

**Public Disclosures on quantative 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. Specify whether In – house Claim settlement or Services rendered by TPA: TPA**

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MEDI ASSIST INSURANCE TPA P LTD		16-Dec-20	15-Dec-22

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

Description	Individual	Group	Government
No of policies serviced	3,27,298	3,171	-
No of lives serviced	7,66,676	64,51,372	-

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

Sr	Name of State	Name of District
1	Andaman Nicobar	Nicobar
2	Andaman Nicobar	North Middle Andaman
3	Andaman Nicobar	South Andaman
4	Andhra Pradesh	Anantapur
5	Andhra Pradesh	Chittoor
6	Andhra Pradesh	East Godavari
7	Andhra Pradesh	Alluri Sitarama Raju
8	Andhra Pradesh	Anakapalli
9	Andhra Pradesh	Annamaya
10	Andhra Pradesh	Bapatla
11	Andhra Pradesh	Eluru
12	Andhra Pradesh	Guntur
13	Andhra Pradesh	Kadapa
14	Andhra Pradesh	Kakinada
15	Andhra Pradesh	Konaseema
16	Andhra Pradesh	Krishna
17	Andhra Pradesh	Kurnool
18	Andhra Pradesh	Manyam
19	Andhra Pradesh	N T Rama Rao
20	Andhra Pradesh	Nandyal
21	Andhra Pradesh	Nellore
22	Andhra Pradesh	Palnadu
23	Andhra Pradesh	Prakasam
24	Andhra Pradesh	Sri Balaji
25	Andhra Pradesh	Sri Satya Sai

26	Andhra Pradesh	Srikakulam
27	Andhra Pradesh	Visakhapatnam
28	Andhra Pradesh	Vizianagaram
29	Andhra Pradesh	West Godavari
30	Arunachal Pradesh	Anjaw
31	Arunachal Pradesh	Changlang
32	Arunachal Pradesh	Dibang Valley
33	Arunachal Pradesh	East Kameng
34	Arunachal Pradesh	East Siang
35	Arunachal Pradesh	Kamle
36	Arunachal Pradesh	Kra Daadi
37	Arunachal Pradesh	Kurung Kumey
38	Arunachal Pradesh	Lepa Rada
39	Arunachal Pradesh	Lohit
40	Arunachal Pradesh	Longding
41	Arunachal Pradesh	Lower Dibang Valley
42	Arunachal Pradesh	Lower Siang
43	Arunachal Pradesh	Lower Subansiri
44	Arunachal Pradesh	Namsai
45	Arunachal Pradesh	Pakke Kessang
46	Arunachal Pradesh	Papum Pare
47	Arunachal Pradesh	Shi Yomi
48	Arunachal Pradesh	Siang
49	Arunachal Pradesh	Tawang
50	Arunachal Pradesh	Tirap
51	Arunachal Pradesh	Upper Siang
52	Arunachal Pradesh	Upper Subansiri
53	Arunachal Pradesh	West Kameng
54	Arunachal Pradesh	West Siang
55	Assam	Bajali
56	Assam	Baksa
57	Assam	Barpeta
58	Assam	Biswanath
59	Assam	Bongaigaon
60	Assam	Cachar
61	Assam	Charaideo
62	Assam	Chirang
63	Assam	Darrang
64	Assam	Dhemaji
65	Assam	Dhubri
66	Assam	Dibrugarh
67	Assam	Dima Hasao
68	Assam	Goalpara
69	Assam	Golaghat
70	Assam	Hailakandi
71	Assam	Hojai
72	Assam	Jorhat

