

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	Themis/Claims, UW & Products/945/2022	1-Oct-2019	30-Sep-2025
	Raksha Health Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/944/2022	20-Nov-2019	19-Nov-2025
	Family Health Plan Insurance TPA Limited	HCP_Legal_86_2020	1-Aug-2020	31-Jul-2026
	Vidal Health Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/723/2022	1-Aug-2020	31-Jul-2026
	Paramount Health Services & Insurance TPA Pvt Ltd	HCP_Legal_87_2020	4-Aug-2020	3-Aug-2026
	Health India TPA Services Pvt Ltd	Themis/Claims, UW & Products/193/2021	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-2026
	Volo Health Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/694/2022	10-May-2022	9-May-2025
	Medsave Health Insurance TPA Limited	Themis/Claims, UW & Products/699/2022	22-Jul-2022	21-Jul-2025
	Genins India Insurance TPA Limited	Themis/Claims, UW & Products/770/2022	1-Nov-2022	31-Oct-2025
	Park Mediclaim Insurance TPA Private Limited	Themis/Claims, UW & Products/943/2022	9-Dec-2022	8-Dec-2025
	Ericson Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/859/2022	1-Dec-2022	7-Dec-2025
	MD India Health Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/1905/2023	1-Jun-2023	31-May-2026
	Link-K Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/2248/2023	14-Jan-2024	13-Jan-2027

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	2438640	4965	0
No of lives serviced	5340368	9385041	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	71	0
No of lives serviced	0	292104	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	3	0
No of lives serviced	0	9417	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	18	0
No of lives serviced	0	188493	0

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

Description	Individual	Group	Government
No of policies serviced	0	26	0
No of lives serviced	0	124193	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	143	0
No of lives serviced	0	75599	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	46	0
No of lives serviced	0	118986	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	4	0
No of lives serviced	0	7881	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	4	0
No of lives serviced	0	4410	0

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

Description	Individual	Group	Government
No of policies serviced	0	28	0
No of lives serviced	0	23436	0

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

Description	Individual	Group	Government
No of policies serviced	0	1	0
No of lives serviced	0	347	0

b(xii). Number of policies and lives serviced in respect of which public disclosure is made by Genins India Insurance TPA Limited:

Description	Individual	Group	Government
No of policies serviced	0	1	0
No of lives serviced	0	65	0

b(xiii). Number of policies and lives serviced in respect of which public disclosure is made by Park Mediclaim Insurance TPA Private Limited:

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

No of policies serviced	0	1	0
No of lives serviced	0	433	0

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

Description	Individual	Group	Government
No of policies serviced	0	5	0
No of lives serviced	0	6937	0

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

Description	Individual	Group	Government
No of policies serviced	0	4	0
No of lives serviced	0	3068	0

b (xvi). Number of policies and lives serviced in respect of which public disclosure is made by Link-K Insurance TPA Pvt Ltd:

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

Sr. No.	Name of State	Name of District	No. of policies serviced *	No. of lives serviced
1	Andhra Pradesh	All District	58301	556734
2	Arunachal Pradesh	All District	778	6877
3	Assam	All District	22948	177988
4	Bihar	All District	56720	777804
5	Chhattisgarh	All District	26631	174567
6	Goa	All District	9063	30478
7	Gujarat	All District	136136	883232
8	Haryana	All District	148751	924857
9	Himachal Pradesh	All District	10121	52016
10	Jharkhand	All District	23231	235152
11	Karnataka	All District	171617	1057715
12	Kerala	All District	86620	953479
13	Madhya Pradesh	All District	71532	524007
14	Maharashtra	All District	457025	1966904
15	Manipur	All District	948	8408
16	Meghalaya	All District	1157	13732
17	Mizoram	All District	1147	9508
18	Nagaland	All District	536	3470
19	Odisha	All District	38305	384513
20	Punjab	All District	117966	454047
21	Rajasthan	All District	139516	663551
22	Sikkim	All District	724	6969
23	Tamil Nadu	All District	91542	852546
24	Telangana	All District	120946	776002
25	Tripura	All District	2451	16511
26	Uttar Pradesh	All District	294013	1719714
27	Uttarakhand	All District	30449	124590
28	West Bengal	All District	72732	547844
29	Andaman & Nicobar Is.	All District	449	1935
30	Chandigarh	All District	12007	37007
31	Dadra & Nagra Haveli	All District	888	5337
32	Daman & Diu	All District	608	3557
33	Delhi	All District	227617	723919
34	Jammu & Kashmir	All District	8316	34801
35	Ladakh	All District	161	155
36	Lakshadweep	All District	67	174
37	Puducherry	All District	1586	15309

\* 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	71	292104

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	3	9417

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	18	188493

c(v). Geographical Area of services Renderd in respect of which public disclosure is made **Vidal 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	26	124193

