

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (ANNUAL)

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited
(Information as at 31 March 2022)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Family Health Plan Insurance TPA Private Limited	013	01/02/2020	31/01/2023

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies service	0	3	0	3
No of lives serviced	0	96318	0	96318

3. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No	Name of State	Name of District	Individual		Group		Government	
			No. of policies service d	No. of lives service d	No. of policies service d	No. of lives service d	No. of policies service d	No. of lives service d
1	Delhi	New Delhi	0	0	0	65	0	0
2	Haryana	Gurgaon	0	0	0	62	0	0
3	Kerala	Ernakulam	0	0	0	16	0	0
4	Madhya Pradesh	Dhar	0	0	0	167	0	0
5	Maharashtra	Mumbai	0	0	1	84,007	0	0
6	Tamil Nadu	Tamil Nadu	0	0	1	412	0	0
7	Tamil Nadu	Kancheepuram	0	0	1	374	0	0
8	Uttar Pradesh	Gautam Buddha Nagar	0	0	0	767	0	0
Total			0	0	3	96,191	0	0

4. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
Family Health Plan Insurance TPA Private Limited	488	62490	50265	80%	12401	20%	312

5. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge ***	TAT for preauth**	TAT for discharge ***
1	Within <1 Hour	0	0	66%	66%
2	Within 1-2 Hours	0	0	18%	23%
3	Within 2-6 Hours	0	0	11%	9%
4	Within 6-12 Hours	0	0	1%	1%
5	Within 12-24 Hours	0	0	3%	1%
6	>24 Hours	0	0	1%	1%
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-authorization is issued in the hospital)

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

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

Description (to reckoned from	Individual		Group		Government		Total	
	No. of Claims	Percent tage (%)	No. of Claims	Percent age (%)	No. of Claims	Percent age (%)	No. of Claims	Percent tage (%)
Within 1 Month	0	0	7001	11%	0	0%	7001	11%
Between 1-3 Months	0	0	1577	3%	0	0%	1577	3%
Between 3-6 Months	0	0	43419	69%	0	0%	43419	69%
More than 6 Months	0	0	10669	17%	0	0%	10669	17%
Total	0	0	62666	100%	0	0%	62666	100%

*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	0

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (ANNUAL)

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited
(Information as at 31 March 2022)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Good Health Insurance TPA Private Limited	23	27/01/2021	26/01/2024

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies service	0	7	1	8
No of lives serviced	0	32541	2,627,318	2,659,859

3. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	TELANGANA	Hyderabad	6	31,640
2	Maharashtra	Mumbai	1	931
3	Jammu & Kashmir	Jammu & Kashmir	1	2,627,318
	Grand Total		8	2,659,889

4. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
Good Health Insurance TPA Private Limited	348	2794	2691	86%	229	7%	222

5. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	86%	96%
2	Within 1-2 Hours	0	0	14%	4%
3	Within 2-6 Hours	0	0	0%	0%
4	Within 6-12 Hours	0	0	0%	0%
5	Within 12-24 Hours	0	0	0%	0%
6	>24 Hours	0	0	0%	0%
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-authorization is issued in the hospital)

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

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

Description (to reckoned from	Individual		Group		Government		Total	
	No. of Claims	Perce tage (%)	No. of Claims	Percent age (%)	No. of Claims	Percent age (%)	No. of Claims	Perce tage (%)
Within 1 Month	0	0	2920	100%	0	0	2920	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	2920	100%	0	0	2920	100%

*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	1
3	Grievances resolved during the year	1
4	Grievances outstanding at the end of the year	0

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (ANNUAL)

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited
(Information as at 31 March 2022)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Medi assist Insurance TPA Private Limited	003	11/09/2019	10/09/2022

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies serviced	0	68	0	68
No of lives serviced	0	510024	0	510024

3. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Karnataka	-	28	173663
2	Maharashtra	-	30	333780
3	TamilNadu	-	10	2581

4. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
Medi assist Insurance TPA Pvt Ltd	2738	126456	107473	83%	16818	13%	4903

5. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	94.8%	90.5%
2	Within 1-2 Hours	0	0	4.4%	8.3%
3	Within 2-6 Hours	0	0	0.7%	1.1%
4	Within 6-12 Hours	0	0	0.2%	0.1%
5	Within 12-24 Hours	0	0	0	0%
6	>24 Hours	0	0	0%	0%
Total		0	0	100%	100.0%

*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-authorization is issued in the hospital)

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

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

Description (to reckoned from)	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	123240	99%	0	0%	123240	99%
Between 1-3 Months	0	0	929	1%	0	0%	929	1%
Between 3-6 Months	0	0	112	0%	0	0%	112	0%
More than 6 Months	0	0	10	0%	0	0	10	0%
Total	0	0	124291	100%	0	0%	124291	100%

