

TPA Name : Mediassist India TPA Pvt Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

 Date: 31st March 2024

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2024

NAME OF THE INSURANCE COMPANY

Royal Sundaram General Insurance Co. Ltd.

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 P LTD	-	01-Jul-2023	30-Jun-2026

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

Description	Individual	Group	Government	Total
No. of policies serviced	1,24,859	0	323	1,24,859
No. of lives serviced	2,54,795	0	1,90,654	2,54,795

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	Pan India		1,25,182	4,45,449

D. Data of number of claims processed:

MEDI ASSIST INSURANCE TPA P LTD	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
Retail	4,739	21,552	20,827	79%	3,376	13%	2,088
Group	941	11,204	10,081	83%	767	6%	1,297

TPA Name : Mediassist India TPA Pvt Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

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E. Turn Around Time (TAT) for cashless (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	93.6%	88.5%	95.4%	88.3%
2	Within 1-2 Hours	4.0%	7.8%	3.3%	8.0%
3	Within 2-6 Hours	1.5%	3.3%	0.9%	3.4%
4	Within 6-12 Hours	0.3%	0.2%	0.2%	0.3%
5	Within 12-24 Hours	0.6%	0.1%	0.2%	0.1%
6	>24 Hours	0%	0%	0%	0%
Total		100.00%	100.00%	100.00%	100.00%

*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. Turn Around Time (TAT) in respect of payment

Description (to be 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	18,189	75%	10,045	93%	-	-	28,234	81%
Between 1-3 Months	4020	17%	597	6%	-	-	4,617	13%
Between 3-6 Months	1256	5%	138	1%	-	-	1,394	4%
More than 6 Months	738	3%	68	1%	-	-	806	2%
Total	24,203	100%	10,848	100%	-	-	35,051	100%

TPA Name : Mediassist India TPA Pvt Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

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Processing TAT repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	%	No. of claims	%	No. of claims	%	No. of claims	%
Within 1 Month	21,190	88%	10,045	93%	-	-	31,235	89%
Between 1-3 Months	1,322	5%	597	6%	-	-	1,919	5%
Between 3-6 Months	977	4%	138	1%	-	-	1,115	3%
More than 6 Months	714	3%	68	1%	-	-	782	2%
Total	24,203	100%	10,848	100%	-	-	35,051	100%

*Percentage shall be calculated on total of respective column

G. Data of grievances received against the Inhouse:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	15
3	Grievances resolved during the year	15
4	Grievances outstanding at the end of the year	0

TPA Name : Paramount Health services & Insurance TPA pvt Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

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Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2024

NAME OF THE INSURANCE COMPANY
Royal Sundaram General Insurance Co. Ltd.

A. Validity of agreement with the TPA

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd	-	01-Apr-2023	31-Mar-2026

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

Description	Individual	Group	Government	Total
No. of policies serviced	79,669	552	-	80,221
No. of lives serviced	1,59,760	4,55,681	-	6,15,441

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

Sr. No.	Name of State	No. of policies serviced	No. of lives serviced
1	Ahmedabad	27	25,475
2	Aurangabad	1	2
3	Bangalore	19	4,983
4	Bhavnagar	-	-
5	Bhopal	5	506
6	Bhubaneswar	15	9,318
7	Bilaspur	2	148
8	Chennai	79,723	1,90,381
9	Coimbatore	3	925
10	Delhi	91	79,209
11	Gandhiham	2	124
12	Gaya	1	74
13	Hyderabad	7	1,107
14	Indore	7	1,390
15	Jabalpur	1	197
16	Kolhapur	4	338

TPA Name : Paramount Health services & Insurance TPA pvt Ltd

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17	Kolkata	38	19,448
18	Lucknow	-	-
19	Pune	60	25,369
20	Mumbai	187	2,49,782
21	Mysore	2	99
22	Navsari	1	28
23	Raipur	2	1,931
24	Rajkot	2	1,323
25	Surat	9	288
26	Vadodara	12	2,996
Total		80,221	6,15,441

D. Data of number of claims processed:

Paramount	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
Retail	1,051	6,478	6,295	84%	660	9%	574
Group	1,524	12,940	12,256	85%	1,181	8%	1027

E. Turn Around Time (TAT) for cashless (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	83%	80%	87%	73%
2	Within 1-2 Hours	15%	17%	11%	24%
3	Within 2-6 Hours	2%	3%	1%	3%
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		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 to the hospital)