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	143	75599

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	46	118986

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	4	7881

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	PAN India	PAN India	4	4410

c(x). Geographical Area of services Renderd in respect of which public disclosure is made **Volo 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	28	23436

c(xi). Geographical Area of services Render in respect of which public disclosure is made **Medsave Health Insurance TPA Limited:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	347

c(xii). Geographical Area of services Render in respect of which public disclosure is made **Genins India Insurance TPA Limited:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	65

c(xiii). Geographical Area of services Render in respect of which public disclosure is made **Park Mediclaim Insurance TPA Private Limited:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	433

c(xiv). Geographical Area of services Render in respect of which public disclosure is made **Ericson 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	5	6937

c(xv). Geographical Area of services Render in respect of which public disclosure is made **MDIndia 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	4	3068

c(xvi). Geographical Area of services Render in respect of which public disclosure is made **Link-K 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	0	0

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

TPA	No. of claims outstanding at the beginning of year 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Inhouse (Health&PA)	8887	639791	584217	92%	51886	8%	12575

\* 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 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Medi Assist Insurance TPA P Ltd	932	24521	21367	90%	2329	10%	1656

\* 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 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Raksha TPA	25	1686	1299	90%	148	10%	264

\* 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 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
FHPL TPA	388	10567	8940	88%	1239	12%	776

\* 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 **Vidal Health Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Vidal TPA	300	9273	7543	89%	964	11%	1066

\* 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 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Paramount TPA	287	6592	5604	86%	901	14%	374

\* 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 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Health India TPA	544	10771	9212	87%	1339	13%	764

\* 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 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Safeway TPA	3	284	194	85%	35	15%	58

\* 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 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Good Health TPA	15	297	251	87%	39	13%	22

\* 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(x). Data of number of claims processed by Ericson Insurance TPA Pvt Ltd:

TPA	No. of claims outstanding at the beginning of year 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Ericson Insurance TPA Pvt Ltd	4	397	342	93%	27	7%	32

\* 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(xi). Data of number of claims processed by Volo Health Insurance TPA Pvt Ltd:

TPA	No. of claims outstanding at the beginning of year 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Volo Health Insurance TPA Pvt Ltd	376	5097	4109	88%	543	12%	821

\* 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(xii). Data of number of claims processed by Genins TPA:

TPA	No. of claims outstanding at the beginning of year 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Genins TPA	5	81	69	80%	17	20%	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(xiii). Data of number of claims processed by Park Mediclaim TPA:

TPA	No. of claims outstanding at the beginning of year 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Park Mediclaim TPA	7	61	57	92%	5	8%	6

\* 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(xiv). Data of number of claims processed by Medsave TPA:

TPA	No. of claims outstanding at the beginning of year 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Medsave TPA	24	211	200	87%	30	13%	5

\* 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(xv). Data of number of claims processed by MDIndia Health Insurance TPA Pvt Ltd:

TPA	No. of claims outstanding at the beginning of year 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
MDIndia TPA	0	35	19	100%	0	0%	16

\* 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(xvi). Data of number of claims processed by Link-K Insurance TPA Pvt Ltd:

TPA	No. of claims outstanding at the beginning of year 2023-24	No. of claims received during the year 2023-24	No. of claims paid during the year 2023-24	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2023-24
Link-K Insurance TPA Pvt Ltd	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	89.07%	39.96%	90.21%	47.56%
2	Within 1-2 Hours	6.33%	51.38%	5.93%	47.53%
3	Within 2-6 Hours	4.31%	7.66%	3.82%	4.67%
4	Within 6-12 Hours	0.23%	0.42%	0.03%	0.07%
5	Within 12-24 Hours	0.04%	0.32%	0.01%	0.11%
6	>24 Hours	0.02%	0.26%	0.00%	0.06%
<b>Total</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*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	-	-	90.37%	81.26%
2	Within 1-2 Hours	-	-	8.16%	13.54%
3	Within 2-6 Hours	-	-	1.06%	4.15%
4	Within 6-12 Hours	-	-	0.20%	0.78%
5	Within 12-24 Hours	-	-	0.21%	0.27%
6	>24 Hours	-	-	0.00%	0.00%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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	-	-	97.71%	98.06%
2	Within 1-2 Hours	-	-	1.63%	1.73%
3	Within 2-6 Hours	-	-	0.65%	0.22%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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	-	-	71.59%	59.99%
2	Within 1-2 Hours	-	-	13.95%	24.51%
3	Within 2-6 Hours	-	-	9.92%	13.12%
4	Within 6-12 Hours	-	-	1.63%	1.17%
5	Within 12-24 Hours	-	-	2.49%	0.94%
6	Above 24 Hours	-	-	0.42%	0.27%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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): **Vidal 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	-	-	90.60%	83.70%
2	Within 1-2 Hours	-	-	6.20%	11.20%
3	Within 2-6 Hours	-	-	3.00%	5.10%
4	Within 6-12 Hours	-	-	0.20%	0.10%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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	-	-	79.86%	47.88%
2	Within 1-2 Hours	-	-	17.25%	44.84%
3	Within 2-6 Hours	-	-	2.53%	7.12%
4	Within 6-12 Hours	-	-	0.14%	0.11%
5	Within 12-24 Hours	-	-	0.04%	0.00%
6	Above 24 Hours	-	-	0.18%	0.04%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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	-	-	95.60%	92.10%
2	Within 1-2 Hours	-	-	4.40%	7.90%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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	-	-	100.00%	100.00%
2	Within 1-2 Hours	-	-	0.00%	0.00%
3	Within 2-6 Hours	-	-	0.00%	0.00%