73	Assam	Kamrup
74	Assam	Kamrup Metropolitan
75	Assam	Karbi Anglong
76	Assam	Karimganj
77	Assam	Kokrajhar
78	Assam	Lakhimpur
79	Assam	Majuli
80	Assam	Morigaon
81	Assam	Nagaon
82	Assam	Nalbari
83	Assam	Sivasagar
84	Assam	Sonitpur
85	Assam	South Salmara-Mankachar
86	Assam	Tinsukia
87	Assam	Udalguri
88	Assam	West Karbi Anglong
89	Bihar	Araria
90	Bihar	Arwal
91	Bihar	Aurangabad
92	Bihar	Banka
93	Bihar	Begusarai
94	Bihar	Bhagalpur
95	Bihar	Bhojpur
96	Bihar	Buxar
97	Bihar	Darbhanga
98	Bihar	East Champaran
99	Bihar	Gaya
100	Bihar	Gopalganj
101	Bihar	Jamui
102	Bihar	Jehanabad
103	Bihar	Kaimur
104	Bihar	Katihar
105	Bihar	Khagaria
106	Bihar	Kishanganj
107	Bihar	Lakhisarai
108	Bihar	Madhepura
109	Bihar	Madhubani
110	Bihar	Munger
111	Bihar	Muzaffarpur
112	Bihar	Nalanda
113	Bihar	Nawada
114	Bihar	Patna
115	Bihar	Purnia
116	Bihar	Rohtas
117	Bihar	Saharsa
118	Bihar	Samastipur
119	Bihar	Saran

120	Bihar	Sheikhpura
121	Bihar	Sheohar
122	Bihar	Sitamarhi
123	Bihar	Siwan
124	Bihar	Supaul
125	Bihar	Vaishali
126	Bihar	West Champaran
127	Chandigarh	Chandigarh
128	Chhattisgarh	Balod
129	Chhattisgarh	Baloda Bazar
130	Chhattisgarh	Balrampur
131	Chhattisgarh	Bastar
132	Chhattisgarh	Bemetara
133	Chhattisgarh	Bijapur
134	Chhattisgarh	Bilaspur
135	Chhattisgarh	Dantewada
136	Chhattisgarh	Damtari
137	Chhattisgarh	Durg
138	Chhattisgarh	Gariaband
139	Chhattisgarh	Gaurela Pendra Marwahi
140	Chhattisgarh	Janjgir Champa
141	Chhattisgarh	Jashpur
142	Chhattisgarh	Kabirdham
143	Chhattisgarh	Kanker
144	Chhattisgarh	Kondagaon
145	Chhattisgarh	Korba
146	Chhattisgarh	Koriya
147	Chhattisgarh	Mahasamund
148	Chhattisgarh	Manendragarh
149	Chhattisgarh	Mohla Manpur
150	Chhattisgarh	Mungeli
151	Chhattisgarh	Narayanpur
152	Chhattisgarh	Raigarh
153	Chhattisgarh	Raipur
154	Chhattisgarh	Rajnandgaon
155	Chhattisgarh	Sakti
156	Chhattisgarh	Sarangarh Bilaigarh
157	Chhattisgarh	Sukma
158	Chhattisgarh	Surajpur
159	Chhattisgarh	Surguja
160	Dadra Nagar Haveli and Dam	Dadra and Nagar Haveli
161	Dadra Nagar Haveli and Dam	Daman
162	Dadra Nagar Haveli and Dam	Diu
163	Delhi	Central Delhi
164	Delhi	East Delhi
165	Delhi	New Delhi
166	Delhi	North Delhi

167	Delhi	North East Delhi
168	Delhi	North West Delhi
169	Delhi	Shahdara
170	Delhi	South Delhi
171	Delhi	South East Delhi
172	Delhi	South West Delhi
173	Delhi	West Delhi
174	Goa	North Goa
175	Goa	South Goa
176	Gujarat	Ahmedabad
177	Gujarat	Amreli
178	Gujarat	Anand
179	Gujarat	Aravalli
180	Gujarat	Banaskantha
181	Gujarat	Bharuch
182	Gujarat	Bhavnagar
183	Gujarat	Botad
184	Gujarat	Chhota Udaipur
185	Gujarat	Dahod
186	Gujarat	Dang
187	Gujarat	Devbhoomi Dwarka
188	Gujarat	Gandhinagar
189	Gujarat	Gir Somnath
190	Gujarat	Jamnagar
191	Gujarat	Junagadh
192	Gujarat	Kheda
193	Gujarat	Kutch
194	Gujarat	Mahisagar
195	Gujarat	Mehsana
196	Gujarat	Morbi
197	Gujarat	Narmada
198	Gujarat	Navsari
199	Gujarat	Panchmahal
200	Gujarat	Patan
201	Gujarat	Porbandar
202	Gujarat	Rajkot
203	Gujarat	Sabarkantha
204	Gujarat	Surat
205	Gujarat	Surendranagar
206	Gujarat	Tapi
207	Gujarat	Vadodara
208	Gujarat	Valsad
209	Haryana	Ambala
210	Haryana	Bhiwani
211	Haryana	Charkhi Dadri
212	Haryana	Faridabad
213	Haryana	Fatehabad