*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	4
3	Grievances resolved during the year	4
4	Grievances outstanding at the end of the year	0

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (ANNUAL)

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited
(Information as at 31 March 2022)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Paramount Healthcare Services Private Limited	006	01/01/2020	31/12/2022

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies service	0	8	0	8
No of lives serviced	0	9614	0	9614

3. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	DELHI	DELHI	2	1216
2	Maharashtra	PUNE	6	8398
Grand Total			8	9614

4. Data of number of claims processed:

TPA	No. of claims outstandi ng at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settle ment ratio(%)	No. of claims repudiate d during the year	Claims repudi ation %	No. of claims outstandin g at the end of the year
Paramount Healthcare Services	64	868	850	97%	50	6%	32

Private Limited							
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5. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	89%	76%
2	Within 1-2 Hours	0	0	9%	22%
3	Within 2-6 Hours	0	0	2%	2%
4	Within 6-12 Hours	0	0	0%	0%
5	Within 12-24 Hours	0	0	0%	0%
6	>24 Hours	0	0	0%	0%
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-authorization is issued in the hospital)

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

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

Description (to reckoned from)	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	841	93%	0	0	841	93%
Between 1-3 Months	0	0	48	5%	0	0	48	5%
Between 3-6 Months	0	0	6	1%	0	0	6	1%
More than 6 Months	0	0	5	1%	0	0	5	1%
Total	0	0	900	100%	0	0	900	100%

*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	1
2	Grievances received during the year	1
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (ANNUAL)

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited
(Information as at 31 March 2022)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
United Healthcare Parekh Insurance TPA Pvt Ltd	002	14/10/2020	13/10/2022

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies service	0	2	0	2
No of lives serviced	0	1866	0	1866

3. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Maharashtra	Mumbai	2	1866
Grand Total			2	1866

4. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
United Healthcare Parekh Insurance TPA Pvt Ltd.	0	143	104	73%	6	4%	33

5. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	43%	34%
2	Within 1-2 Hours	0	0	37%	46%
3	Within 2-6 Hours	0	0	20%	20%
4	Within 6-12 Hours	0	0	0%	0%
5	Within 12-24 Hours	0	0	0%	0%
6	>24 Hours	0	0	0%	0%
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-authorization is issued in the hospital)

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

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

Description (to reckoned from)	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	104	100%	0	0	104	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	104	100%	0	0	104	100%

*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (ANNUAL)

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited
(Information as at 31 March 2022)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Vidal Health Insurance TPA Private Limited	016	01/11/2018	30/10/2021

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies service	0	1	0	1
No of lives serviced	0	177	0	177

3. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Andhra Pradesh	Vishakhapatnam	1	177
Grand Total			1	177

4. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
Vidal Health Insurance TPA Private Limited	7	0	2	85.7%	4	57%	1

5. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	0%	0%
2	Within 1-2 Hours	0	0	0%	0%
3	Within 2-6 Hours	0	0	0%	0%
4	Within 6-12 Hours	0	0	0%	0%
5	Within 12-24 Hours	0	0	0%	0%
6	>24 Hours	0	0	0%	0%
Total		0	0	0%	0%

*percentage to be calculated on total of respective column.

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

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

Description (to reckoned from)	Individual		Group		Government		Total	
	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
Within 1 Month	0	0	6	100	0	0	6	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	0	100%	0	0	6	100%

*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (ANNUAL)

Name of the Insurance Company: Bajaj Allianz General Insurance Company Limited
(Information as at 31 March 2022)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Vipul Medcorp Insurance TPA Private Limited	016	01/10/2019	30/09/2022

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies service	0	5	0	5
No of lives serviced	0	2306	0	2306

3. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Maharashtra	Pune	5	2306
Grand Total			5	2306

4. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
Vidal Health Insurance	6	100	90	94.3%	5	5%	6

TPA Private Limited							
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5. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	97%	77%
2	Within 1-2 Hours	0	0	3%	13%
3	Within 2-6 Hours	0	0	0%	10%
4	Within 6-12 Hours	0	0	0%	16.7%
5	Within 12-24 Hours	0	0	0%	0%
6	>24 Hours	0	0	0%	0%
Total		0	0	100%	100%

*percentage to be calculated on total of respective column.

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

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

Description (to reckoned from)	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	86%	91%	0	0	86	91%
Between 1-3 Months	0	0	9	9%	0	0	9	9%
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	95%	100%	0	0	95	100%

*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Tapan Singhel
Managing Director and Chief Executive Officer
Bajaj Allianz General Insurance Company Limited