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

TPA Name : Paramount Health services & Insurance TPA pvt Ltd

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

Description (to be 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	6,295	100%	12,555	99.99%	0%	0%	18,550	99.99%
Between 1-3 Months	-	0%	1	0.01%	0%	0%	1	0.01%
Between 3-6 Months	-	0%	-	0%	0%	0%	-	0%
More than 6 Months	-	0%	-	0%	0%	0%	-	0%
Total	6295	100%	12,556	100%	0%	0%	18,551	100%

Processing TAT repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	%	No. of claims	%	No. of claims	%	No. of claims	%
Within 1 Month	503	76.21%	536	45.39%	0	0	1,039	56.44%
Between 1-3 Months	93	14.24%	507	42.93%	0	0	601	32.65%
Between 3-6 Months	55	8.33%	47	3.98%	0	0	102	5.54%
More than 6 Months	8	1.21%	91	7.71%	0	0	99	5.38%
Total	660	100.00%	1,181	100.00%	0	0	1,841	100.00%

*Percentage shall be calculated on total of respective column

G. Data of grievances received against the Inhouse:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	8
3	Grievances resolved during the year	8
4	Grievances outstanding at the end of the year	0

TPA Name : Raksha TPA pvt Ltd

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NAME OF THE INSURANCE COMPANY

Royal Sundaram General Insurance Co. Ltd.

A. Validity of agreement with the TPA

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
RAKSHA TPA	-	01-Jul-2023	30-Jun-2026

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

Description	Individual	Group	Government	Total
No. of policies serviced	729	113	0	842
No. of lives serviced	1,655	66,629	0	68,284

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	TamilNadu	Chennai	49	32,064
2	TamilNadu	Coimbatore	8	13,999
3	TamilNadu	Hosur(T.N)	4	251
4	TamilNadu	Pondicherry	3	900
5	TamilNadu	Vellore	3	734
6	TamilNadu	Tiruvallur	2	345
7	TamilNadu	Erode	2	391
8	TamilNadu	Kanchipuram	2	168
9	TamilNadu	Cuddalore	1	48
10	TamilNadu	Polur	1	50
11	TamilNadu	Namakkal	1	72
12	Karnataka	Bengaluru	11	4,438
13	Karnataka	Mysore	1	35
14	Telangana	Hyderabad	6	6,042
15	Telangana	Nalgonda	1	47

TPA Name : Raksha TPA pvt Ltd

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16	Telangana	Khammam	1	58
17	Andhra Pradesh	Vizianagaram	1	87
18	Andhra Pradesh	East Godhavari	1	139
19	Andhra Pradesh	West Godavari	1	124
20	Andhra Pradesh	Guntur	1	104
21	Andhra Pradesh	KRISHNA	1	199
22	Rajasthan	Jaipur	2	2,250
23	Punjab	Ludhiana	2	1,990
24	Madhya Pradesh	Indore	1	1,124
25	Madhya Pradesh	Bhopal	1	119
26	Maharashtra	Thane	1	22
27	Maharashtra	Mumbai	1	43
28	Gujarat	Mehsana	1	333
29	Haryana	Gurugram	1	394
30	Delhi	New Delhi	1	25
31	Kerala	Ernakulam	1	34
Total			113	66,629

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
RAKSHA TPA	309	4537	4008	83%	372	8%	466

e. Turn Around Time (TAT) for cashless (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	88.14%	81.08%	97.85%	90.85%
2	Within 1-2 Hours	3.39%	10.81%	1.66%	7.61%
3	Within 2-6 Hours	8.47%	8.11%	0.50%	1.55%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	>24 Hours	0.00%	0.00%	0.00%	0.00%
Total		100.00%	100.00%	100.00%	100.00%

*percentage to be calculated on total of respective column

TPA Name : Raksha TPA pvt Ltd

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****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. Turn Around Time (TAT) in respect of payment / repudiation of clams:

Description (to be 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	86	38.74%	3,868	93.05%	0.00%	0.00%	3,954	90.29%
Between 1-3 Months	79	35.59%	217	5.22%	0.00%	0.00%	296	6.76%
Between 3-6 Months	43	19.37%	64	1.54%	0.00%	0.00%	107	2.44%
More than 6 Months	14	6.31%	8	0.19%	0.00%	0.00%	22	0.50%
Total	222	100.00%	4,157	100.00%	0.00%	0.00%	4,379	100.00%

g. Data of grievances received against the Inhouse:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	8
3	Grievances resolved during the year	8
4	Grievances outstanding at the end of the year	0

TPA Name : In house TPA Services

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NAME OF THE INSURANCE COMPANY

Royal Sundaram General Insurance Co. Ltd.

