

a) **Family Health Plan Insurance TPA Limited**

i) Validity of Agreement with the TPA: 25/10/2017 to 24/10/2020

b) **Number of Policies and lives serviced in respect of which public disclosures are made**

Description	Individual	Group	Government
Number of policies serviced	10,714	42	0
Number of Lives serviced	22,566	11,737	0

c) **Information with Regards to Geographical area in which services are rendered by the TPA (State names -District names shall be provided) in respect of which public disclosures are made.**

Refer Annx1 with TPA Name

d) **Data of Number of claims processed**

	Individual	Group
i) Outstanding number of claims at the beginning of the year : -	9	6
ii) Number of claims received during the year : -	353	466
iii) Number of claims paid during the year (also % in bracket)	262 (72%)	386 (82%)
iv) Number of claims repudiated during the year (also % in bracket)	71 (20%)	83 (18%)
v) Number of claims outstanding at the end of the year	29	3

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	90%	93%	96%	91%
2	within 1 to 2 hours	7%	5%	2%	6%
3	within 2 to 6 hours	2%	2%	1%	2%
4	within 6 to 12 hours	1%	0%	0%	0%
5	within 12 to 24 hours	0%	0%	0%	1%
6	> 24 Hours	0%	0%	0%	1%
	Total	100%	100%	100%	100%

* Percentage to be calculated on total of the respective column

** Reckoned from the time last necessary documents is received by the insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospital

*** Reckoned as final discharge summary send to hospital from the time discharge bills is received by TPA

f) Turnaround time in case of payment of claims

Description (to be 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	262	100	380	98	0	0	642	99
Between 1 - 3 Months	0	0	6	2	0	0	6	1
Between 3 to 6 months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0
Total	262	100	386	100	0	0	648	100

g) Turnaround time in case of Repudiation of claims

Description (to be 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	51	72	19	23	0	0	70	45
Between 1 - 3 Months	16	23	37	45	0	0	53	34
Between 3 to 6 months	4	6	23	28	0	0	27	18
More than 6 months	0	0	4	5	0	0	4	3
Total	71	100	83	100	0	0	154	100

h) Data of the grievances received against the TPA

Sr. No.	Description	Number of Grievances
1	Grievance outstanding at the beginning of the year	0
2	Grievance received during the period	0
3	Grievance Resolved during the period	0
4	Grievance outstanding at the end of the year	0

Place: Mumbai

Date: 28/09/2020

Signature of CEO /Whole Time Director

Name: Rajive Kumaraswami

Designation: Chief Executive Officer

Name of the Insurer: Magma HDI General Insurance Company Limited