

**PUBLIC DISCLOSURE ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31st March 2020)**

NAME OF THE INSURANCE COMPANY : TATA AIG GENERAL INSURANCE COMPANY PVT LTD

a (i) Validity of agreement with the TPA

No	Name of Contracting Party	Effective Date	Expiry Date
1	Vidal Health Insurance TPA Private Limited	18-03-2018	17-03-2021
2	United Health Care Parekh Insurance TPA Private Limited	22-12-2017	21-12-2020
3	Vipul Medcorp Insurance TPA Private Limited	16-01-2018	15-01-2021
4	Medsave Health Insurance TPA Limited	16-12-2017	15-12-2020
5	Genins India Insurance TPA Ltd	15-11-2017	15-11-2019
6	Health India Insurance TPA Services Private Limited	14-07-2018	13-07-2021
7	Medi Assist Insurance TPA Private Limited	18-09-2017	17-09-2020
8	Paramount Health Services & Insurance TPA Private Limited	21-03-2020	20-03-2023
9	Family Health Plan Insurance TPA Limited	05-07-2018	04-07-2021
10	MDIndia Health Insurance TPA Private Limited	16-12-2017	15-12-2020
11	Ericson Insurance TPA Private Limited	06-02-2018	06-02-2021
12	Raksha Health Insurance TPA Private Limited	03-03-2018	03-03-2021
13	Medicare Insurance TPA Services (India) Private Limited	01-04-2018	01-04-2021

b(i) Number of policies and lives serviced in respect of which public disclosure is made by the Insurer:

Description	Individual	Group	Government
No of policies	33221		87
No of lives	17178		2240625

b (ii). Number of policies and lives serviced in respect of which public disclosure is made by Family Health Plan Insurance TPA Ltd

Description	Individual	Group	Government
No of policies	144127		10745
No of lives	272241		304872

b (iii). Number of policies and lives serviced in respect of which public disclosure is made by ERICSON INSURANCE TPA PVT LTD.

Description	Individual	Group	Government
No of policies	NA		9
No of lives	NA		11899

b (iv). Number of policies and lives serviced in respect of which public disclosure is made by GENINS INDIA INSURANCE TPA LTD

Description	Individual	Group	Government
No of policies	NA		23
No of lives	NA		2641

b (v). Number of policies and lives serviced in respect of which public disclosure is made by HEALTH INDIA TPA SERVICES PVT. LTD.

Description	Individual	Group	Government
No of policies	NA		118
No of lives	NA		104990

b (vi). Number of policies and lives serviced in respect of which public disclosure is made by MDINDIA HEALTHCARE SERVICES (TPA) PVT. LTD

Description	Individual	Group	Government
No of policies	NA		54
No of lives	NA		11684

b (vii). Number of policies and lives serviced in respect of which public disclosure is made by MEDI ASSIST INDIA TPA PVT LTD

Description	Individual	Group	Government
No of policies	NA		112
No of lives	NA		86508

b (viii). Number of policies and lives serviced in respect of which public disclosure is made by MEDICARE INSURANCE TPA SERVICES (INDIA) PRIVATE LIMITED

Description	Individual	Group	Government
No of policies	NA		1
No of lives	NA		114

b (ix). Number of policies and lives serviced in respect of which public disclosure is made by MEDSAVE HEALTHCARE TPA LTD

Description	Individual	Group	Government
No of policies	NA		28
No of lives	NA		5173

b (x). Number of policies and lives serviced in respect of which public disclosure is made by PARAMOUNT HEALTH SERVICES (TPA) PVT. LTD.

Description	Individual	Group	Government
No of policies	NA		210
No of lives	NA		200251

b (xi). Number of policies and lives serviced in respect of which public disclosure is made by RAKSHA HEALTH INSURANCE TPA PVT.LTD.

Description	Individual	Group	Government
No of policies	NA		14
No of lives	NA		16254

b (xii). Number of policies and lives serviced in respect of which public disclosure is made by UNITEDHEALTHCARE PAREKH INSURANCE TPA PVT. LTD.

Description	Individual	Group	Government
No of policies	NA		4
No of lives	NA		3389

b (xiii). Number of policies and lives serviced in respect of which public disclosure is made by VIDAL HEALTHCARE SERVICES PVT. LTD.