A. Validity of agreement with the TPA

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
In - House	-	-	-

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

Description	Individual	Group	Government	Total
No. of policies serviced	5,963	3	-	5,966
No. of lives serviced	9,108	8,139	-	17,247

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

Sr. No.	Name of State	Individual		Group		Total	
		Policy count	Lives count	Policy count	Lives count	Policy count	Lives count
1	Andaman & Nicobar	-	-	-	-	-	-
2	Andhra Pradesh	171	291	-	243	171	534
3	Arunachal Pradesh	1	1	-	-	1	1
4	Assam	18	25	-	4	18	29
5	Bihar	22	33	-	91	22	124
6	Chandigarh	8	8	-	4	8	12
7	Chhattisgarh	21	31	-	289	21	320
8	Dadra & Nagra Haveli	-	-	-	76	-	76
9	Daman & Diu	1	1	-	53	1	54

TPA Name : In house TPA Services

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10	Delhi	259	372	-	265	259	637
11	Goa	43	66	-	42	43	108
12	Gujarat	337	523	-	996	337	1,519
13	Haryana	123	173	-	114	123	287
14	Himachal Pradesh	3	8	-	3	3	11
15	Jammu & Kashmir	4	5	-	1	4	6
16	Jharkhand	56	62	-	16	56	78
17	Karnataka	682	1,031	-	420	682	1,451
18	Kerala	346	558	-	15	346	573
19	Madhya Pradesh	148	227	-	487	148	714
20	Maharashtra	1,295	2,053	3	2,454	1,298	4,507
21	Nagaland	1	1	-	-	1	1
22	Orissa	39	61	-	1,099	39	1,160
23	Puducherry	32	44	-	1	32	45
24	Punjab	25	42	-	140	25	182
25	Rajasthan	126	170	-	216	126	386
26	Sikkim	-	-	-	-	-	-
27	Tamil Nadu	1,317	1,945	-	99	1,317	2,044
28	Telangana	399	623	-	747	399	1,370
29	Tripura	-	-	-	-	-	-
30	Uttar Pradesh	174	264	-	196	174	460
31	Uttrakhand	10	16	-	-	10	16
32	West Bengal	302	474	-	68	302	542
Total		5,963	9,108	3	8,139	5,966	17,247

TPA Name : In house TPA Services

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 Date: 31st March 2024

D. Data of number of claims processed:

In-house	Health - Individual		Group		Grand Total	
	Number	Amt	Number	Amt	Number	Amt
Outstanding number of claims	118	42,66,539	12	3,95,000	130	46,61,539
No. of Claims received during the year	1,288	2,57,56,964	89	29,51,000	1,377	2,87,07,964
No. of Claims Paid during the year	1,154	2,22,37,278	82	25,12,000	1,236	2,47,49,278
Claims Repudiated during the year	148	49,58,325	-	-	148	49,58,325
Claims Closed during the year	44	9,45,320	-	-	44	9,45,320
Outstanding number End	60	18,82,580	19	8,34,000	79	27,16,580

E. Turn Around Time (TAT) for cashless (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	-	-	-	-
2	Within 1-2 Hours	-	-	-	-
3	Within 2-6 Hours	-	-	-	-
4	Within 6-12 Hours	-	-	-	-
5	Within 12-24 Hours	-	-	-	-
6	>24 Hours	-	-	-	-
Total		-	-	-	-

*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. Turn Around Time (TAT) in respect of payment

Description (to be 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

TPA Name : In house TPA Services

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Within 1 Month	1,139	99%	80	98%	0	0	1,219	99%
Between 1-3 Months	15	1%	2	2%	0	0	17	1%
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	1,154	100%	82	100%	0	0	1,236	100%

