,247	187	-
Number of lives serviced	4,79,996	95,995	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/ Insurer

Name of the State	Name of the Districts	
State/ UT	No. of policies serviced	No. of lives serviced
Pan India	3,32,434	5,75,991
Total	3,32,434	5,75,991

d. Data of number of claims processed:

		Individual		Group	
		Number	Amount	Number	Amount
i.	Outstanding number of claims at the beginning of the year	1,384	12,65,71,736	510	3,43,05,906
ii.	Number of claims received during the year	14,844	92,12,52,985	6,335	34,29,35,981
iii.	Number of claims paid during the year (specify % also in brackets)	13421(83%)	1,16,81,89,800	5406(79%)	36,40,58,580
iv.	Number of claims repudiated during the year (specify % also in brackets)	1949(12%)	11,39,41,029	1066(16%)	5,74,64,853
v.	Number of claims outstanding at the end of the year	858	7,70,44,501	373	2,29,97,749

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. 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	99%	98%	99%	97%
2	Within 1-2 hours	1%	2%	1%	2%
3	Within 2-6 hours	0%	0%	0%	1%
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	100.00%	100.00%	100%	100%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

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

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be 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	6763	99.47%	3763	99.66%	0	0	10526	99.54%
Between 1-3 months	36	0.53%	13	0.34%	0	0	49	0.46%
Between 3 to 6 months	0	0.00%	0	0.00%	0	0	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0	0	0.00%
Total	6799	100.00%	3776	0.00%	0	0	10575	100.00%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	18
3	Grievances resolved during the year	18
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)Name of the Insurance Company: **Royal sundaram**Information as at **31-Mar-2022****a. Specify whether In-house Claim Settlement or Services rendered by TPA -**Name of the TPA (If services rendered by TPA) **Paramount Health Services & Insurance TPA Pvt. Ltd. (Retail)**Validity of agreement with the TPA: **01/04/2020 to 31/03/2023**

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	1,26,810	403	
Number of lives serviced	2,59,256	2,10,654	

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts	
State/ UT	No. of policies serviced	No. of lives serviced
Pan India	1,27,213	4,69,910
Total	1,27,213	4,69,910

d. Data of number of claims processed:

		Individual		Group	
		Number	Amount	Number	Amount
i.	Outstanding number of claims at the beginning of the year	768	6,63,70,834	29	23,66,355
ii.	Number of claims received during the year	9,092	52,40,02,497	235	1,06,29,399
iii.	Number of claims paid during the year (specify % also in brackets)	7527(76%)	69,98,29,443	178(67%)	1,26,32,404
iv.	Number of claims repudiated during the year (specify % also in brackets)	1731(18%)	5,13,29,251	69(26%)	22,03,345
v.	Number of claims outstanding at the end of the year	602	5,87,11,740	17	10,61,263

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. 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	94%	90%	88%	82%
2	Within 1-2 hours	6%	9%	10%	15%
3	Within 2-6 hours	0%	1%	2%	3%
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	100.00%	100.00%	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

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

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be 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	4271	99.42%	145	100.00%	0	0	4416	99.44%
Between 1-3 months	25	0.58%	0	0.00%	0	0	25	0.56%
Between 3 to 6 months	0	0.00%	0	0.00%	0	0	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0	0	0.00%
Total	4296	100.00%	145	100.00%	0	0	4441	100.00%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number 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

Refer Health TPA Regulations , as amended from time to time

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)Name of the Insurance Company: **Royal sundaram**Information as at **31-Mar-2022****a. Specify whether In-house Claim Settlement or Services rendered by TPA -**Name of the TPA (If services rendered by TPA) **RAKSHA TPA(Retail)**

Validity of agreement with the TPA: --- End date 31-03-2023

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	1221	227	0
Number of lives serviced	2645	67708	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts	
State/ UT	No. of policies	No. of lives serviced
Pan India	1448	70353
Total	1448	70353

d. Data of number of claims processed:

		Individual		Group	
		Number	Amount	Number	Amount
i.	Outstanding number of claims at the beginning of the year	27	14,75,101	-	-
ii.	Number of claims received during the year	146	1,07,32,071	-	-
iii.	Number of claims paid during the year (specify % also in brackets)	115(66%)	98,16,263	-	-
iv.	Number of claims repudiated during the year (specify % also in brackets)	31(18%)	19,99,432	-	-
v.	Number of claims outstanding at the end of the year	27	17,90,171	-	-

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. 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	71%	80%	72%	75%
2	Within 1-2 hours	7%	8%	11%	15%
3	Within 2-6 hours	15%	12%	11%	8%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	7%	0%	5%	2%
6	>24 hours	0%	0%	1%	0%
	Total	100.00%	100.00%	100.00%	100.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

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

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be 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	74	100.00%	0	0	0	0	74	100.00%
Between 1-3 months	0	0.00%	0	0	0	0	0	0.00%
Between 3 to 6 months	0	0.00%	0	0	0	0	0	0.00%
More than 6 months	0	0.00%	0	0	0	0	0	0.00%
Total	74	100.00%	0	0	0	0	74	100.00%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	11
3	Grievances resolved during the year	11
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)Name of the Insurance Company: **Royal sundaram**Information as at **31-Mar-2022****a. Specify whether In-house Claim Settlement or Services rendered by TPA -**Name of the TPA (If services rendered by TPA) **In house**Validity of agreement with the TPA: **NIL**

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	11	53,055	0
Number of lives serviced	15,149	21,175	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts	
State/ UT	No. of policies	No. of lives serviced
Pan India	53,066	36,324
Total	53066	36324

d. Data of number of claims processed:

		Individual		Group	
		Number	Amount	Number	Amount
i.	Outstanding number of claims at the beginning of the year	113	61,78,643	2	1,32,000
ii.	Number of claims received during the year	4,848	16,67,78,950	1,957	7,26,53,000
iii.	Number of claims paid during the year (specify % also in brackets)	4490(91%)	15,93,33,582	1738(89%)	6,08,31,070
iv.	Number of claims repudiated during the year (specify % also in brackets)	305(6%)	96,28,774	76(4%)	28,26,500
v.	Number of claims outstanding at the end of the year	136	55,13,159	145	56,01,000

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. 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%	0%	0%
2	Within 1-2 hours	0%	0%	0%	0%
3	Within 2-6 hours	0%	0%	0%	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	0.00%	0.00%	0.00%	0.00%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

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

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be 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	4774	99.56%	1810	99.78%	0	0	6584	99.62%
Between 1-3 months	21	0.44%	4	0.22%	0	0	25	0.38%
Between 3 to 6 months	0	0.00%	0	0.00%	0	0	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0	0	0.00%
Total	4795	100.00%	1814	100.00%	0	0	6609	100.00%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number 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

Refer Health TPA Regulations, as amended from time to time

Family Health Plan TPA Ltd-Group
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Family Health Plan TPA Ltd	13	21-03-2020	20-03-2023

*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	-	81	-	81
No of lives serviced	-	67825	-	67825

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	TAMIL NADU	Chennai Commercial	4	27,813
2	KERALA	BGL Java Nagar	23	19,829
3	WEST BENGAL	Kolkata	30	12,741
4	MAHARASTHRA	Chennai Commercial	4	3,548
5	ANDHRA PRADESH	Hyd SR Nagar	2	1,514
6	ORISSA	Kolkata	5	872
7	KARNATAKA	BGL Wilson Garden	4	665
8	TELANGANA	Hyd Somajiguda	6	525
9	GUJARAT	Pune	1	285
10	ASSAM	ASSAM	1	33
11	CHHATTISGARH	Raipur_new	1	0

