

Public Disclosures on quantative and qualitative Parameters of Health services rendered

Information as at 31/03/2023

Name of the**Insurance** Manipal Cigna Health Insurance Company Limited**Company:****a. Specify whether In-house Claim Settlement or Services rendered by TPA**

Name of TPA	Service level Agreement number/Licence Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
GOOD HEALTH INSURANCE TPA LTD.	023	1-Apr-20	31-Mar-24

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government	Total
Number of policies serviced	0	7	0	7
Number of lives serviced	0	944	0	944

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Sr. No	Name of State	Name of Districts
1	Delhi	Delhi
2	Tamil Nadu	Chennai
3	Karnataka	Bangalore
4	Telangana	Hyderabad

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	9
ii.	Number of claims received during the year	279
iii.	Number of claims paid during the year (specify % also in brackets)	237 (82%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	42 (15%)
v.	Number of claims outstanding at the end of the year	9

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. 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	93%	95%
2	Within 1-2 hours	0	0	7%	5%
3	Within 2-6 hours	0	0	0%	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%
	Total	0	0	100%	100%

Percentage to be calculated on total of the 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 hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

Reckoned from the date of receipt of claim	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%	271	97%	0	0%	271	97%
Between 1-3 months	0	0%	5	2%	0	0%	5	2%
Between 3 to 6 months	0	0%	1	0%	0	0%	1	0%
More than 6 months	0	0%	2	1%	0	0%	2	1%
Total	0	0%	279	100%	0	0%	279	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Place: Mumbai
Date:31-Mar-2023

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