Processing TAT repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	%	No. of claims	%	No. of claims	%	No. of claims	%
Within 1 Month	121	82%	0	0	0	0	121	82%
Between 1-3 Months	27	18%	0	0	0	0	27	18%
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	148	100%	0	0	0	0	148	100%

*Percentage shall be calculated on total of respective column

G. Data of grievances received against the Inhouse:

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

TPA Name : Vidal Health TPA pvt Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

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 Date: 31st March 2024

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NAME OF THE INSURANCE COMPANY **Royal Sundaram General Insurance Co. Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) Validity of Agreement with the TPA: Vidal Health Insurance TPA.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Vidal Health Insurance TPA	016	01-04-2023	31-03-2025

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	-	167	0	167
No. of lives serviced	-	154616	0	154616

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Delhi	Gurgaon	13	19,206
Gujarat	Ahmedabad	6	6,582
Karnataka	Bangalore	8	2,110
Maharashtra	Mumbai	1	226
Tamil Nadu	Chennai	99	1,07,603
Tamil Nadu	Coimbatore	33	16,329
Tamil Nadu	Kochi	6	2,462
Telangana	Hyderabad	1	98
Total		138	154616

TPA Name : Vidal Health TPA pvt Ltd

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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
Vidal	517	7959	7077	88%	365	5%	546

e. Turn Around Time (TAT) for cashless (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%	84%	60%
2	Within 1-2 Hours	0%	0%	10%	21%
3	Within 2-6 Hours	0%	0%	6%	19%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	Above 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 to 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0	7,171	96%	0	0%	7,171	96%
Between 1-3 Months	0	0	237	3%	0	0%	237	3%
Between 3-6 Months	0	0	22	0%	0	0%	22	0%
More than 6 Months	0	0	12	0%	0	0%	12	0%
Total	0	0	7,442	100%	0	0%	7,442	100%

TPA Name : Vidal Health TPA pvt Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

Date: 31st March 2024

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

TPA Name : Good Health Insurance TPA Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

 Date: 31st March 2024

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2024

NAME OF THE INSURANCE COMPANY **Royal Sundaram General Insurance Co. Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) Validity of Agreement with the TPA: Good Health Insurance TPA.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Good Health Insurance TPA	023	27-01-2024	26-01-2027

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	0	77	0	77
No. of lives serviced	0	43,795	0	43,795

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Tamil Nadu	Chennai	76	42,605
Delhi	Delhi	1	1,190
Total		77	43,795

- 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
Good Health TPA	169	2253	2080	86%	189	8%	153

TPA Name : Good Health Insurance TPA Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

 Date: 31st March 2024

e. Turn Around Time (TAT) for cashless (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%	69.52%	72.10%
2	Within 1-2 Hours	0%	0%	30.48%	27.90%
3	Within 2-6 Hours	0%	0%	0.00%	0.00%
4	Within 6-12 Hours	0%	0%	0.00%	0.00%
5	Within 12-24 Hours	0%	0%	0.00%	0.00%
6	Above 24 Hours	0%	0%	0.00%	0.00%
Total		0%	0%	100.00%	100.00%

*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. 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0%	2268	100%	0	0%	2268	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%	2269	100%	0	0%	2269	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

TPA Name : Health India Insurance TPA Services Pv Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

 Date: 31st March 2024

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2024

NAME OF THE INSURANCE COMPANY **Royal Sundaram General Insurance Co. Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) **Validity of Agreement with the TPA: Health India Insurance Tpa Services Pvt. Ltd.**

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Health India Insurance Tpa Services Pvt. Ltd.	022	18-11-2021	17-11-2026

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	-	85	-	85
No. of lives serviced	-	63,639	-	63,639

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Delhi	Delhi,New Delhi	3	112
Gujarat	Bharuch	2	1193
Haryana	Gurgaon ,Jhajjar	7	7495
Karnataka	Bangalore	10	6992
Kerala	Alappuzha,Ernakulam,Trivandrum	5	522
Maharashtra	Mumbai,Navi Mumbai, Pune, Thane	28	33726
Pondicherry	Pondicherry	1	1486
Tamil Nadu	Chennai,Tiruchirappalli	21	5771
Telangana	Hyderabad,Rangareddy	4	2562
Uttar Pradesh	Amroha,Noida, Varanasi	3	2682
Uttarakhand	Haridwar	1	1098
Total		85	63,639

TPA Name : Health India Insurance TPA Services Pv Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