4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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(x). 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	-	-	90.00%	94.70%
2	Within 1-2 Hours	-	-	10.00%	5.30%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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(x). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Ericson 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%	100.0%
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%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

\*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(x). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Volo 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	-	-	84.53%	89.13%
2	Within 1-2 Hours	-	-	11.49%	8.08%
3	Within 2-6 Hours	-	-	3.66%	2.41%
4	Within 6-12 Hours	-	-	0.33%	0.39%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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(xii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Genius TPA**

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	-	-	75.86%	100.00%
2	Within 1-2 Hours	-	-	24.14%	0.00%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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(xiii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Park Mediclaim TPA**

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	-	-	34.00%	64.00%
2	Within 1-2 Hours	-	-	66.00%	36.00%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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(xiv). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Medsave TPA**

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	-	-	93.55%	87.93%
2	Within 1-2 Hours	-	-	3.22%	11.21%
3	Within 2-6 Hours	-	-	2.42%	0.86%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.81%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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(xv). Turn Around Time (TAT) for cashless claims (in respect of number of claims): MDIndia 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	-	-	100.00%	100.00%
2	Within 1-2 Hours	-	-	0.00%	0.00%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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(xvi). Turn Around Time (TAT) for cashless claims (in respect of number of claims): Link-K 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	-	-	0.00%	0.00%
2	Within 1-2 Hours	-	-	0.00%	0.00%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	Above 24 Hours	-	-	0.00%	0.00%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>0.00%</b>	<b>0.00%</b>

\*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

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

**TOTAL CLAIMS PAYMENT TAT - LDR TO PAYMENT DATE / DENIAL DATE**

Description (to 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	534077	99.8%	100114	99.1%	NIL	NIL	634191	99.7%
Between 1-3 Months	992	0.2%	920	0.9%	NIL	NIL	1912	0.3%
Between 3-6 Months	0	0.0%	0	0.0%	NIL	NIL	0	0.0%
More than 6 Months	0	0.0%	0	0.0%	NIL	NIL	0	0.0%
<b>Total</b>	<b>535069</b>	<b>100%</b>	<b>101034</b>	<b>100%</b>	<b>0</b>	<b>0.0%</b>	<b>636103</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

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

**TOTAL CLAIMS PAYMENT TAT - LDR TO PAYMENT DATE / DENIAL DATE**

Description (to 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	0	0%	16165	75.7%	0	0%	16165	75.7%
Between 1-3 Months	0	0%	4843	22.7%	0	0%	4843	22.7%
Between 3-6 Months	0	0%	357	1.7%	0	0%	357	1.7%
More than 6 Months	0	0%	2	0.0%	0	0%	2	0.0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>21367</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>21367</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

(2,329.00)

f(iii). 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	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)
Within 1 Month	0	0%	1093	84.1%	0	0%	1093	84.1%
Between 1-3 Months	0	0%	169	13.0%	0	0%	169	13.0%
Between 3-6 Months	0	0%	37	2.8%	0	0%	37	2.8%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1299</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>1299</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

(148.00)

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	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)
Within 1 Month	0	0%	7922	89%	0	0%	7922	89%
Between 1-3 Months	0	0%	936	10%	0	0%	936	10%
Between 3-6 Months	0	0%	77	1%	0	0%	77	1%
More than 6 Months	0	0%	5	0%	0	0%	5	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>8940</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>8940</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

(1,239.00)

f(v). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Vidal Health 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 (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)
Within 1 Month	0	0%	5927	78.58%	0	0%	5927	78.58%
Between 1-3 Months	0	0%	1533	20.32%	0	0%	1533	20.32%
Between 3-6 Months	0	0%	80	1.06%	0	0%	80	1.06%
More than 6 Months	0	0%	3	0.04%	0	0%	3	0.04%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>7543</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>7543</b>	<b>100.00%</b>

\*Percentage shall be calculated on total of respective column

(964.00)

