

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

Name of the Insurance Company: Niva Bupa Health Insurance Company Limited
(formerly known as Max Bupa Health Insurance Company Limited)

a.	Name of Insurer/TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Niva Bupa Health Insurance Company Limited (formerly known as Max Bupa Health Insurance Company Limited)	-	-	-
	Medi Assist Insurance TPA Pvt Ltd	HCP/Legal/78/2019	1-Oct-2019	30-Sep-2022
	Raksha Health Insurance TPA Pvt Ltd	HCP/Legal/79/2019	20-Nov-2019	19-Nov-2022
	Family Health Plan Insurance TPA Limited	HCP/Legal/86/2020	1-Aug-2020	31-Jul-2023
	Vipul Medorp Insurance TPA Pvt Ltd	HCP/Legal/88/2020	1-Aug-2020	31-Jul-2023
	Paramount Health Services & Insurance TPA Pvt Ltd	HCP_Legal_87_2020	4-Aug-2020	3-Aug-2023
	Health India TPA Services Pvt Ltd	HRM/Legal/39/2010	7-May-2021	6-May-2024
	Safeway Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/151/2021	9-Sep-2021	8-Sep-2024
	Good Health Insurance TPA Limited	HCP_Legal_89_2020	1-Aug-2020	31-Jul-2023

b(i). Number of policies and lives serviced in respect of which public disclosure is made by the Insurer:

Description	Individual	Group	Government
No of policies serviced	1457688	2246	0
No of lives serviced	3288205	4000204	0

b(ii). Number of policies and lives serviced in respect of which public disclosure is made by Medi Assist Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced	0	7	0
No of lives serviced	0	16211	0

b(iii). Number of policies and lives serviced in respect of which public disclosure is made by Raksha Health Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced	0	1	0
No of lives serviced	0	2279	0

b(iv). Number of policies and lives serviced in respect of which public disclosure is made by Family Health Plan Insurance TPA Limited:

Description	Individual	Group	Government
No of policies serviced	0	19	0
No of lives serviced	0	275225	0

b(v). Number of policies and lives serviced in respect of which public disclosure is made by Vipul Medorp Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced	0	1	0
No of lives serviced	0	1353	0

b(vi). Number of policies and lives serviced in respect of which public disclosure is made by Paramount Health Services & Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced	0	1	0
No of lives serviced	0	261	0

b(vii). Number of policies and lives serviced in respect of which public disclosure is made by Health India TPA Services Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced	0	1	0
No of lives serviced	0	842	0

b(viii). Number of policies and lives serviced in respect of which public disclosure is made by Safeway Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced	0	1	0
No of lives serviced	0	130	0

b(ix). Number of policies and lives serviced in respect of which public disclosure is made by Good Health Insurance TPA Limited:

Description	Individual	Group	Government
No of policies serviced	0	0	0
No of lives serviced	0	0	0

c(i). Geographical Area of services Renderd in respect of which public disclosure is made by the Insurer:

Sr. No.	Name of State	Name of District	No. of policies serviced *	No. of lives serviced
1	Andhra Pradesh	All Districts	28,684	307,427
2	Arunachal Pradesh	All Districts	381	1,324
3	Assam	All Districts	11,221	63,223
4	Bihar	All Districts	36,507	156,991
5	Chhattisgarh	All Districts	13,011	86,951
6	Goa	All Districts	6,582	18,774
7	Gujarat	All Districts	94,915	499,461
8	Haryana	All Districts	98,009	633,218
9	Himachal Pradesh	All Districts	6,236	24,711
10	Jammu & Kashmir	All Districts	5,345	16,634
11	Jharkhand	All Districts	13,848	78,304
12	Karnataka	All Districts	107,292	510,733
13	Kerala	All Districts	49,075	347,295
14	Madhya Pradesh	All Districts	40,511	261,355
15	Maharashtra	All Districts	217,830	1,056,642
16	Manipur	All Districts	830	3,613
17	Meghalaya	All Districts	843	4,250
18	Mizoram	All Districts	280	921
19	Nagaland	All Districts	385	1,522
20	Odisha	All Districts	21,908	166,642
21	Punjab	All Districts	83,099	309,549
22	Rajasthan	All Districts	83,819	364,695
23	Sikkim	All Districts	446	2,321