 Date: 31st March 2024

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
Healthindia insurance Tpa	314	4538	3907	91%	531	11%	414

e. Turn Around Time (TAT) for cashless (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%	88.44%	80.22%
2	Within 1-2 Hours	0%	0%	11.56%	19.78%
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	Above 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 to 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0	3922	97%	0	0	3922	97%
Between 1-3 Months	0	0	114	3%	0	0	114	3%
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	4036	100%	0	0	4036	100%

TPA Name : Health India Insurance TPA Services Pv Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

Date: 31st March 2024

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	6
3	Grievances resolved during the year	6
4	Grievances outstanding at the end of the year	0

TPA Name : Family Health Plan TPA Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

 Date: 31st March 2024

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2024

NAME OF THE INSURANCE COMPANY **Royal Sundaram General Insurance Co. Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) Validity of Agreement with the TPA: Family Health Plan Insurance TPA Limited.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Family Health Plan Insurance TPA Limited	013	30-06-2021	30-06-2025

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	-	149	-	149
No. of lives serviced	-	1,20,836	-	1,20,836

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Andhra Pradesh	Krishna	1	2875
Andhra Pradesh	Kurnool	1	26
Andhra Pradesh	Prakasam	1	10
Andhra Pradesh	Visakhapatnam	5	1624
Andhra Pradesh	West Godavari	1	1
Assam	Dibrugarh	0	33
Bihar	Patna	1	381
Delhi	New Delhi	1	15617
Gujarat	Ahmadabad	5	2914
Karnataka	Bangalore	5	1371
Kerala	Ernakulam	9	4187
Kerala	Kollam	1	167
Kerala	Thiruvananthapuram	4	538
Kerala	Thrissur	2	513
Maharashtra	Kolhapur	1	332
Maharashtra	Mumbai	2	27077
Maharashtra	Thane	1	10343
Orissa	Khordha	3	1445

TPA Name : Family Health Plan TPA Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

 Date: 31st March 2024

Tamil Nadu	Ariyalur *	1	144
Tamil Nadu	Chennai	15	3867
Tamil Nadu	Coimbatore	51	29898
Tamil Nadu	Kancheepuram	2	65
Tamil Nadu	Karur *	3	4617
Tamil Nadu	Madurai	1	181
Tamil Nadu	Namakkal *	2	62
Tamil Nadu	Salem	9	1752
Tamil Nadu	Sivaganga	1	75
Tamil Nadu	Tiruchirappalli	4	4780
Tamil Nadu	Tiruppur	3	1141
Tamil Nadu	Tuticorin	1	22
Telangana	Hyderabad	1	80
Telangana	Rangareddi	1	266
West Bengal	Howrah	1	63
West Bengal	Kolkata	8	4160
West Bengal	North Twenty Four Pargan	1	209
Total		149	120836

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
FHPL	501	3078	2783	78%	297	8%	499

e. Turn Around Time (TAT) for cashless (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%	65.50%	47.34%
2	Within 1-2 Hours	0%	0%	21.87%	36.27%
3	Within 2-6 Hours	0%	0%	8.54%	14.20%
4	Within 6-12 Hours	0%	0%	1.40%	0.47%
5	Within 12-24 Hours	0%	0%	2.40%	1.54%
6	Above 24 Hours	0%	0%	0.29%	0.18%
Total		0%	0%	100.00%	100.00%

*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)

TPA Name : Family Health Plan TPA Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

 Date: 31st March 2024

***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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0	2,759	89.6%	0	0	2,759	89.6%
Between 1-3 Months	0	0	251	8.1%	0	0	251	8.1%
Between 3-6 Months	0	0	58	1.9%	0	0	58	1.9%
More than 6 Months	0	0	12	0.4%	0	0	12	0.4%
Total	0	0	3,080	100.0%	0	0	3,080	100.0%

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

TPA Name : MDINDIA Healthcare Services TPA pvt Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

 Date: 31st March 2024

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2024

NAME OF THE INSURANCE COMPANY **Royal Sundaram General Insurance Co. Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) Validity of Agreement with the TPA: MDIndia TPA.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MDIndia TPA	005	21-03-2023	20-03-2026

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	-	64	0	64
No. of lives serviced	-	60,809	0	60,809

