

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES
RENDERED (INFORMATION AS AT 31/03/2021)**

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
Raksha Health Insurance TPA Pvt Ltd		15-05-2020	14-05-2023

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

Description	Individual	Group	Government	Total
No of policies serviced	813	-		813
No of lives covered	1830	-		1830

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
Pan India	813	1830	-	-	813	1830
Grand Total	813	1830	-	-	813	1830

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	-	-	-	-	-	-
No. of Claims received during the year	37	19,48,041	-	-	37	19,48,041
No. of Claims Paid during the year	10	4,73,861	-	-	10	4,73,861
Claims Repudiated during the year	-	-	-	-	-	-
Claims Closed during the year	-	-	-	-	-	-
Outstanding number End	27	14,75,101	-	-	27	14,75,101

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	96.43%	97.14%	-	-
2	Within 1-2 Hours	3.57%	2.86%	-	-
3	Within 2-6 Hours	0.1%	0.4%	-	-
4	Within 6-12 Hours	0.1%	0.1%	-	-
5	Within 12-24 Hours	0.0%	0.0%	-	-
6	>24 Hours			-	-
Total		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	10	100%	-	-	-	-	10	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	10	100%	-	-	-	-	10	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	0	0%	-	-	-	-	0	0%
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	0	0%	-	-	-	-	0	0%

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	16
3	Grievances resolved during the year	16
4	Grievances outstanding at the end of the year	0