24	Tamil Nadu	All Districts	55,997	414,370
25	Telangana	All Districts	77,607	350,865
26	Tripura	All Districts	1,395	5,886
27	Uttar Pradesh	All Districts	173,727	582,772
28	Uttarakhand	All Districts	16,548	68,006
29	West Bengal	All Districts	44,829	228,714
30	Andaman & Nicobar Is.	All Districts	204	670
31	Chandigarh	All Districts	8,587	26,837
32	Dadra & Nagra Haveli	All Districts	667	3,549
33	Daman & Diu	All Districts	458	1,634
34	Delhi	All Districts	157,575	679,526
35	Lakshadweep	All Districts	28	104
36	Puducherry	All Districts	1,098	8,630
37	Ladakh	All Districts	157	290

* All policies active during the financial year are included in this count

c(ii). Geographical Area of services Renderd in respect of which public disclosure is made **Medi Assist Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	7	16211

c(iii). Geographical Area of services Renderd in respect of which public disclosure is made **Raksha Health Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	2279

c(iv). Geographical Area of services Renderd in respect of which public disclosure is made **Family Health Plan Insurance TPA Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	19	275225

c(v). Geographical Area of services Renderd in respect of which public disclosure is made **Vipul Medorp Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	1353

c(vi). Geographical Area of services Renderd in respect of which public disclosure is made **Paramount Health Services & Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	261

c(vii). Geographical Area of services Renderd in respect of which public disclosure is made **Health India TPA Services Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	842

c(viii). Geographical Area of services Renderd in respect of which public disclosure is made **Safeway Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	130

c(ix). Geographical Area of services Renderd in respect of which public disclosure is made **Good Health Insurance TPA Limited:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	-	-	0	0

d(i). Data of number of claims processed by the Insurer (Inhouse)

TPA	No. of claims outstanding at the beginning of year 2021-22	No. of claims received during the year 2021-22	No. of claims paid during the year 2021-22	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2021-22
Inhouse (Health&PA)	3352	290814	261803	91%	26664	9%	5699

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year+ No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year+ No. of claims received during the year - No. of claims outstanding at the end of the year)

d(ii). Data of number of claims processed by **Medi Assist Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2021-22	No. of claims received during the year 2021-22	No. of claims paid during the year 2021-22	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2021-22
Medi Assist Insurance TPA P Ltd	73	4319	3727	89%	480	11%	185

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year+ No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year+ No. of claims received during the year - No. of claims outstanding at the end of the year)

d(iii). Data of number of claims processed by **Raksha Health Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2021-22	No. of claims received during the year 2021-22	No. of claims paid during the year 2021-22	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2021-22
Raksha TPA	12	154	154	97%	4	3%	8

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year+ No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year+ No. of claims received during the year - No. of claims outstanding at the end of the year)

d(iv). Data of number of claims processed by **Family Health Plan Insurance TPA Limited:**

TPA	No. of claims outstanding at the beginning of year 2021-22	No. of claims received during the year 2021-22	No. of claims paid during the year 2021-22	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2021-22
FHPL TPA	205	5466	4926	91%	469	9%	276

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year+ No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year+ No. of claims received during the year - No. of claims outstanding at the end of the year)

d(v). Data of number of claims processed by **Vipul MedCorp Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2021-22	No. of claims received during the year 2021-22	No. of claims paid during the year 2021-22	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2021-22
Vipul TPA	12	78	86	96%	4	4%	0

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year+ No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year+ No. of claims received during the year - No. of claims outstanding at the end of the year)

d(vi). Data of number of claims processed by **Paramount Health Services & Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2021-22	No. of claims received during the year 2021-22	No. of claims paid during the year 2021-22	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2021-22
Paramount TPA	0	6	3	100%	0	0%	3

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(vii). Data of number of claims processed by **Health India TPA Services Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2021-22	No. of claims received during the year 2021-22	No. of claims paid during the year 2021-22	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2021-22
Health India TPA	0	44	40	100%	0	0%	4

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(viii). Data of number of claims processed by **Safeway Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2021-22	No. of claims received during the year 2021-22	No. of claims paid during the year 2021-22	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2021-22
Safeway TPA	0	2	2	100%	0	0%	0

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(ix). Data of number of claims processed by **Good Health Insurance TPA Limited:**

TPA	No. of claims outstanding at the beginning of year 2021-22	No. of claims received during the year 2021-22	No. of claims paid during the year 2021-22	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2021-22
Good Health TPA	0	0	0	0	0	0	0

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

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

TAT INCLUSIVE OF TIME TAKEN BY INSURER FOR APPROVAL OF AUTHORISATIONS

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	92.3%	46.9%	93.4%	52.8%
2	Within 1-2 Hours	5.9%	35.7%	5.0%	33.9%
3	Within 2-6 Hours	1.7%	16.3%	1.6%	12.6%
4	Within 6-12 Hours	0.0%	0.5%	0.0%	0.3%
5	Within 12-24 Hours	0.0%	0.4%	0.0%	0.3%
6	>24 Hours	0.0%	0.2%	0.0%	0.2%
Total		100%	100%	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

e(ii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Medi Assist Insurance TPA Pvt Ltd**

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	-	-	87%	81%
2	Within 1-2 Hours	-	-	11%	16%
3	Within 2-6 Hours	-	-	2%	3%
4	Within 6-12 Hours	-	-	0%	0%
5	Within 12-24 Hours	-	-	0%	0%
6	>24 Hours	-	-	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

e(iii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Raksha Health Insurance TPA Pvt Ltd**

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	-	-	94%	96%
2	Within 1-2 Hours	-	-	6%	4%
3	Within 2-6 Hours	-	-	0%	0%
4	Within 6-12 Hours	-	-	0%	0%
5	Within 12-24 Hours	-	-	0%	0%
6	Above 24 Hours	-	-	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 to the hospital)

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

e(iv). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Family Health Plan Insurance TPA Limited**

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	-	-	65%	56%
2	Within 1-2 Hours	-	-	23%	31%
3	Within 2-6 Hours	-	-	9%	12%
4	Within 6-12 Hours	-	-	1%	1%
5	Within 12-24 Hours	-	-	1%	0%
6	Above 24 Hours	-	-	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 to the hospital)

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

e(v). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Vipul MedCorp Insurance TPA Pvt Ltd**

		Individual Policies (in %)	Group Policies (in %)

Sr. No.	Description	TAT for Pre-auth**	TAT for Discharge***	TAT for Pre-auth**	TAT for Discharge***
1	Within <1 Hour	-	-	98%	94%
2	Within 1-2 Hours	-	-	0%	0%
3	Within 2-6 Hours	-	-	0%	3%
4	Within 6-12 Hours	-	-	2%	3%
5	Within 12-24 Hours	-	-	0%	0%
6	Above 24 Hours	-	-	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 to the hospital)

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

e(vi). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Paramount Health Services & Insurance TPA Pvt Ltd**

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	-	-	100%	100%
2	Within 1-2 Hours	-	-	0%	0%
3	Within 2-6 Hours	-	-	0%	0%
4	Within 6-12 Hours	-	-	0%	0%
5	Within 12-24 Hours	-	-	0%	0%
6	Above 24 Hours	-	-	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 to the hospital)

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

e(vii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Health India TPA Services Pvt Ltd**

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	-	-	72%	74%
2	Within 1-2 Hours	-	-	22%	26%
3	Within 2-6 Hours	-	-	6%	0%
4	Within 6-12 Hours	-	-	0%	0%
5	Within 12-24 Hours	-	-	0%	0%
6	Above 24 Hours	-	-	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 to the hospital)

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

e(viii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Safeway Insurance TPA Pvt Ltd**

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	-	-	-	-
2	Within 1-2 Hours	-	-	-	-
3	Within 2-6 Hours	-	-	-	-
4	Within 6-12 Hours	-	-	-	-
5	Within 12-24 Hours	-	-	-	-
6	Above 24 Hours	-	-	-	-
Total		0%	0%	0%	0%

*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 to the hospital)

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

e(ix). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Good Health Insurance TPA Limited**

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	-	-	-	-
2	Within 1-2 Hours	-	-	-	-
3	Within 2-6 Hours	-	-	-	-
4	Within 6-12 Hours	-	-	-	-
5	Within 12-24 Hours	-	-	-	-
6	Above 24 Hours	-	-	-	-
Total		0%	0%	0%	0%