Description	Individual	Group	Government
No of policies	NA		10
No of lives	NA		10622

b (xiv). Number of policies and lives serviced in respect of which public disclosure is made by VIPUL MEDCORP TPA LTD

Description	Individual	Group	Government
No of policies	NA		31
No of lives	NA		20933

c. Information with regards to the geographical area in which services are rendered by the TPAs/insurer (States names-District names shall be provided) in respect of which public disclosures are made.

c(i). Geographical Area of services Renderd in respect of which public disclosure is made by the Insurer:

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	13308	2257803

c(ii). Geographical Area of services Renderd in respect of which public disclosure is made by the Family Health Plan Insurance TPA Ltd:

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	154872	577113

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	9	11899

c (III). Geographical Area of serviced in respect of which public disclosure is made by ERICSON INSURANCE TPA PVT LTD.

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	23	2641

c (IV). Geographical Area of serviced in respect of which public disclosure is made by GENINS INDIA INSURANCE TPA LTD

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	118	104990

c (V). Geographical Area of serviced in respect of which public disclosure is made by HEALTH INDIA TPA SERVICES PVT. LTD.

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	54	11684

c (VI). Geographical Area of serviced in respect of which public disclosure is made by MIDINDIA HEALTHCARE SERVICES (TPA) PVT. LTD

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	112	8508

c (VII). Geographical Area of serviced in respect of which public disclosure is made by MEDI ASSIST INDIA TPA PVT LTD

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	1	114

c (VIII). Geographical Area of serviced in respect of which public disclosure is made by MEDICARE INSURANCE TPA SERVICES (INDIA) PRIVATE LIMITED

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	28	5173

c (IX). Geographical Area of serviced in respect of which public disclosure is made by MEDSAVE HEALTHCARE TPA LTD

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	210	200251

c (X). Geographical Area of serviced in respect of which public disclosure is made by PARAMOUNT HEALTH SERVICES (TPA) PVT. LTD.

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	14	16254

c (XI). Geographical Area of serviced in respect of which public disclosure is made by RAKSHA HEALTH INSURANCE TPA PVT.LTD.

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	4	389

c (XII). Geographical Area of serviced in respect of which public disclosure is made by UNITEDHEALTHCARE PAREKH INSURANCE TPA PVT. LTD.

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	10	10622

c (XIII). Geographical Area of serviced in respect of which public disclosure is made by VIDAL HEALTHCARE SERVICES PVT. LTD.

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	31	20933

c (XIV). Geographical Area of serviced in respect of which public disclosure is made by VIPUL MEDCORP TPA LTD

d. Data of number of claims processed :

Description	In-house	TPA	Grand Total
i) Outstanding number of claims at the beginning of the year	558	7,741	8,299
ii) Number of claims received during the year	4,102	1,09,602	1,13,704
iii) Number of claims paid during the year (also to specify % in brackets)	2,287	90,483	92,770
iv) Number of Claims repudiated during the year (also to specify % in brackets)	2,097	22,814	24,911
v) Number of claims outstanding at end of the year	276	4,046	4,322

TPA wise claims

details: [TPA wise claims details](#)

e. Turn around time(TAT) for cashless claims (in respect of number of claims) :

[TPA wise TAT for preauth and discharge \(refer sheet - TAT for cashless\)](#)

f. Turn around time in case of payment / repudiation of claims:

i) Ageing of payment of claims:

Description (to be reckoned from the date of receipt of last necessary)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
Within 1 months	16671	100.00%	76099	100.00%			92770	100%
between 1-3 months								
between 3 to 6 months								
More than 6 months								
Total	16671	100.00%	76099	100.00%			92770	100%

TPA wise paid ageing:

[Inhouse & TPA wise ageing -Paid](#)

ii) Ageing of Repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary)	Individual		Group		Government		Total	
	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage	Number of claims	percentage
Within 1 months	6351	98.04%	18090	98.14%			24441	98.11%
between 1-3 months	127	1.96%	343	1.86%			470	1.89%
between 3 to 6 months								
More than 6 months								
Total	6478	100.00%	18433	100.00%			24911	100.00%

TPA wise repudiation ageing:

[TPA wise ageing-repudiation](#)

g. Data of grievances received against the TPA:

[TPA wise Grievance data \(refer sheet- Grievance\)](#)

Neelesh Garg

Managing Director & Chief Executive Officer

Tata Aig General Insurance Company Ltd

Date: