

**Public Disclosures on quantative and qualitative Parameters of Health services rendered
Information as at 31/03/2023**

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

- a. Specify whether In-house Claim Settlement or Services rendered by TPA - **MDIndia Health Insurance TPA Pvt. Ltd.**

Name of TPA	Service level Agreement number/Licence Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MD India Health Insurance TPA Private Limited	005	10-8-21	9-8-24

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

Description	Individual	Group	Government	Total
No of policies serviced	-	45	-	45
No of lives serviced	-	10,588	-	10588

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

Sr. No.	Name of State	Name of District
1	Gujarat	Ahmedabad
2	Karnataka	Bangalore
3	Tamil Nadu	Chennai
4	Uttar Pradesh	Ghaziabad
5	Haryana	Gurgaon
6	Andhra Pradesh	Hyderabad
7	Telangana	Hyderabad
8	Maharashtra	Mumbai
9	Maharashtra	Nashik
10	Uttar Pradesh	Noida
11	Maharashtra	Pune
12	Gujarat	Rajkot
13	Gujarat	Surat
14	Maharashtra	Thane
15	Gujarat	Vadodara
16	Delhi	West Delhi

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

i.	Outstanding number of claims at the beginning of the year	26
ii.	Number of claims received during the year	931
iii.	Number of claims paid during the year (specify % also in brackets)	710 (74%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	111 (12%)
v.	Number of claims outstanding at the end of the year	136

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	-	-	100.00%	100.00%
2	Within 1-2 Hours	-	-	0.00%	0.00%
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	0	0%	716	87.21%	0	0%	716	87.21%
Between 1-3 Months	0	0%	78	9.50%	0	0%	78	9.50%
Between 3-6 Months	0	0%	23	2.80%	0	0%	23	2.80%
More than 6 Months	0	0%	4	0.49%	0	0%	4	0%
Total	0	0%	821	100%	0	0%	821	100%

*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	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