*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 to the hospital)

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

fi). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Insurer (INHOUSE)

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	249752	99.1%	35256	96.8%	0	0.0%	285008	98.8%
Between 1-3 Months	2284	0.9%	1145	3.1%	0	0.0%	3429	1.2%
Between 3-6 Months	21	0.0%	8	0.0%	0	0.0%	29	0.0%
More than 6 Months	1	0.0%	0	0.0%	0	0.0%	1	0.0%
Total	252058	100%	36409	100%	0	0.0%	288467	100%

*Percentage shall be calculated on total of respective column

fi(i). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Medi Assist Insurance TPA Pvt Ltd**:

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%	3961	94.2%	0	0%	3961	94.2%
Between 1-3 Months	0	0%	234	5.6%	0	0%	234	5.6%
Between 3-6 Months	0	0%	12	0.3%	0	0%	12	0.3%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	4207	100%	0	0	4207	100%

*Percentage shall be calculated on total of respective column

fi(ii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Raksha Health Insurance TPA Pvt Ltd**:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0%	145	91.8%	0	0%	145	91.8%

Between 1-3 Months	0	0%	12	7.6%	0	0%	12	7.6%
Between 3-6 Months	0	0%	1	0.6%	0	0%	1	0.6%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	158	100.0%	0	0	158	100.0%

*Percentage shall be calculated on total of respective column

f(iv). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Family Health Plan Insurance TPA Limited** :

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0%	5002	92.7%	0	0%	5002	92.7%
Between 1-3 Months	0	0%	371	6.9%	0	0%	371	6.9%
Between 3-6 Months	0	0%	20	0.4%	0	0%	20	0.4%
More than 6 Months	0	0%	2	0.0%	0	0%	2	0.0%
Total	0	0	5395	100%	0	0	5395	100%

*Percentage shall be calculated on total of respective column

f(v). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Vipul MedCorp Insurance TPA Pvt Ltd** :

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0%	74	82%	0	0%	74	82%
Between 1-3 Months	0	0%	16	18%	0	0%	16	18%
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	90	100%	0	0	90	100%

*Percentage shall be calculated on total of respective column

f(vi). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Paramount Health Services & Insurance TPA Pvt Ltd**:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0%	2	67%	0	0%	2	67%
Between 1-3 Months	0	0%	1	33%	0	0%	1	33%
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	3	100%	0	0	3	100%

*Percentage shall be calculated on total of respective column

f(vii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Health India TPA Services Pvt Ltd**:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0%	25	62.5%	0	0%	25	62.5%
Between 1-3 Months	0	0%	12	30.0%	0	0%	12	30.0%
Between 3-6 Months	0	0%	3	7.5%	0	0%	3	7.5%
More than 6 Months	0	0%	0	0%	0	0%	0	0%
Total	0	0	40	100%	0	0	40	100%

*Percentage shall be calculated on total of respective column

f(viii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Safeway Insurance TPA Pvt Ltd**:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0%	2	100%	0	0%	2	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	2	100%	0	0	2	100%

*Percentage shall be calculated on total of respective column

f(ix). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Good Health Insurance TPA Limited**:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0%	0	0%	0	0%	0	0%
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	0	0%	0	0	0	0%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances (by Medi Assist Insurance TPA P Ltd)	No. of Grievances (by Raksha Health Insurance TPA Pvt Ltd)	No. of Grievances (by Family Health Plan Insurance TPA Ltd)	No. of Grievances (by Vipul MedCorp TPA Pvt Ltd)	No. of Grievances (by Paramount TPA)	No. of Grievances (by Health TPA)	No. of Grievances (by Safeway TPA)	No. of Grievances (by Good Health TPA)
1	Grievances outstanding at the beginning of year	0	0	0	0	0	0	0	0
2	Grievances received during the year	0	0	0	0	0	0	0	0
3	Grievances resolved during the year	0	0	0	0	0	0	0	0
4	Grievances outstanding at the end of the year	0	0	0	0	0	0	0	0

Note: The above count is the total of all grievances received by the insurer during 2021-22

Place: Gurgaon

Signature of CEO/Whole Time Director

20th June 2022

Name of the Insurer: Niva Bupa Health Insurance Company Limited