

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES
RENDERED (INFORMATION AS AT 31/03/2020)**

NAME OF THE INSURANCE COMPANY: **ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED**

A. Validity of agreement with the TPA

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Medi Assist Insurance TPA Pvt Ltd		30-06-2020	29-06-2023

B. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
No of policies serviced	262388	-	-	262388
No of lives covered	798472	-	-	798472

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

State	Individual		Group		Total	
	Policy count	Lives count	Policy count	Lives count	Policy count	Lives count
ANDAMAN & NICOBAR IS.	132	484	-	-	132	484
ANDHRA PRADESH	10684	21966	-	-	10684	21966
ARUNACHAL PRADESH	27	974	-	-	27	974
ASSAM	1572	24342	-	-	1572	24342
BIHAR	5982	43696	-	-	5982	43696
CHANDIGARH	1168	2580	-	-	1168	2580
CHHATTISGARH	3599	21811	-	-	3599	21811
DADRA & NAGRA HAVELI	158	606	-	-	158	606
DAMAN & DIU	62	260	-	-	62	260
DELHI	21571	42394	-	-	21571	42394
GOA	437	721	-	-	437	721
GUJARAT	11984	41715	-	-	11984	41715
HARYANA	12764	40146	-	-	12764	40146
HIMACHAL PRADESH	430	6820	-	-	430	6820
JAMMU & KASHMIR	372	3633	-	-	372	3633
JHARKHAND	3526	17345	-	-	3526	17345
KARNATAKA	22139	53116	-	-	22139	53116
KERALA	7173	22699	-	-	7173	22699
LAKSHADWEEP	1	3	-	-	1	3
MADHYA PRADESH	7290	46192	-	-	7290	46192
MAHARASTHRA	41044	94212	-	-	41044	94212
MANIPUR	60	589	-	-	60	589
MEGHALAYA	47	1700	-	-	47	1700
MIZORAM	38	2388	-	-	38	2388
NAGALAND	38	65	-	-	38	65

ORISSA	4801	21861	-	-	4801	21861
PUDUCHERRY	557	1228	-	-	557	1228
PUNJAB	4950	15769	-	-	4950	15769
RAJASTHAN	8729	31321	-	-	8729	31321
SIKKIM	83	1436	-	-	83	1436
TAMIL NADU	35316	65615	-	-	35316	65615
TELANGANA	23865	47363	-	-	23865	47363
TRIPURA	212	1979	-	-	212	1979
UTTAR PRADESH	19288	79311	-	-	19288	79311
UTTRAKHAND	1307	5017	-	-	1307	5017
WEST BENGAL	10982	37115	-	-	10982	37115
Grand Total	262388	798472	-	-	262388	798472

D. Data of Number of claim processed:

Medi Assist & Medicare	Health - Individual		Group		Grand Total	
	Number	Amount	Number	Amount	Number	Amount
Outstanding number of claims at beginning of the Year	1392	86004655	-	-	1,392	8,60,04,655
No. of Claims received during the year	16137	645400756	-	-	16,137	64,54,00,756
No. of Claims Paid during the year	12679 (78.57%)	647798402	-	-	12,679	64,77,98,402
Claims Repudiated during the year	1997 (12.37%)	59100456	-	-	1,997	5,91,00,456
Claims Closed during the year	1011	39031506	-	-	1,011	3,90,31,506
Outstanding number End	1842	139229638	-	-	1,842	13,92,29,638

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

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	74%	67%	70%	54%
2	Within 1-2 Hours	12%	16%	20%	30%
3	Within 2-6 Hours	14%	16%	9%	16%
4	Within 6-12 Hours	1%	1%	1%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours				
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

F. Turn Around Time (TAT) in respect of payment of claims:

Description (to be 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	No of claims	Percentage
within 1 months	12679	100%	-	-	-	-	12679	100%
Between 1 – 3 Months	0	0%	-	-	-	-	0	0%
Between 3 to 6 Months	0	0%	-	-	-	-	0	0%
More than 6 months	0	0%	-	-	-	-	0	0%
Total	12679	100%	-	-	-	-	12679	100%

Turn Around Time (TAT) in respect of repudiation of claims

Description (to be 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	No of claims	Percentage
within 1 months	1997	100%	-	-	-	-	1997	100%
Between 1 – 3 Months	0	0%	-	-	-	-	0	0%
Between 3 to 6 Months	0	0%	-	-	-	-	0	0%
More than 6 months	0	0%	-	-	-	-	0	0%
Total	1997	100%	-	-	-	-	1997	100%

G. 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