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
Family Health Plan TPA Ltd	25	666	604	87%	52	8%	35

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%	85%	86%
2	Within 1-2 Hours	0%	0%	12%	6%
3	Within 2-6 Hours	0%	0%	3%	8%
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%

*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	279	100%	0	0	279	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	279	100%	0	0	279	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

GOOD HEALTH INSURANCE TPA LTD - Group
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Good Health Insurance TPA Ltd	23	27-01-2021	26-01-2024

*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	-	70	-	70
No of lives serviced	-	32382	-	32382

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	TAMIL NADU	Chennai Commercial	51	23,245
2	DELHI	Delhi	4	4,422
3	MAHARASTHRA	Chennai Commercial	6	1,989
4	PUDUCHERRY	PUDUCHERRY	4	1,643
5	TELANGANA	Hyd Somajiguda	3	652
6	KARNATAKA	BGL Wilson Garden	1	428
7	MADHYA PRADESH	Bhopal	1	3

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of the 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
Good Health Insurance TPA Ltd	42	1334	1178	86%	131	10%	67

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%	85%	96%
2	Within 1-2 Hours	0%	0%	14%	3%
3	Within 2-6 Hours	0%	0%	1%	1%
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%

*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	556	100%	0	0	556	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	556	100%	0	0	556	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	1
3	Grievances resolved during the year	1
4	Grievances outstanding at the end of the year	0

Health India Insurance TPA Services Pvt. Ltd. - Group
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Health India Insurance TPA Services Pvt. Ltd.		20-12-2019	19-12-2021

*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	-	76	-	76
No of lives serviced	-	47395	-	47395

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	MAHARASTHRA	Chennai Commercial	3	979
2	TAMIL NADU	Chennai Commercial	4	2,570
3	ANDHRA PRADESH	Hyd SR Nagar	1	174
4	HARYANA	Delhi	1	18
5	TELANGANA	Hyd Somajiguda	8	7,413
6	UTTAR PRADESH	Delhi	1	506
7	DELHI	Delhi	3	1,333
8	GUJARAT	Pune	1	281
9	KARNATAKA	BGL Wilson Garden	13	4,944
10	MADHYA PRADESH	Bhopal	1	216
11	ORISSA	Kolkata	2	188
12	WEST BENGAL	Kolkata	1	115

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
Health India Insurance TPA Services Pvt. Ltd.	27	1310	1138	85%	158	12%	41

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%	81%	60%
2	Within 1-2 Hours	0%	0%	15%	29%
3	Within 2-6 Hours	0%	0%	2%	7%
4	Within 6-12 Hours	0%	0%	2%	4%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
Total		0%	0%	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/ 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	572	100%	0	0	572	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	572	100%	0	0	572	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	23
3	Grievances resolved during the year	23
4	Grievances outstanding at the end of the year	0

MDINDIA Healthcare Services TPA pvt ltd- Group
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
 Information as at 31/03/2022

a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	MDINDIA Healthcare Services TPA pvt ltd	5	21-03-2020	20-03-2023

*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	-	38	-	38
No of lives serviced	-	17656	-	17656

c. Geographical Area of services Render 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	MAHARASHTRA	Mumbai RO (Powai Commi)	15	13,908
2	UTTAR PRADESH	Delhi	6	1,853
3	DELHI	Delhi	9	1,209
4	HARYANA	Delhi	7	597
5	BIHAR	BIHAR	1	89

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
MDINDIA Healthcare Services TPA pvt ltd	23	1293	1029	78%	221	18%	66

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%	37%	19%
2	Within 1-2 Hours	0%	0%	63%	81%
3	Within 2-6 Hours	0%	0%	0%	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%

*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	889	100%	0	0	889	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	889	100%	0	0	889	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Mediassist India Pvt Ltd - Group
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Mediassist India Pvt Ltd		01-07-2020	30-06-2023

*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	-	190	-	190
No of lives serviced	-	67604	-	67604

