

Name of the Insurance Company:

Royal Sundaram General Insurance Co. Limited

## a. Specify whether In – house Claim settlement or Services rendered by TPA: 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-2020	30-Jun-2023

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

Description	Individual	Group	Government
No of policies serviced	1,56,770	185	-
No of lives serviced	2,76,268	1,09,362	-

## 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		1,56,955	3,85,630
2				
3				
4				
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9				
10				

## d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of the 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 P LTD	8,976	26,944	25,039	70%	5,201	14%	5,680

## 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	96.7%	92.8%	96.3%	90.9%
2	Within 1-2 Hours	1.9%	4.6%	2.3%	5.0%
3	Within 2-6 Hours	1.1%	2.3%	1.2%	3.6%
4	Within 6-12 Hours	0.3%	0.2%	0.2%	0.4%
5	Within 12-24 Hours	0.1%	0.0%	0.1%	0.0%
6	>24 Hours				
Total		100.0%	100.0%	100.0%	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 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 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	19,410	79%	5,234	92%			24,644	81%
Between 1-3 Months	2,942	12%	374	7%			3,316	11%
Between 3-6 Months	1,210	5%	61	1%			1,271	4%
More than 6 Months	992	4%	17	0%			1,009	3%
	24,554	100%	5,686	100%			30,240	100%

\*Percentage shall be calculated on total of respective column

## Processing TAT (TAT Recv-App/DRW/Denied):

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	21,508	88%	5,379	95%			26,887	89%
Between 1-3 Months	1,147	5%	248	4%			1,395	5%
Between 3-6 Months	957	4%	49	1%			1,006	3%
More than 6 Months	942	4%	10	0%			952	3%
	24,554	100%	5,686	100%			30,240	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	19
3	Grievances resolved during the year	19
4	Grievances outstanding at the end of the year	0

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. Limited**

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd.	104753	01-04-2020	31-03-2023

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

Description	Individual	Group	Government
No of policies serviced	104753	446	0
No of lives serviced	204304	3,42,193	0

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

Sr. No.	Name of State	Individual		Group	
		No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	AHMEDABAD	0	0	27	24647
2	BANGALORE	0	0	20	5,061
3	BANGLORE	0	0	2	280
4	BARODA	0	0	1	99
5	BHAYNAGAR	0	0	2	252
6	BHOPAL	0	0	3	217
7	BHUBANESHWAR	0	0	3	429
8	BHUBANESHWAR	0	0	12	9,008
9	BILASPUR	0	0	4	297
10	CHANDIGARH	0	0	2	494
11	CHENNAI	1,04,753	2,04,304	54	39,950
12	DELHI	0	0	5	1,175
13	GANDHIDHAM	0	0	2	101
14	GAYA	0	0	1	57
15	GURGAON	0	0	66	38,053
16	HYDERABAD	0	0	4	646
17	JAIPUR	0	0	3	237
18	JALGAON	0	0	3	220
19	KOLHAPUR	0	0	2	159
20	KOLKATA	0	0	31	13,279
21	MADURAI	0	0	1	10
22	MUMBAI	0	0	119	1,83,827
23	MYSORE	0	0	2	111
24	NASIK	0	0	1	77
25	NAVSARI	0	0	2	58
26	NEW DELHI	0	0	4	377
27	PUNE	0	0	61	20,117
28	PUNE/PUNE	0	0	1	2
29	RAIPUR	0	0	4	1,733
30	RAJKOT	0	0	1	579
31	ROURKELA	0	0	1	240
32	SURAT	0	0	1	28
33	VADODARA	0	0	1	373
<b>TOTAL</b>		<b>1,04,753</b>	<b>2,04,304</b>	<b>446</b>	<b>342193</b>

d. Data of number of claims processed:

PARTICULARS	Individual		Group			
	Number	Amount	Number	Amount	Number	Amount
Claims Pending at the start of the period	1420	96327821	439	24311304	1859	120639125
New Claims Registered	9237	896637093	9292	609017103	18529	1505654196
Settled Fully	7940	580924673	7524	370963599	15464	951888272
Claims Repudiated	1666	131566338	683	29389399	2349	160955737
Claims Pending at the end of the period	1051	101526337	1524	80884504	2575	182410841

