

**Public Disclosures on quantitative and qualitative Parameters of Health services rendered**

Name of the Insurance Company:-**ManipalCigna Health Insurance Company Limited**

Information as at **31/03/2022**

a.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MDIndia	005	21-3-20	20-3-23

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

Description	Individual	Group	Government
No of policies serviced	-	6	-
No of lives serviced	-	6,702	-

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

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Haryana	Gurgaon	1	49
2	Telangana	Hyderabad	1	796
3	Maharashtra	Mumbai	3	4,587
4	Maharashtra	Pune	1	1,399

d. **Data of number of claims processed:**

i.	Outstanding number of claims at the beginning of the year	0
ii.	Number of claims received during the year	218
iii.	Number of claims paid during the year (specify % also in brackets)	184 (84%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	8 (4%)
v.	Number of claims outstanding at the end of the year	26

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
MDIndia	0	218	184	84.40%	8	3.67%	26

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	-	-	62.86%	71.43%
2	Within 1-2 Hours	-	-	37.14%	28.57%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	>24 Hours	-	-	0.00%	0.00%
Total		-	-	100.00%	100%

\*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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	-	-	184	95.83%	0	0.00%	184	95.83%
Between 1-3 Months	-	-	8	4.17%	0	0.00%	8	4.17%
Between 3-6 Months	-	-	0	0.00%	0	0.00%	0	0.00%
More than 6 Months	-	-	0	0.00%	0	0.00%	0	0%
Total	-	-	192	100%	0	0%	192	100%

\*Percentage shall be calculated on total of respective column

g. **Data of grievances received against the TPA:**

<b>Sr. No.</b>	<b>Description</b>	<b>No. of Grievances</b>
1	Grievances outstanding at the beginning of year	NIL
2	Grievances received during the year	NIL
3	Grievances resolved during the year	NIL
4	Grievances outstanding at the end of the year	NIL



Place: Mumbai  
Date: 31-Mar-2022

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