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	TAMIL NADU	Chennai Commercial	89	24,506
2	KARNATAKA	BGL Wilson Garden	25	12,667
3	ORISSA	Kolkata	4	11,422
4	MAHARASTHRA	Chennai Commercial	20	7,831
5	TELANGANA	Hyd Somajiguda	30	5,640
6	WEST BENGAL	Kolkata	3	3,053
7	ANDHRA PRADESH	Hyd SR Nagar	4	786
8	MADHYA PRADESH	Bhopal	3	633
9	GUJARAT	Pune	4	414
10	KERALA	BGL Jaya Nagar	6	395
11	UTTAR PRADESH	Delhi	2	174
12	PUDUCHERRY	PUDUCHERRY	1	83

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
Mediassist India Pvt Ltd	67	2794	2521	88%	224	8%	116

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%	99%	97%
2	Within 1-2 Hours	0%	0%	1%	2%
3	Within 2-6 Hours	0%	0%	0.4%	0.5%
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%

*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	1122	100%	0	0	1122	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	1122	100%	0	0	1122	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	18
3	Grievances resolved during the year	18
4	Grievances outstanding at the end of the year	0

MedSave Health Insurance Tpa LTD-Group
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MedSave Health Insurance Tpa LTD			

*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	-	10	-	10
No of lives serviced	-	5547	-	5547

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	MAHARASTHRA	Chennai Commercial	1	2,368
2	KARNATAKA	BGL Wilson Garden	1	1,308
3	MADHYA PRADESH	Bhopal	4	976
4	RAJASTHAN	Delhi	4	895

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
MedSave Health Insurance Tpa LTD	2	54	45	80%	4	8%	7

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%	90%	33%
2	Within 1-2 Hours	0%	0%	8%	57%
3	Within 2-6 Hours	0%	0%	2.5%	10.0%
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%

*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	22	100%	0	0	22	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	22	100%	0	0	22	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Paramount Health services pvt Ltd-Group
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health services 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	-	347	-	347
No of lives serviced	-	211002	-	211002

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	MAHARASTHRA	Chennai Commercial	151	1,30,214
2	TAMIL NADU	Chennai Commercial	39	31,011
3	GUJARAT	Pune	27	19,382
4	HARYANA	Delhi	20	11,883
5	WEST BENGAL	Kolkata	25	6,859
6	DELHI	Delhi	21	2,925
7	KARNATAKA	BGL Wilson Garden	23	2,542
8	ORISSA	Kolkata	11	1,971
9	UTTAR PRADESH	Delhi	12	1,682
10	CHHATTISGARH	Raipur_new	5	1,164
11	PUNJAB	Chandigarh	1	430
12	GOA	Agra	1	278
13	MADHYA PRADESH	Bhopal	2	174
14	RAJASTHAN	Delhi	3	174
15	TELANGANA	Hyd Somajiguda	5	148
16	KERALA	BGL Jaya Nagar	1	111
17	UTTRAKHAND	UTTRAKHAND	1	54

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
Paramount Health services pvt Ltd	283	5697	5063	85%	722	12%	195

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%	88%	82%
2	Within 1-2 Hours	0%	0%	10%	15%
3	Within 2-6 Hours	0%	0%	1.7%	3.5%
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%

*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	2772	100%	0	0	2772	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	2772	100%	0	0	2772	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Park Mediclaim Insurance TPA Pvt. Ltd.-Group
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Paramount Health services pvt Ltd	1	07-03-2021	06-03-2023

*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	-	2	-	2
	No of lives serviced	-	146	-	146

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	DELHI	Delhi	1	146

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
	Paramount Health services pvt Ltd	1	50	48	94%	1	2%	2

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%	0%	0%	
2	Within 1-2 Hours	0%	0%	100%	100%	
3	Within 2-6 Hours	0%	0%	0%	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%	