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	84%	75%	86%	75%
2	Within 1-2 Hours	14%	21%	12%	21%
3	Within 2-4 Hours	2%	4%	2%	4%
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%
<b>Total</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*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

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	6,577	82.83%	7,062	93.86%	0	0%	13,639	88.20%
Between 1-3 Months	1,263	15.91%	456	6.06%	0	0%	1,719	11.12%
Between 3-6 Months	91	1.15%	6	0.08%	0	0%	97	0.63%
More than 6 Months	9	0.11%	0	0.00%	0	0%	9	0.06%
<b>Total</b>	<b>7,940</b>	<b>100.00%</b>	<b>7,524</b>	<b>100.00%</b>	<b>0</b>	<b>0%</b>	<b>15,464</b>	<b>100.00%</b>

\*Percentage shall be calculated on total of respective column

f. Turn Around Time (TAT) in respect of 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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	1,541	92.50%	374	54.76%	0	0%	1,915	81.52%
Between 1-3 Months	117	7.02%	293	42.90%	0	0%	410	17.45%
Between 3-6 Months	2	0.12%	8	1.17%	0	0%	10	0.43%
More than 6 Months	6	0.36%	8	1.17%	0	0%	14	0.60%
<b>Total</b>	<b>1,666</b>	<b>100.00%</b>	<b>683</b>	<b>100.00%</b>	<b>0</b>	<b>0%</b>	<b>2,349</b>	<b>100.00%</b>

\*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

**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. Limited

- 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 copnsolidated 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 : From 15-May-2020 To 14-May-2023

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

Description	Individual	Group	Government	Total
No. of policies serviced	429	156	0	585
No. of lives serviced	945	73279	0	74224

- 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	-	-
Haryana	Fardabad	-	-
Tamilnadu	Chennai	585	74,224
Punjab	Chandigarh	-	-
Rajasthan	Jaipur	-	-
Uttar Pradesh	Lucknow	-	-
Karnataka	Bangaluru	-	-
Gujarat	Ahmedabad	-	-
Gujarat	Vadodara	-	-
Maharashtra	Pune	-	-
Madhya Pradesh	Indore	-	-
Kerala	Cochin	-	-
Assam	Guwahati	-	-
Andhra Pradesh	Hyderabad	-	-
West Bengal	Kolkatta	-	-
<b>Total</b>		<b>585</b>	<b>74,224</b>

- d. Data of number of claims processed:

No. of claims outstanding at the beginning of year : 2022-23	No. of claims received during the year : 2022-23	No. of claims paid during the year 2022-23 also to specify % in brackets	No. of claims repudiated during the year : 2022-23 also to specify % in	No. of claims outstanding at the end of the year
101	4585	4102 88%	389 8%	195

- 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	85.56%	76.53%	73.38%	81.82%
2	Within 1-2 Hours	4.44%	16.33%	11.46%	13.92%
3	Within 2-6 Hours	5.56%	6.12%	11.02%	3.65%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	4.44%	1.02%	3.16%	0.44%
6	Above 24 Hours	0.00%	0.00%	0.98%	0.17%
<b>Total</b>		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/ repudiation of claims:

Description (to reckon 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	212	95.07%	4,245	99.46%	-	0.00%	4,457	99.24%
Between 1-3 Months	6	2.69%	23	0.54%	-	0.00%	29	0.65%
Between 3-6 Months	4	1.79%	-	0.00%	-	0.00%	4	0.09%
More than 6 Months	1	0.45%	-	0.00%	-	0.00%	1	0.02%
<b>Total</b>	<b>223</b>	<b>100.00%</b>	<b>4,268</b>	<b>100.00%</b>	<b>-</b>	<b>0.00%</b>	<b>4,491</b>	<b>100.00%</b>

\*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	NIL
2	Grievances received during the year	1
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	NIL



**Park Mediclaim Insurance TPA Pvt. Ltd - Group**  
**Royal Sundaram General Insurance Co. Limited**

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



Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Park Mediclaim Insurance TPA Pvt. Ltd	25	28-09-2022	27-09-2025