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Andhra Pradesh	Chittoor	0	66
Andhra Pradesh	Guntur	0	67
Andhra Pradesh	Hyderabad	2	801
Andhra Pradesh	K.V.Rangareddy	1	613
Andhra Pradesh	Visakhapatnam	1	814
Bihar	Patna	1	50
Chandigarh	Chandigarh	2	346
Delhi	Central Delhi	1	314
Delhi	South Delhi	1	515
Delhi	South West Delhi	4	5,111
Goa	North Goa	1	154
Gujarat	Surat	3	312
Haryana	Gurgaon	3	1,120
Haryana	Gurgoan	1	145

TPA Name : MDINDIA Healthcare Services TPA pvt Ltd
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Date: 31st March 2024

Karnataka	Bangalore	4	3,229
Karnataka	Ramanagar	1	2,958
Kerala	Trivandrum	1	74
Madhya Pradesh	Bhopal	0	262
Madhya Pradesh	Sehore	0	66
Maharashtra	Mumbai	3	6,274
Maharashtra	Mumbai Subueban	1	5,954
Maharashtra	Nagpur	1	57
Maharashtra	Pune	8	2,650
Maharashtra	Satara	1	439
Odisha	Sambalpur	1	8,948
Punjab	Ludhiana	1	110
Punjab	Mohali	1	46
Rajasthan	Jaipur	1	48
Tamil Nadu	Chengalpattu	1	153
Tamil Nadu	Chennai	6	3,920
Tamil Nadu	Kanchipuram	2	256
Tamil Nadu	Vellore	3	12,299
Telangana	Hyderabad	1	138
Uttar Pradesh	Gautam Buddha Nagar	1	125
Uttar Pradesh	Lucknow	2	1,174
Uttar Pradesh	Noida	3	1,201
Total		64	60,809

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
MDIndia	180	3,442	2,839	89.48%	402	11.10%	381

e. Turn Around Time (TAT) for cashless (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	-	-	86.00%	80.00%
2	Within 1-2 Hours	-	-	14.00%	20.00%
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%
Total		-	-	100.00%	100.00%

*Percentage to be calculated on total of respective column

TPA Name : MDINDIA Healthcare Services TPA pvt Ltd

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Information as at March 31st, 2024

Date: 31st March 2024

**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. 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	-	-	3,180	98.12%	-	-	3,180	98.12%
Between 1-3 Months	-	-	58	1.79%	-	-	58	1.79%
Between 3-6 Months	-	-	3	0.09%	-	-	3	0.09%
More than 6 Months	-	-	0	0.00%	-	-	0	0.00%
Total	-	-	3,241	100.00%	-	-	3,241	100.00%

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

TPA Name : Ericson TPA Pvt Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

 Date: 31st March 2024

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2024

NAME OF THE INSURANCE COMPANY Royal Sundaram General Insurance Co. Ltd.

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) Validity of Agreement with the TPA: Ericson Insurance TPA Pvt. Ltd.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Ericson Insurance TPA Pvt. Ltd - Group	35	18-05-2022	17-05-2025

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	-	27	-	27
No. of lives serviced	-	27,383	-	27,383

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Maharashtra	Mumbai	16	32
Tamil Nadu	Chennai	3	678
Delhi	New Delhi	2	25,042
Telangana	Hyderabad	2	407
Uttarakhand	Udhamsingh Nagar	1	67
Uttar Pradesh	Amroha	1	22
Haryana	Gurgaon	1	629
Kerala	Alappuzha	1	506
Total		27	27383

- 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
Ericson TPA	87	678	572	75%	128	17%	65

TPA Name : Ericson TPA Pvt Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

 Date: 31st March 2024

e. Turn Around Time (TAT) for cashless (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	0.00%	0.00%	100.00%	99.71%
2	Within 1-2 Hours	0.00%	0.00%	0.00%	0.29%
3	Within 2-6 Hours	0.00%	0.00%	0.00%	0.00%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0.00%	0.00%	100.00%	100.00%

*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. 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0.00%	571	81.57%	0	0.00%	571	81.57%
Between 1-3 Months	0	0.00%	114	16.29%	0	0.00%	114	16.29%
Between 3-6 Months	0	0.00%	13	1.86%	0	0.00%	13	1.86%
More than 6 Months	0	0.00%	2	0.28%	0	0.00%	2	0.28%
Total	0	0.00%	700	0.00%	0	0.00%	700	0.00%