*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	28	100%	0	0	28	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	28	100%	0	0	28	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	0
	3	Grievances resolved during the year	0
	4	Grievances outstanding at the end of the year	0

Raksha TPA pvt LTD- Group
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Raksha TPA pvt Ltd		15-05-2015	14-05-2020

*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	-	104	-	104
No of lives serviced	-	49862	-	49,862

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	TAMIL NADU	Chennai	72	41,662
2	TELANGANA	Hydrabad	13	5,803
3	PUDUCHERRY	PUDUCHERRY	2	1,246
4	KARNATAKA	Bengalore	4	617
5	ANDHRA PRADESH	Kurnool	14	534

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
Raksha TPA pvt Ltd	66	1824	1660	88%	144	8%	86

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%	72%	75%
2	Within 1-2 Hours	0%	0%	11%	15%
3	Within 2-6 Hours	0%	0%	11.4%	8.1%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	5%	2%
6	>24 Hours	0%	0%	1%	0%
Total		0%	0%	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/ 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	832	100%	0	0	831	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	832	100%	0	0	831	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	11
3	Grievances resolved during the year	11
4	Grievances outstanding at the end of the year	0

Safeway Medicalim services-Group
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Safeway Medicalim services	26	20-05-2005	09-07-2023

*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	-	5	-	5
No of lives serviced	-	760	-	760

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	HARYANA	Delhi	1	363
2	DELHI	Delhi	3	211
3	MAHARASTHRA	Mumbai	1	186

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
Safeway Medicalim services	6	142	126	85%	18	13%	4

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%	100%	100%
2	Within 1-2 Hours	0%	0%	0%	0%
3	Within 2-6 Hours	0%	0%	0%	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%

*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	52	100%	0	0	52	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	52	100%	0	0	52	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Vidal Health TPA pvt LTD - Group
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

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	-	52	-	52
No of lives serviced	-	5799	-	5799

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	TAMIL NADU	Chennai Commercial	46	5,224
2	MAHARASTHRA	Mumbai	1	330
3	TELANGANA	Hyderabad	3	197
4	ANDHRA PRADESH	Karnool	1	46
5	KERALA	Kochi	1	2

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	64	1324	1308	94%	78	6%	2

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%	86%	80%
2	Within 1-2 Hours	0%	0%	15%	11%
3	Within 2-6 Hours	0%	0%	0%	2%
4	Within 6-12 Hours	0%	0%	0%	7%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
Total		0%	0%	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/ 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	705	100%	0	0	705	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	705	100%	0	0	705	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	1
3	Grievances resolved during the year	1
4	Grievances outstanding at the end of the year	0

Vipul Medcorp pvt Ltd-Group
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Vipul Medcorp pvt Ltd		15-05-2018	14-05-2020

*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	-	133	-	133
No of lives serviced	-	57468	-	57468

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	TAMIL NADU	Chennai Commercial	63	39,222
2	HARYANA	Delhi	20	5,822
3	DELHI	Delhi	7	2,777
4	KARNATAKA	BGL Wilson Garden	15	2,745
5	TELANGANA	Hyd Somajiguda	6	2,540
6	ANDHRA PRADESH	Hyd SR Nagar	2	1,089
7	HIMACHAL PRADESH	HIMACHAL PRADESH	1	907
8	GUJARAT	Pune	2	867
9	MAHARASTHRA	Chennai Commercial	7	808
10	UTTAR PRADESH	Delhi	6	433
11	PUNJAB	Chandigarh	3	192
12	UTTRAKHAND	UTTRAKHAND	1	66

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
Vipul Medcorp pvt Ltd	66	1979	1776	87%	179	9%	90

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%	61%	65%
2	Within 1-2 Hours	0%	0%	23%	22%
3	Within 2-6 Hours	0%	0%	16%	13%
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%

*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	807	100%	0	0	807	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	807	100%	0	0	807	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	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	0