\*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	-	1	-	1
No of lives serviced	-	131	-	131

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	Delhi	Delhi	1	131

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 Mediclaim Insurance TPA Pvt. Ltd	2	6	7	88%	1	13%	0

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%	0%	0%
2	Within 1-2 Hours	0%	0%	100%	100%
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 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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0%	7	100%	0	0%	7	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%	7	100%	0	0%	7	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

**Good Health Insurance TPA - Group**  
**Royal Sundaram General Insurance Co. Limited**



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

a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Good Health Insurance TPA	023	01-Jun-2021	31-May-2023

\*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
	Policies	-	104	-	104
	Lives	-	71,183	-	71,183

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	5	2,910
	2	TAMILNADU	CHENNAI	93	56,425
	3	DELHI	DELHI	4	11,357
	4	TELANGANA	HYDERABAD	2	491

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 Insurance TPA	112	1685	1492	83%	136	8%	169

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%	72%	68%	
2	Within 1-2 Hours	0%	0%	28%	32%	
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 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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0%	1628	100%	0	0%	1628	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%	1628	100%	0	0%	1628	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	0	
3	Grievances resolved during the year	0	
4	Grievances outstanding at the end of the year	0	

**Family Health Plan Insurance TPA Limited**  
**Royal Sundaram General Insurance Co. Limited**

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



Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Family Health Plan Insurance TPA Limited	013	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 is made:

Description	Individual	Group	Government	Total
No. of Policies	-	73	-	73
No. of Lives	-	1,02,029	-	1,02,029

c. Geographical Area of services Renderd 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	VISAKHAPATNAM	3	1,572
2	Andhra Pradesh	WEST GODAVARI	1	43
3	Assam	DIBRUGARH	1	26
4	Delhi	NEW DELHI	6	72,216
5	Gujarat	AHMADABAD	5	2,323
6	Karnataka	BANGALORE	3	944
7	Maharashtra	MUMBAI	1	866
8	Maharashtra	PUNE	0	457
9	Orissa	GANJAM	1	32
10	Orissa	KHORDHA	2	774
11	Tamil Nadu	CHENNAI	4	923
12	Tamil Nadu	COIMBATORE	27	15,647
13	Tamil Nadu	ERODE	1	270
14	Tamil Nadu	KANCHEEPURAM	0	10
15	Tamil Nadu	KARUR *	1	678
16	Tamil Nadu	SALEM	6	1,254
17	Tamil Nadu	TIRUPUR	1	0
18	Telangana	HYDERABAD	1	69
19	Tripura	NORTH TRIPURA	1	77
20	West Bengal	Howrah	1	67
21	West Bengal	KOLKATA	6	3,513
22	West Bengal	RTH TWENTY FOUR PARGA	1	268
Total			73	1,02,029

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	87	3862	3072	78%	376	10%	501

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%	51%	40%
2	Within 1-2 Hours	0%	0%	32%	41%
3	Within 2-6 Hours	0%	0%	14%	17%
4	Within 6-12 Hours	0%	0%	1%	1%
5	Within 12-24 Hours	0%	0%	2%	1%
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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0	2566	74%	0	0	2566	74%
Between 1-3 Months	0	0	786	23%	0	0	786	23%
Between 3-6 Months	0	0	94	0.03	0	0	94	0.03
More than 6 Months	0	0	2	0	0	0	2	0
Total	0	0	3448	100%	0	0	3448	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	12
3	Grievances resolved during the year	12
4	Grievances outstanding at the end of the year	0

**Healthindia Insurance Tpa Services Pvt. Ltd - Group**  
**Royal Sundaram General Insurance Co. Limited**

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



Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Healthindia Insurance Tpa Services Pvt. Ltd.	022	20-12-2021	19-12-2023

\*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	-	60	-	60
No. of lives serviced	-	45456	-	45,456

c. Geographical Area of services Renderd 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	9	4549
2	TAMIL NADU	Chennai	16	7648
3	HARYANA	Gurgaon	7	4919
4	TELANGANA	Hyderabad	9	5306
5	WEAT BENGAL	Kolkata	2	562
6	MAHARASHTRA	Mumbai	17	22472

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 Services Pvt. Ltd.	112	2719	2225	79%	291	10%	315

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%	92%	71%
2	Within 1-2 Hours	0%	0%	5%	29%
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	>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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0%	2482	99%	0	0%	2482	99%
Between 1-3 Months	0	0%	34	1%	0	0%	34	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	0	0%	2516	100%	0	0%	2516	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	6
3	Grievances resolved during the year	6
4	Grievances outstanding at the end of the year	0



**MDIndia TPA - Group**  
**Royal Sundaram General Insurance Co. Limited**



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

a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	MDIndia	005	21-09-2023	20-09-2026

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

Description	Individual	Group	Government	Total
No of policies serviced	0	36	0	36
No of lives serviced	0	27,406	0	27,406

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	34
2	Madhya Pradesh	Bhopal	1	4,990
3	Delhi	Central Delhi	1	307
4	Andhra Pradesh	Chittoor	1	413
5	Uttar Pradesh	Gautam Buddha Nagar	2	797
6	Andhra Pradesh	Guntur	1	1,793
7	Hyderabad	Gurgaon	4	1,520
8	Telangana	Hyderabad	1	35
9	Tamil Nadu	Kanchipuram	1	111
10	Uttar Pradesh	Lucknow	0	184
11	Maharashtra	Mumbai	11	5,523
12	Maharashtra	Nagpur	0	235
13	Maharashtra	Nashik	0	-5
14	Maharashtra	Pune	4	6,510
15	Maharashtra	Satara	1	431
16	Madhya Pradesh	Sehore	1	1,072
17	Delhi	South Delhi	1	510
18	Delhi	South West Delhi	3	352
19	Tamil Nadu	Vellore	1	753
20	Andhra Pradesh	Visakhapatnam	1	1,771
<b>Total</b>			<b>36</b>	<b>27,406</b>

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	262	1,985	1,720	91.99%	347	15.44%	180

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	-	-	83.85%	83.70%
2	Within 1-2 Hours	-	-	16.15%	16.30%
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	>24 Hours	-	-	0.00%	0.00%
Total		-	-	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 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	-	-	2,010	97.24%	-	-	2,010	97.24%
Between 1-3 Months	-	-	35	1.69%	-	-	35	1.69%
Between 3-6 Months	-	-	22	1.06%	-	-	22	1.06%
More than 6 Months	-	-	0	0.00%	-	-	0	0.00%
Total	-	-	2,067	100.00%	-	-	2,067	100.00%

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

**Medsave Health Insurance TPA Ltd.**  
**Royal Sundaram General Insurance Co. Limited**

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



Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Medsave Health Insurance TPA Ltd.	019	15-05-2020	14-05-2023

\*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	-	15	-	15
No. of Lives	-	7,672	-	7,672

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	ANDHRA PRADESH	DERABAD,MAHBOOB NAG	2	479
2	KARNATAKA	BANGALORE	1	1,317
3	MADHYA PRADESH	BHOPAL, RAIGARH	4	1,195
4	MAHARASHTRA	MUMBAI	2	2,764
5	RAJASTHAN	JAIPUR	6	1,917
Total			15	7,672

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 Health Insurance TPA Ltd.	19	220	193	81%	33	14%	13

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%	50%	34%
2	Within 1-2 Hours	0%	0%	25%	38%
3	Within 2-6 Hours	0%	0%	17%	28%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	4%	0%
6	>24 Hours	0%	0%	4%	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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0	213	94%	0	0	213	94%
Between 1-3 Months	0	0	8	4%	0	0	8	4%
Between 3-6 Months	0	0	5	2%	0	0	5	2%
More than 6 Months	0	0	0	0	0	0	0	0
Total	0	0	226	100%	0	0	226	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

**Safeway Insurance TPA Ltd.**  
**Royal Sundaram General Insurance Co. Limited**

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



a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Safeway Insurance TPA Ltd.	026	01-03-2010	01-12-2023

\*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	-	7	-	7
	No. of Lives	-	4,459	-	4,459

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	Delhi	Delhi	1	92
	2	Haryana	Gurgaon	6	4,367
	Total			7	4,459

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 Insurance TPA Ltd.	22	132	39	38%	19	12%	96

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%	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	>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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
	Within 1 Month	0	0	58	100%	0	0	58	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	58	100%	0	0	58	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	0
	3	Grievances resolved during the year	0
	4	Grievances outstanding at the end of the year	0

**Public Disclosures on quantitative and qualitative Parameters of Health services rendered**

Information as at **31-Mar-2023**

Name of the Insurance Company: Royal Sundaram General Insurance Co. Limited



a. Specify whether In – house Claim settlement or Services rendered by TPA: TPA

Name of the TPA: VIDAL HEALTH INSURANCE THIRD PARTY ADMINISTRATOR

Validity of agreement with TPA	
From	To
(DD/MM/YYYY)	(DD/MM/YYYY)
01-Apr-20	31-Mar-23

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

Description	Individual	Group	Government
No of policies serviced	0	138	0
No of lives serviced	0	83,097	0

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

Sl no	Name of State	Name of Districts	No of policies serviced	No of lives serviced
1	Andhra Pradesh	Visakhapatnam	1	51
2	Delhi	Gurgaon	5	8778
3	Karnataka	Bangalore	2	762
4	Tamil Nadu	Chennai	113	62851
5	Tamil Nadu	Coimbatore	12	9434
6	Tamil Nadu	Kochi	1	165
7	Telangana	Hyderabad	4	1056

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 Health Insurance Third Party Administrator	334	4,842	4,136	90%	299	6%	517

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

Sl 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%	71%	39%
2	Within 1-2 Hours	0%	0%	20%	32%
3	Within 2-6 Hours	0%	0%	9%	28%
4	Within 6-12 Hours	0%	0%	0%	1%
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%	3,637	82%	0	0%	3,637	82%
Between 1 – 3 Months	0	0%	634	14%	0	0%	634	14%
Between 3 to 6 Months	0	0%	95	2%	0	0%	95	2%
More than 6 months	0	0%	69	2%	0	0%	69	2%
<b>Total</b>	0	0%	4,435	100%	0	0%	4,435	100%

\* Percentage shall be calculated on total of respective column.

g. Data of grievances received against the TPA:

Sl 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

**Ericson Insurance TPA Pvt. Ltd - Group**  
**Royal Sundaram General Insurance Co. Limited**

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



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 is made:

Description	Individual	Group	Government	Total
No of policies serviced	-	12	-	12
No of lives serviced	-	12,048	-	12,048

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	Maharashtra	Mumbai	12	12,048

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 Insurance TPA Pvt. Ltd - Group	0	346	271	78%	45	13%	30

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%	100%	99%
2	Within 1-2 Hours	0%	0%	0%	1%
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 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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0%	217	80%	0	0%	217	80%
Between 1-3 Months	0	0%	54	20%	0	0%	54	20%
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%	271	100%	0	0%	271	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

**Heritage Health Insurance TPA - Group**  
**Royal Sundaram General Insurance Co. Limited**

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



a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Heritage Health Insurance	008	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 is made:				
	Description	Individual	Group	Government	Total
	Number of policies serviced	-	3	-	3
	Number of lives serviced	-	1,351	-	1,351

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	Telangana	Hyderabad	3	1,351

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 Health Insurance	0	61	45	59%	11	8%	5

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	-	-	79%	79%	
2	Within 1-2 Hours	-	-	6%	6%	
3	Within 2-6 Hours	-	-	0%	0%	
4	Within 6-12 Hours	-	-	3%	3%	
5	Within 12-24 Hours	-	-	9%	9%	
6	>24 Hours	-	-	3%	3%	
	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/ 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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	-	-	39	87%	-	-	39	84%
Between 1-3 Months	-	-	6	13%	-	-	6	16%
Between 3-6 Months	-	-	0	0%	-	-	0	0%
More than 6 Months	-	-	0	0%	-	-	0	0%
Total	-	-	45	100%	-	-	45	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	4
	3	Grievances resolved during the year	4
	4	Grievances outstanding at the end of the year	0