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	11
3	Grievances resolved during the year	11
4	Grievances outstanding at the end of the year	0

TPA Name : Safeway Mediclaim services

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Information as at March 31st, 2024

 Date: 31st March 2024

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2024

NAME OF THE INSURANCE COMPANY **Royal Sundaram General Insurance Co. Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) Validity of Agreement with the TPA: Safeway Insurance TPA.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Safeway Insurance TPA	026	Nov-2018	Dec-2024

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	-	22	0	22
No. of lives serviced	-	22805	0	22805

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Delhi	Delhi	9	10207
Haryana	Gurugram	3	6568
Madhya Pradesh	Bhopal	1	36
Himachal Pradesh	Sirmaur	1	270
Uttar Pradesh	Noida	1	225
Uttar Pradesh	Shamli	1	17
Tamilnadu	Chennai	1	51
Maharashtra	Mumbai	1	349
Telangana	Medchal	1	121
Karnataka	Bangalore	1	4714
Tamilnadu	Namakkal	1	106
Andhra Pradesh	Rajahmundry	1	141
Total		22	22805

TPA Name : Safeway Mediclaim services

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Information as at March 31st, 2024

 Date: 31st March 2024

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
Safeway	96	490	444	85%	54	9%	88

e. Turn Around Time (TAT) for cashless (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%	100%	100%
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	Above 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 to 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0%	485	97.39%	0	0%	485	97.39%
Between 1-3 Months	0	0%	13	2.61%	0	0%	13	2.61%
Between 3-6 Months	0	0%	0	0.00%	0	0%	0	0.00%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
Total	0	0%	498	100%	0	0%	498	100%

TPA Name : Safeway Medclaim services

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Information as at March 31st, 2024

Date: 31st March 2024

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

TPA Name : Park Mediclaim Insurance TPA Pvt Ltd

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Information as at March 31st, 2024

 Date: 31st March 2024

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2024

NAME OF THE INSURANCE COMPANY **Royal Sundaram General Insurance Co. Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) Validity of Agreement with the TPA: Park Mediclaim Insurance TPA.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Park Mediclaim Insurance TPA	025	07-03-2023	06-03-2026

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	-	16	0	16
No. of lives serviced	-	7205	0	7205

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Delhi	Delhi	16	7,205
Total		16	7205

- 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
Park TPA	5	486	442	93%	17	3%	32

TPA Name : Park Medclaim Insurance TPA Pvt Ltd

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 Date: 31st March 2024

e. Turn Around Time (TAT) for cashless (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%	55%	68%
2	Within 1-2 Hours	0%	0%	43%	32%
3	Within 2-6 Hours	0%	0%	2%	0%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	Above 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 to 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0	215	49%	0	0	215	49%
Between 1-3 Months	0	0	202	46%	0	0	202	46%
Between 3-6 Months	0	0	25	0.057	0	0	25	6%
More than 6 Months	0	0	0	0	0	0	0	0
Total	0	0	442	100%	0	0	442	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

TPA Name : Heritage TPA Pvt

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Information as at March 31st, 2024

 Date: 31st March 2024

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2024

NAME OF THE INSURANCE COMPANY **Royal Sundaram General Insurance Co. Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) Validity of Agreement with the TPA: Heritage Health Insurance TPA.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Heritage Health Insurance TPA	008	01-04-2022	31-03-2025

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	-	13	0	13
No. of lives serviced	-	10,884	0	10,884

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Telangana	Hyderabad	6	3,765
Orissa	Khordha	1	1,033
Tamil Nadu	Coimbatore	4	1,351
West Bengal	Kolkata	2	4,735
Total		13	10,884

- 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
Heritage	2	410	358	92%	22	5%	32

TPA Name : Heritage TPA Pvt

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Information as at March 31st, 2024

 Date: 31st March 2024

e. Turn Around Time (TAT) for cashless (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%	100%	98%
2	Within 1-2 Hours	0%	0%	0%	2%
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	Above 24 Hours	0%	0%	0%	0%
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 to 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0	358	94%	0	0	358	94%
Between 1-3 Months	0	0	19	5%	0	0	19	5%
Between 3-6 Months	0	0	3	1%	0	0	3	1%
More than 6 Months	0	0	0	0%	0	0	0	0%
Total	0	0	380	100%	0	0	380	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