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	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)
Within 1 Month	0	0%	4772	85%	0	0%	4772	85%
Between 1-3 Months	0	0%	739	13%	0	0%	739	13%
Between 3-6 Months	0	0%	92	2%	0	0%	92	2%
More than 6 Months	0	0%	1	0%	0	0%	1	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>5604</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>5604</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

(901.00)

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	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)

date of receipt of last necessary document)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	8,090	87.8%	0	0%	8090	87.8%
Between 1-3 Months	0	0%	1,089	11.8%	0	0%	1089	11.8%
Between 3-6 Months	0	0%	32	0.3%	0	0%	32	0.3%
More than 6 Months	0	0%	1	0.0%	0	0%	1	0.0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>9,212</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>9212</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

(1,339.00)

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	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	187	96%	0	0%	187	96%
Between 1-3 Months	0	0%	7	4%	0	0%	7	4%
Between 3-6 Months	0	0%	0	0%	0	0%	0	0%
More than 6 Months	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>194</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>194</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

(35.00)

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	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	226	90%	0	0%	226	90%
Between 1-3 Months	0	0%	25	10%	0	0%	25	10%
Between 3-6 Months	0	0%	0	0%	0	0%	0	0%
More than 6 Months	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>251</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>251</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

(39.00)

f(x). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Ericson 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 (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	320	94%	0	0%	320	94%
Between 1-3 Months	0	0%	22	6%	0	0%	22	6%
Between 3-6 Months	0	0%	0	0%	0	0%	0	0%
More than 6 Months	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>342</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>342</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

(27.00)

f(xi). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Volo Health 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 (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	2989	73%	0	0%	2989	73%
Between 1-3 Months	0	0%	1031	25%	0	0%	1031	25%
Between 3-6 Months	0	0%	88	2%	0	0%	88	2%
More than 6 Months	0	0%	1	0%	0	0%	1	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>4109</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>4109</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

(543.00)

f(xii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Genius TPA:

Description (to 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	0	0%	67	97%	0	0%	67	97%
Between 1-3 Months	0	0%	1	1%	0	0%	1	1%
Between 3-6 Months	0	0%	0	0%	0	0%	0	0%
More than 6 Months	0	0%	1	1%	0	0%	1	1%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>69</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>69</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

(17.00)

f(xiii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Park Mediclaim TPA:

Description (to 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	0	0%	27	47%	0	0%	27	47%
Between 1-3 Months	0	0%	27	47%	0	0%	27	47%
Between 3-6 Months	0	0%	3	5%	0	0%	3	5%
More than 6 Months	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>57</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>57</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

(5.00)

f(xiv). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Medsave TPA:

Description (to 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	0	0%	137	69%	0	0%	137	69%
Between 1-3 Months	0	0%	56	28%	0	0%	56	28%
Between 3-6 Months	0	0%	7	4%	0	0%	7	4%
More than 6 Months	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>200</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>200</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

(30.00)

f(xv). Turn Around Time (TAT) in respect of payment/ repudiation of claims by MDIndia Health 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 (%)	No. of claims	Percentage (%)	No. of claims	Percentage(%)
Within 1 Month	0	0%	12	63%	0	0%	12	63%
Between 1-3 Months	0	0%	7	37%	0	0%	7	37%
Between 3-6 Months	0	0%	0	0%	0	0%	0	0%
More than 6 Months	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

19.00

f(xvi). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Link-K Health 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 (%)	No. of claims	Percentage (%)	No. 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%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>

\*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 Vidal Health Insurance TPA Pvt Ltd)	No. of Grievances (by Paramount TPA )	No. of Grievances (by Health India TPA)	No. of Grievances (by Safeway TPA)
1	Grievances outstanding at the beginning of year	0	0	0	0	0	0	0
2	Grievances received during the year	2	1	2	0	7	34	0
3	Grievances resolved during the year	2	1	2	0	7	34	0
4	Grievances outstanding at the end of the year	0	0	0	0	0	0	0

Note: The above count is the total of all grievances received by the insurer during 2023-24

Sr. No.	Description	No. of Grievances (by Good Health TPA)	No. of Grievances (by Ericson TPA)	No. of Grievances (by Volo Health Insurance TPA Pvt Ltd)	No. of Grievances (by Genins TPA)	No. of Grievances (by Park Mediclaim TPA)	No. of Grievances (by Medsave TPA)	No. of Grievances (by MDIndia Health Insurance TPA Pvt Ltd)	No. of Grievances (by Link-K Health Insurance TPA Pvt Ltd)
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	2	0	0
3	Grievances resolved during the year	0	0	0	0	0	2	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 2023-24

Place: Gurgaon

Signature of CEO/Whole Time Director

h May 2024

Name of the Insurer: Niva Bupa Health Insurance Company Limited