

**Public Disclosures on quantitative and qualitative Parameters of Health services rendered**  
Information as at 31/03/2022

**Name of the Insurance Company:** Manipal Cigna Health Insurance Company Limited

a. Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Family Health Plan Insurance TPA Ltd	013	19/Mar/22	18/Mar/25

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
No of policies serviced	0	224	0	224
No of lives serviced	0	24,079	0	24,079

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District
1	Andhra Pradesh	ANANTAPUR
2	Andhra Pradesh	CHITTOOR
3	Andhra Pradesh	EAST GODAVARI
4	Andhra Pradesh	PRAKASAM
5	Andhra Pradesh	VISAKHAPATNAM
6	Assam	KAMRUP
7	Bihar	PATNA
8	Chhattisgarh	RAIPUR
9	Dadra & Nagar Haveli	DADRA & NAGAR HAVELI
10	Daman & Diu	DAMAN
11	Delhi	NEW DELHI
12	Delhi	SOUTH WEST *
13	Gujarat	AHMADABAD
14	Gujarat	AMRELI
15	Gujarat	ANAND *
16	Gujarat	GANDHINAGAR
17	Gujarat	KACHCHH
18	Gujarat	NAVSARI *
19	Gujarat	PORBANDAR *
20	Gujarat	RAJKOT
21	Gujarat	SABAR KANTHA
22	Gujarat	SURAT
23	Gujarat	SURENDRANAGAR
24	Gujarat	VADODARA
25	Gujarat	VALSAD
26	Jammu & Kashmir	JAMMU
27	Jharkhand	JAMTARA
28	Jharkhand	PASHCHIMI SINGHBHUM
29	Jharkhand	PURBI SINGHBHUM
30	Jharkhand	RANCHI

31	Jharkhand	SERAIKELA
32	Karnataka	BANGALORE
33	Karnataka	TUMKUR
34	Kerala	ERNAKULAM
35	Madhya Pradesh	BHOPAL
36	Madhya Pradesh	INDORE
37	Maharashtra	MUMBAI
38	Maharashtra	NAGPUR
39	Maharashtra	NASHIK
40	Maharashtra	PUNE
41	Maharashtra	THANE
42	Nagaland	KOHIMA
43	Orissa	CUTTACK
44	Orissa	KHORDHA
45	Orissa	SUNDARGARH
46	Tamil Nadu	CHENNAI
47	Tamil Nadu	COIMBATORE
48	Telangana	HYDERABAD
49	Telangana	KARIMNAGAR
50	Telangana	MAHBUBNAGAR
51	Telangana	RANGAREDDI
52	Telangana	Sangareddy
53	Tripura	WEST TRIPURA
54	Uttar Pradesh	GAUTAM BUDDHA NAGAR *
55	West Bengal	KOLKATA
<b>TOTAL</b>		

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	40
ii.	Number of claims received during the year	1338
iii.	Number of claims paid during the year (specify % also in brackets)	1177 (85%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	108 (8%)
v.	Number of claims outstanding at the end of the year	93

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	0%	0%	95%	97%
2	Within 1-2 Hours	0%	0%	4%	3%
3	Within 2-6 Hours	0%	0%	1%	0%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

\*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 in 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	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)
Within 1 Month	0	0%	1267	98.60%	0	0%	1267	98.60%
Between 1-3 Months	0	0%	13	1.01%	0	0%	13	1.01%
Between 3-6 Months	0	0%	5	0.39%	0	0%	5	0.39%
More than 6 Months	0	0%	0	0.00%	0	0%	0	0.00%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>1285</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1285</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	1
3	Grievances resolved during the year	1
4	Grievances outstanding at the end of the year	0



Place: Mumbai  
Date: 31-Mar-2022

Signature of CEO / Whole Time Director  
ManipalCigna Health Insurance Company Ltd.