



Royal Sundaram

General Insurance

Royal Sundaram General Insurance Co. Limited
Corporate Accident & Health Department,
Vishranthi Melaram Towers, No. 2/319, Rajiv Gandhi Salai (OMR),
Karapakkam, Chennai - 600 097 | Tel. No:91-44-7117 7117
Toll No.: 1860 425 0000 | email: customer.services@royalsundaram.in
Website: www.royalsundaram.in
Registered Office: 21, Patullos Road, Chennai – 600 002.
IRDAI Registration Number – 102 | CIN-U67200TN2000PLC045611

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: MD India TPA

| Name of TPA | License number | Valid From DD/MM/YYYY | To DD/MM/YYYY |
|--------------|----------------|-----------------------|---------------|
| MD India 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 | - | 36 | 0 | 36 |
| No. of lives serviced | - | 27,406 | 0 | 27,406 |



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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 |
|----------------|---------------------|--------------------------|-----------------------|
| Karnataka | Bangalore | 1 | 94 |
| Madhya Pradesh | Bhopal | 1 | 4,990 |
| Delhi | Central Delhi | 1 | 307 |
| Andhra Pradesh | Chittoor | 1 | 413 |
| Uttar Pradesh | Gautam Buddha Nagar | 2 | 797 |
| Andhra Pradesh | Guntur | 1 | 1,793 |
| Haryana | Gurgaon | 4 | 1,520 |
| Telangana | Hyderabad | 1 | 35 |
| Tamil Nadu | Kanchipuram | 1 | 111 |
| Uttar Pradesh | Lucknow | 0 | 184 |
| Maharashtra | Mumbai | 11 | 5,533 |
| Maharashtra | Nagpur | 0 | 235 |
| Maharashtra | Nashik | 0 | -5 |
| Maharashtra | Pune | 4 | 6,510 |
| Maharashtra | Satara | 1 | 431 |
| Madhya Pradesh | Sehore | 1 | 1,072 |
| Delhi | South Delhi | 1 | 510 |
| Delhi | South West Delhi | 3 | 352 |
| Tamil Nadu | Vellore | 1 | 753 |
| Andhra Pradesh | Visakhapatnam | 1 | 1,771 |
| Total | | 36 | 27,406 |

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 brackets | No. of claims outstanding at the end of the year |
|--|--|--|--|--|
| 262 | 1985 | 1720 | 347 | 180 |
| | | 91.99% | 15.44% | |



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% | 83.9% | 83.7% |
| 2 | Within 1-2 Hours | 0% | 0% | 16.1% | 16.3% |
| 3 | Within 2-6 Hours | 0% | 0% | 0.0% | 0.0% |
| 4 | Within 6-12 Hours | 0% | 0% | 0.0% | 0.0% |
| 5 | Within 12-24 Hours | 0% | 0% | 0.0% | 0.0% |
| 6 | Above 24 Hours | 0% | 0% | 0.0% | 0.0% |
| Total | | 0% | 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 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 | 2,010 | 97.24% | 0 | 0 | 2,010 | 97.24% |
| Between 1-3 Months | 0 | 0 | 35 | 1.69% | 0 | 0 | 35 | 1.69% |
| Between 3-6 Months | 0 | 0 | 22 | 1.06% | 0 | 0 | 22 | 1.06% |
| More than 6 Months | 0 | 0 | 0 | 0.00% | 0 | 0 | 0 | 0.00% |
| Total | 0 | 0 | 2,067 | 100.00% | 0 | 0 | 2,067 | 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 |

Date:

Place: Chennai

for Royal Sundaram General Insurance Co. Limited.

Amit S Ganorkar
Managing Director