

**Raksha TPA pvt LTD- Group**  
**Royal Sundaram General Insurance company**

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Information as at 31/03/2022

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Raksha TPA pvt Ltd		15-05-2015	14-05-2020

\*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	-	104	-	104
No of lives serviced	-	49862	-	49,862

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	TAMIL NADU	Chennai	72	41,662
2	TELANGANA	Hydrabad	13	5,803
3	PUDUCHERRY	PUDUCHERRY	2	1,246
4	KARNATAKA	Bengalore	4	617
5	ANDHRA PRADESH	Kurnool	14	534

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 pvt Ltd	66	1824	1660	88%	144	8%	86

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%	75%
2	Within 1-2 Hours	0%	0%	11%	15%
3	Within 2-6 Hours	0%	0%	11.4%	8.1%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	5%	2%
6	>24 Hours	0%	0%	1%	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	832	100%	0	0	831	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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>832</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>831</b>	<b>100%</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	11
3	Grievances resolved during the year	11
4	Grievances outstanding at the end of the year	0