

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
1	Medi Assist Insurance TPA Pvt Ltd	12-09-2021	12-09-2024

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

Description	Individual	Group	Government
Number of policies serviced	-	80	-
Number of lives serviced	-	2,91,874	-

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	412
ii.	Number of claims received during the year	25,350
iii.	Number of claims paid during the year (specify % also in brackets)	20,870
iv.	Number of claims repudiated during the year (specify % also in brackets)	4,341
v.	Number of claims outstanding at the end of the year	551

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	89%	78%	88%	81%
2	Within 1-2 hours	8%	20%	8%	17%
3	Within 2-6 hours	1%	2%	1%	1%
4	Within 6-12 hours	0%	1%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	2%	0%	3%	0%
	<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

Description	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	2,541	75.1%	17,708	81.1%	-	-	20,249	80.3%
Between 1-3 months	603	17.8%	3,165	14.5%	-	-	3,768	14.9%
Between 3 to 6 months	160	4.7%	741	3.4%	-	-	901	3.6%
More than 6 months	81	2.4%	212	1.0%	-	-	293	1.2%
<b>Total</b>	<b>3,385</b>	<b>100.0%</b>	<b>21,826</b>	<b>100.0%</b>	<b>-</b>	<b>-</b>	<b>25,211</b>	<b>100.0%</b>

g. Data of grievances received against the TPA:

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

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
2	Paramount Health Services & Insurance Tpa pvt. ltd	04-02-2022	04-02-2025

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

Description	Individual	Group	Government
Number of policies serviced	-	39	-
Number of lives serviced	-	50,856	-

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	82
ii.	Number of claims received during the year	3,158
iii.	Number of claims paid during the year (specify % also in brackets)	2,630
iv.	Number of claims repudiated during the year (specify % also in brackets)	503
v.	Number of claims outstanding at the end of the year	107

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%	77%	75%
2	Within 1-2 hours	0%	0%	19%	21%
3	Within 2-6 hours	0%	0%	3%	4%
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%
	<b>Total</b>	0%	0%	100%	100%

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

Description	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.0%	2,493	79.6%	-	-	2,493	79.6%
Between 1-3 months	-	0.0%	499	15.9%	-	-	499	15.9%
Between 3 to 6 months	-	0.0%	98	3.1%	-	-	98	3.1%
More than 6 months	-	0.0%	43	1.4%	-	-	43	1.4%
<b>Total</b>	-	0.0%	3,133		-	-	3,133	100.0%

g. Data of grievances received against the TPA:

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

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
3	Family Health Plan Insurance TPA Limited	24-07-2021	23-07-2024

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

Description	Individual	Group	Government
Number of policies serviced	-	-	-
Number of lives serviced	-	-	-

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	-
ii.	Number of claims received during the year	1,742
iii.	Number of claims paid during the year (specify % also in brackets)	1,474
iv.	Number of claims repudiated during the year (specify % also in brackets)	161
v.	Number of claims outstanding at the end of the year	107

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%	81%	50%
2	Within 1-2 hours	0%	0%	10%	11%
3	Within 2-6 hours	0%	0%	3%	5%
4	Within 6-12 hours	0%	0%	1%	0%
5	Within 12-24 hours	0%	0%	4%	0%
6	>24 hours	0%	0%	2%	0%
	<b>Total</b>	0%	0%	100%	66%

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

Description	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.0%	1,468	89.8%	-	-	1,468	89.8%
Between 1-3 months	-	0.0%	163	10.0%	-	-	163	10.0%
Between 3 to 6 months	-	0.0%	4	0.2%	-	-	4	0.2%
More than 6 months	-	0.0%	-	0.0%	-	-	-	0.0%
<b>Total</b>	-	0.0%	1,635	100.0%	-	-	1,635	100.0%

g. Data of grievances received against the TPA:

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

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
4	Health India Insurance TPA Services Private Limited	30-09-2019	29-09-2022

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

Description	Individual	Group	Government
Number of policies serviced	-	-	-
Number of lives serviced	-	-	-

