

Family Health Plan Insurance TPA Limited
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2021

a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Family Health Plan Insurance TPA Limited	13	01-07-2019	30-06-2019

*Note: IRDA License number is provide in license number Details

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

Description	Individual	Group	Government	Total
No of policies serviced	-	31	-	31
No of lives serviced	-	6,069	-	6,069

c. 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	Bangalore	1	550
2	TAMIL NADU	Chennai	4	934
3	TELANGANA	Hyderabad	7	992
4	WEST BENGAL	Kolkata	16	3217
5	Maharashtra	Andheri	2	226
6	Odisha	Bhubaneswar	1	150

d. 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 Limited	81	343	328	77%	23	5%	73

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	0%	0%	80%	59%
2	Within 1-2 Hours	0%	0%	17%	29%
3	Within 2-6 Hours	0%	0%	4%	13%
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 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/ repudiation of claims:

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	351	100%	0	0	351	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	351	100%	0	0	351	100%

*Percentage shall be calculated on total of respective column

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