



## 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: Medi-Assist TPA

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Medi-Assist TPA	-	01-July-2020	30-June-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	1,56,770	185	0	1,56,955
No. of lives serviced	2,76,268	1,09,362	0	3,85,630

- 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
Pan India	-	1,56,955	3,85,630
<b>Total</b>		1,56,955	3,85,630

- 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
8,976	26,944	25,039	5201	5,680
		70%	14%	



**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	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	0%	0	0%	0%
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 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 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%	0	0%	24,644	81%
Between 1-3 Months	2,942	12%	374	7%	0	0%	3,316	11%
Between 3-6 Months	1,210	5%	61	1%	0	0%	1,271	4%
More than 6 Months	992	4%	17	0%	0	0%	1,009	3%
Total	24,554	100%	5,686	100%	0	0%	30,240	100%





**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	%	No. of claims	%	No. of claims	%	No. of claims	%
Within 1 Month	21,508	88%	5,379	95%	0	0%	26,887	89%
Between 1-3 Months	1,147	5%	248	4%	0	0%	1,395	5%
Between 3-6 Months	957	4%	49	1%	0	0%	1,006	3%
More than 6 Months	942	4%	10	0%	0	0%	952	3%
<b>Total</b>	<b>24,554</b>	<b>100%</b>	<b>5,686</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>30,240</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	19
3	Grievances resolved during the year	19
4	Grievances outstanding at the end of the year	0

Date:

for Royal Sundaram General Insurance Co. Limited.

Place: Chennai

**Amit S Ganorkar**  
Managing Director