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	0
ii.	Number of claims received during the year	3
iii.	Number of claims paid during the year (specify % also in brackets)	3
iv.	Number of claims repudiated during the year (specify % also in brackets)	0
v.	Number of claims outstanding at the end of the year	0

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%
	<b>Total</b>	0%	0%	0%	0%

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

Description	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.0%	2	66.7%	-	-	2	66.7%
Between 1-3 months	-	0.0%	-	0.0%	-	-	-	0.0%
Between 3 to 6 months	-	0.0%	-	0.0%	-	-	-	0.0%
More than 6 months	-	0.0%	1	33.3%	-	-	1	33.3%
<b>Total</b>	-	0.0%	3	100.0%	-	-	3	100.0%

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	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
5	Good Health Insurance TPA PVT LTD	31-01-2020	30-01-2023

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

Description	Individual	Group	Government
Number of policies serviced	-	-	-
Number of lives serviced	-	-	-

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	0
ii.	Number of claims received during the year	18
iii.	Number of claims paid during the year (specify % also in brackets)	15
iv.	Number of claims repudiated during the year (specify % also in brackets)	2
v.	Number of claims outstanding at the end of the year	1

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%
	<b>Total</b>	0%	0%	0%	0%

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

Description	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.0%	15	88.2%	-	-	15	88.2%
Between 1-3 months	-	0.0%	2	11.8%	-	-	2	11.8%
Between 3 to 6 months	-	0.0%	-	0.0%	-	-	-	0.0%
More than 6 months	-	0.0%	-	0.0%	-	-	-	0.0%
<b>Total</b>	-	0.0%	17	100.0%	-	-	17	100.0%

g. Data of grievances received against the TPA:

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

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
6	Vipul Medcorp Insurance TPA Private Limited	01-09-2021	07-10-2022

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

Description	Individual	Group	Government
Number of policies serviced	-	-	-
Number of lives serviced	-	-	-

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	0
ii.	Number of claims received during the year	7
iii.	Number of claims paid during the year (specify % also in brackets)	6
iv.	Number of claims repudiated during the year (specify % also in brackets)	1
v.	Number of claims outstanding at the end of the year	0

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%	40%	40%
2	Within 1-2 hours	0%	0%	26%	10%
3	Within 2-6 hours	0%	0%	22%	26%
4	Within 6-12 hours	0%	0%	11%	22%
5	Within 12-24 hours	0%	0%	0%	2%
6	>24 hours	0%	0%	1%	0%
	<b>Total</b>	0%	0%	100%	100%

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

Description	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.0%	6	85.7%	-	-	6	85.7%
Between 1-3 months	-	0.0%	1	14.3%	-	-	1	14.3%
Between 3 to 6 months	-	0.0%	-	0.0%	-	-	-	0.0%
More than 6 months	-	0.0%	-	0.0%	-	-	-	0.0%
<b>Total</b>	-	0.0%	7	100.0%	-	-	7	100.0%

g. Data of grievances received against the TPA:

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

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
7	InHouse		

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

Description	Individual	Group	Government
Number of policies serviced	55,537.00	17,176.00	-
Number of lives serviced	85,571.00	38,99,513.00	-

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	33
ii.	Number of claims received during the year	5319
iii.	Number of claims paid during the year (specify % also in brackets)	4074
iv.	Number of claims repudiated during the year (specify % also in brackets)	1053
v.	Number of claims outstanding at the end of the year	225

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%
	<b>Total</b>	0%	0%	0%	0%

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

Description	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	530	80.3%	3,905	87.4%	-	-	4,435	86.5%
Between 1-3 months	77	11.7%	437	9.8%	-	-	514	10.0%
Between 3 to 6 months	15	2.3%	43	1.0%	-	-	58	1.1%
More than 6 months	38	5.8%	82	1.8%	-	-	120	2.3%
<b>Total</b>	660	100.0%	4,467	100.0%	-	-	5,127	100.0%

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	158
3	Grievances resolved during the year	157
4	Grievances outstanding at the end of the year	1