

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 |