

**Safeway Medicalim services-Group**  
**Royal Sundaram General Insurance company**

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

| a. | Name of TPA                | License number | Valid From DD/MM/YYYY | To DD/MM/YYYY |
|----|----------------------------|----------------|-----------------------|---------------|
|    | Safeway Medicalim services | 26             | 20-05-2005            | 09-07-2023    |

\*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 | -          | 5     | -          | 5     |
| No of lives serviced    | -          | 760   | -          | 760   |

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       | HARYANA       | Delhi            | 1                        | 363                   |
| 2       | DELHI         | Delhi            | 3                        | 211                   |
| 3       | MAHARASTHRA   | Mumbai           | 1                        | 186                   |

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 Medicalim services | 6  | 142                                    | 126                                | 85%                 | 18                                       | 13%                  | 4  |

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              | 52            | 100%            | 0             | 0              | 52            | 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              | 52            | 100%            | 0             | 0              | 52            | 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                 |