

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	-	2,060	-
Number of lives serviced	-	8,72,408	-

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	511
ii.	Number of claims received during the year	47,144
iii.	Number of claims paid during the year (specify % also in brackets)	41,062 (86%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	4,617 (14%)
v.	Number of claims outstanding at the end of the year	1,976

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%	86.2%	62.9%
2	Within 1-2 hours	0.0%	0.0%	10.3%	29.7%
3	Within 2-6 hours	0.0%	0.0%	3.5%	7.4%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	<b>Total</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>100.0%</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	3,338	69.4%	34,899	85.4%	-	-	38,237	83.7%
Between 1-3 months	1,184	24.6%	5,425	13.3%	-	-	6,609	14.5%
Between 3 to 6 months	154	3.2%	354	0.9%	-	-	508	1.1%
More than 6 months	133	2.8%	192	0.4%	-	-	325	0.7%
<b>Total</b>	<b>4,809</b>	<b>100.0%</b>	<b>40,870</b>	<b>100.0%</b>	<b>-</b>	<b>-</b>	<b>45,679</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	-	978	-
Number of lives serviced	-	3,69,331	-

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	100
ii.	Number of claims received during the year	10,543
iii.	Number of claims paid during the year (specify % also in brackets)	9,243 (87%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	651 (13%)
v.	Number of claims outstanding at the end of the year	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	0.0%	0.0%	46.5%	57.6%
2	Within 1-2 hours	0.0%	0.0%	14.8%	24.8%
3	Within 2-6 hours	0.0%	0.0%	38.7%	17.6%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	<b>Total</b>	0.0%	0.0%	100.0%	100.0%

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%	7,554	76.3%	-	-	7,554	76.3%
Between 1-3 months	-	0.0%	2,142	21.6%	-	-	2,142	21.6%
Between 3 to 6 months	-	0.0%	163	1.6%	-	-	163	1.6%
More than 6 months	-	0.0%	35	0.5%	-	-	35	0.5%
<b>Total</b>	-	0.0%	9,894	100.0%	-	-	9,894	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	-	24	-
Number of lives serviced	-	28,892	-

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	102
ii.	Number of claims received during the year	2,389
iii.	Number of claims paid during the year (specify % also in brackets)	2,302 (92%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	143 (8%)
v.	Number of claims outstanding at the end of the year	46

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%	71.9%	60.0%
2	Within 1-2 hours	0.0%	0.0%	18.6%	24.6%
3	Within 2-6 hours	0.0%	0.0%	9.5%	15.4%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	<b>Total</b>	0.0%	0.0%	100.0%	100.0%

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%	1,975	80.8%	-	-	1,975	80.8%
Between 1-3 months	-	0.0%	420	17.2%	-	-	420	17.2%
Between 3 to 6 months	-	0.0%	41	1.7%	-	-	41	1.7%
More than 6 months	-	0.0%	9	0.3%	-	-	9	0.3%
<b>Total</b>	-	0.0%	2,445	100.0%	-	-	2,445	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	-
ii.	Number of claims received during the year	1
iii.	Number of claims paid during the year (specify % also in brackets)	1 (100%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	-
v.	Number of claims outstanding at the end of the year	-

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%	0.0%	0.0%
2	Within 1-2 hours	0.0%	0.0%	0.0%	0.0%
3	Within 2-6 hours	0.0%	0.0%	0.0%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	<b>Total</b>	0.0%	0.0%	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%	1	100.0%	-	-	1	100.0%
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%	-	0.0%	-	-	-	0.0%
<b>Total</b>	-	0.0%	1	100.0%	-	-	1	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	Vipul Medcorp Insurance TPA Private Limited	06-09-2021	06-10-2022

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	-
ii.	Number of claims received during the year	21
iii.	Number of claims paid during the year (specify % also in brackets)	20 (95%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1 (5%)
v.	Number of claims outstanding at the end of the year	-

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%	0.0%	0.0%
2	Within 1-2 hours	0.0%	0.0%	0.0%	0.0%
3	Within 2-6 hours	0.0%	0.0%	0.0%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	<b>Total</b>	0.0%	0.0%	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%	18	85.7%	-	-	18	85.7%
Between 1-3 months	-	0.0%	2	9.5%	-	-	2	9.5%
Between 3 to 6 months	-	0.0%	-	0.0%	-	-	-	0.0%
More than 6 months	-	0.0%	1	4.8%	-	-	1	4.8%
<b>Total</b>	-	0.0%	21	100.0%	-	-	21	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	InHouse		

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

Description	Individual	Group	Government
Number of policies serviced	62,676	2,293	-
Number of lives serviced	1,07,696	11,68,919	-

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	19
ii.	Number of claims received during the year	23,176
iii.	Number of claims paid during the year (specify % also in brackets)	20,708 (89%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1,229 (11%)
v.	Number of claims outstanding at the end of the year	1,258

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	94.3%	95.4%	97.5%	96.4%
2	Within 1-2 hours	3.9%	3.2%	1.9%	3.0%
3	Within 2-6 hours	1.8%	1.4%	0.6%	0.6%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</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	1,061	74.6%	18,374	89.6%	-	-	19,435	88.6%
Between 1-3 months	255	17.9%	1,911	9.3%	-	-	2,166	9.9%
Between 3 to 6 months	90	6.3%	198	1.0%	-	-	288	1.3%
More than 6 months	17	1.2%	31	0.1%	-	-	48	0.2%
<b>Total</b>	<b>1,423</b>	<b>100.0%</b>	<b>20,514</b>	<b>100.0%</b>			<b>21,937</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	0
2	Grievances received during the year	232
3	Grievances resolved during the year	232
4	Grievances outstanding at the end of the year	0