## 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 accoment with the TDA

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	13221	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 publc 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	NIA	E172	

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 Book	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 Here	NIA	10354	

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 House	NA	2290	

(iii). Number of policies and lives serviced in respect of which public disclosure is made byVIDAL HEALTHCARE SERVICES PVT. LTD.

escription	Individual	Group	Government
to of policies	NA	10	
lo 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	NΔ	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.

). 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
3r. NO.	PAN India	PAN India	q q	11899
Geographical Area of se			e by GENINS INDIA INSURAI	
Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	23	2641
Geographical Area of se	erviced in respect of which	n publc disclosure is mad	e by HEALTH INDIA TPA SER	VICES PVT. LTD.
Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	118	104990
Geographical Area of se	erviced in respect of which	n publc disclosure is mad	e by MDINDIA HEALTHCARE	SERVICES (TPA) PVT. LTD
1	PAN India	PAN India	54	11684
Sr. No.	Name of State PAN India	Name of District PAN India	No of policies 112	No of lives 86508
		•	•	TPA SERVICES (INDIA) PRIVATE
Sr. No.	Name of State PAN India	Name of District PAN India	No of policies	No of lives
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Geographical Area of se	Name of State PAN India	•	e by MEDSAVE HEALTHCARI  No of policies 28	No of lives
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## 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 ( refere sheet - TAT for cashless)

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

i)Ageing of payment of claims:

Description (to be	Individual		Group		Government		Total	
reckoned from the date of receipt of last necessary	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%

Inhouse & TPA wise ageing-Paid

ii)Ageing of Repudiation of claims:

Description (to be	ption (to be Individual		Group		Government		Total	
reckoned from the date of receipt of last necessary	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%

g. Data of grievances received against the TPA:

TPA wise Grievance data (refer sheet- Grieance)

Managing Director & Chief Executive Officer

Tata Aig General Insurance Company Ltd