

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED  
(ANNUAL DISCLOSURE)Name of the Insurance Company: **Royal sundaram**Information as at **31-Mar-2022****a. Specify whether In-house Claim Settlement or Services rendered by TPA -**Name of the TPA (If services rendered by TPA) **MEDI ASSIST INSURANCE TPA P LTD (Retail)**Validity of agreement with the TPA: **01-07-2020 to 30-06-2023**

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

**b. Number of policies and lives services in respect of which public disclosures are made:**

Description	Individual	Group	Government
Number of policies serviced	3,32,247	187	-
Number of lives serviced	4,79,996	95,995	-

**c. Information with regard to the geographical area in which services are rendered by the TPAs/ Insurer**

Name of the State	Name of the Districts	
State/ UT	No. of policies serviced	No. of lives serviced
Pan India	3,32,434	5,75,991
<b>Total</b>	<b>3,32,434</b>	<b>5,75,991</b>

**d. Data of number of claims processed:**

		Individual		Group	
		Number	Amount	Number	Amount
i.	Outstanding number of claims at the beginning of the year	1,384	12,65,71,736	510	3,43,05,906
ii.	Number of claims received during the year	14,844	92,12,52,985	6,335	34,29,35,981
iii.	Number of claims paid during the year (specify % also in brackets)	13421(83%)	1,16,81,89,800	5406(79%)	36,40,58,580
iv.	Number of claims repudiated during the year (specify % also in brackets)	1949(12%)	11,39,41,029	1066(16%)	5,74,64,853
v.	Number of claims outstanding at the end of the year	858	7,70,44,501	373	2,29,97,749

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

S. 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	99%	98%	99%	97%
2	Within 1-2 hours	1%	2%	1%	2%
3	Within 2-6 hours	0%	0%	0%	1%
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>	100.00%	100.00%	100%	100%

Percentage to be calculated on total of the 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 hospitals

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

**f. Turn Around Time in case 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	6763	99.47%	3763	99.66%	0	0	10526	99.54%
Between 1-3 months	36	0.53%	13	0.34%	0	0	49	0.46%
Between 3 to 6 months	0	0.00%	0	0.00%	0	0	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0	0	0.00%
<b>Total</b>	6799	100.00%	3776	0.00%	0	0	10575	100.00%

Percentage shall be calculated on total of the respective column

**g. Data of grievances received against the TPA:**

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	18
3	Grievances resolved during the year	18
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time