TPA Name : Volo TPA

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Information as at March 31st, 2024

 Date: 31st March 2024

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2024

NAME OF THE INSURANCE COMPANY **Royal Sundaram General Insurance Co. Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) Validity of Agreement with the TPA: Volo TPA Ltd.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Volo TPA	018	29-06-2023	28-06-2025

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	-	9	0	9
No. of lives serviced	-	14136	0	14136

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Tamil Nadu	Chennai	9	14136
Total		9	14136

- 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
Volo TPA	0	461	334	80%	33	7%	94

TPA Name : Volo TPA

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Information as at March 31st, 2024

 Date: 31st March 2024

e. Turn Around Time (TAT) for cashless (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%	63.66%	77.06%
2	Within 1-2 Hours	0%	0%	25.59%	18.79%
3	Within 2-6 Hours	0%	0%	7.54%	3.31%
4	Within 6-12 Hours	0%	0%	0.80%	0.00%
5	Within 12-24 Hours	0%	0%	2.02%	0.84%
6	Above 24 Hours	0%	0%	0.39%	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 to 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0%	314	85.6%	0	0%	314	85.6%
Between 1-3 Months	0	0%	51	13.9%	0	0%	51	13.9%
Between 3-6 Months	0	0%	2	0.5%	0	0%	2	0.5%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0%	367	100.0%	0	0%	367	100.0%

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

TPA Name : MedSave Health Insurance TPA Ltd

FORM NO. NL-48 -DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

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 Date: 31st March 2024

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2024

NAME OF THE INSURANCE COMPANY **Royal Sundaram General Insurance Co. Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) Validity of Agreement with the TPA: Medsave Health Insurance TPA.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Medsave Health Insurance TPA	019	15-05-2023	14-05-2026

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	-	11	0	11
No. of lives serviced	-	2802	0	2802

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
MP, Delhi, AP, Rajasthan	Bhopal, Delhi, Hyderabad, Jaipur	11	11
Total		11	2802

- 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
Medsave TPA	14	68	55	67%	10	12%	17

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

TPA Name : MedSave Health Insurance TPA Ltd

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Information as at March 31st, 2024

 Date: 31st March 2024

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%	87.80%	82.86%
2	Within 1-2 Hours	0%	0%	12.20%	17.14%
3	Within 2-6 Hours	0%	0%	0.00%	0.00%
4	Within 6-12 Hours	0%	0%	0.00%	0.00%
5	Within 12-24 Hours	0%	0%	0.00%	0.00%
6	Above 24 Hours	0%	0%	0.00%	0.00%
Total		0%	0%	100.00%	100.00%

*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. 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0	45	69.23%	0	0	45	69.23%
Between 1-3 Months	0	0	16	24.62%	0	0	16	24.62%
Between 3-6 Months	0	0	4	6.15%	0	0	4	6.15%
More than 6 Months	0	0	0	0.00%	0	0	0	0.00%
Total	0	0	65	100.00%	0	0	65	100.00%

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

TPA Name : Genins India Insurance TPA Ltd

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 Date: 31st March 2024

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2023

NAME OF THE INSURANCE COMPANY **Royal Sundaram General Insurance Co. Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) Validity of Agreement with the TPA: Genins India Insurance TPA Ltd.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Genins India Insurance TPA Ltd.	020	08-11-2023	07-11-2025

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	0	9	0	9
No. of lives serviced	0	1822	0	1822

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Delhi	Central Delhi	1	44
Haryana	Gurgaon	6	1613
Karnataka	Bangalore	2	165
Total		9	1822

- 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
Genins India Insurance TPA Ltd.	0	34	21	62%	5	15%	8

TPA Name : Genins India Insurance TPA Ltd

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 Date: 31st March 2024

e. Turn Around Time (TAT) for cashless (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	0.00%	0.00%	71.43%	94.74%
2	Within 1-2 Hours	0.00%	0.00%	19.05%	5.26%
3	Within 2-6 Hours	0.00%	0.00%	9.52%	0.00%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0.00%	0.00%	100.00%	100.00%

*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. 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0.00%	19	73.08%	0	0.00%	19	73.08%
Between 1-3 Months	0	0.00%	7	26.92%	0	0.00%	7	26.92%
Between 3-6 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	0	0.00%	26	100.00%	0	0.00%	26	100.00%

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