214	Haryana	Gurugram
215	Haryana	Hisar
216	Haryana	Jhajjar
217	Haryana	Jind
218	Haryana	Kaithal
219	Haryana	Karnal
220	Haryana	Kurukshetra
221	Haryana	Mahendragarh
222	Haryana	Mewat
223	Haryana	Palwal
224	Haryana	Panchkula
225	Haryana	Panipat
226	Haryana	Rewari
227	Haryana	Rohtak
228	Haryana	Sirsa
229	Haryana	Sonapat
230	Haryana	Yamunanagar
231	Himachal Pradesh	Bilaspur
232	Himachal Pradesh	Chamba
233	Himachal Pradesh	Hamirpur
234	Himachal Pradesh	Kangra
235	Himachal Pradesh	Kinnaur
236	Himachal Pradesh	Kullu
237	Himachal Pradesh	Lahaul Spiti
238	Himachal Pradesh	Mandi
239	Himachal Pradesh	Shimla
240	Himachal Pradesh	Sirmaur
241	Himachal Pradesh	Solan
242	Himachal Pradesh	Una
243	Jammu Kashmir	Anantnag
244	Jammu Kashmir	Bandipora
245	Jammu Kashmir	Baramulla
246	Jammu Kashmir	Budgam
247	Jammu Kashmir	Doda
248	Jammu Kashmir	Ganderbal
249	Jammu Kashmir	Jammu
250	Jammu Kashmir	Kathua
251	Jammu Kashmir	Kishtwar
252	Jammu Kashmir	Kulgam
253	Jammu Kashmir	Kupwara
254	Jammu Kashmir	Poonch
255	Jammu Kashmir	Pulwama
256	Jammu Kashmir	Rajouri
257	Jammu Kashmir	Ramban
258	Jammu Kashmir	Reasi
259	Jammu Kashmir	Samba
260	Jammu Kashmir	Shopian

261	Jammu Kashmir	Srinagar
262	Jammu Kashmir	Udhampur
263	Jharkhand	Bokaro
264	Jharkhand	Chatra
265	Jharkhand	Deoghar
266	Jharkhand	Dhanbad
267	Jharkhand	Dumka
268	Jharkhand	East Singhbhum
269	Jharkhand	Garhwa
270	Jharkhand	Giridih
271	Jharkhand	Godda
272	Jharkhand	Gumla
273	Jharkhand	Hazaribagh
274	Jharkhand	Jamtara
275	Jharkhand	Khunti
276	Jharkhand	Koderma
277	Jharkhand	Latehar
278	Jharkhand	Lohardaga
279	Jharkhand	Pakur
280	Jharkhand	Palamu
281	Jharkhand	Ramgarh
282	Jharkhand	Ranchi
283	Jharkhand	Sahebganj
284	Jharkhand	Seraikela Kharsawan
285	Jharkhand	Simdega
286	Jharkhand	West Singhbhum
287	Karnataka	Bagalkot
288	Karnataka	Bangalore Rural
289	Karnataka	Bangalore Urban
290	Karnataka	Belgaum
291	Karnataka	Bellary
292	Karnataka	Bidar
293	Karnataka	Chamarajanagar
294	Karnataka	Chikkaballapur
295	Karnataka	Chikkamagaluru
296	Karnataka	Chitradurga
297	Karnataka	Dakshina Kannada
298	Karnataka	Davanagere
299	Karnataka	Dharwad
300	Karnataka	Gadag
301	Karnataka	Gulbarga
302	Karnataka	Hassan
303	Karnataka	Haveri
304	Karnataka	Kodagu
305	Karnataka	Kolar
306	Karnataka	Koppal
307	Karnataka	Mandya

308	Karnataka	Mysore
309	Karnataka	Raichur
310	Karnataka	Ramanagara
311	Karnataka	Shimoga
312	Karnataka	Tumkur
313	Karnataka	Udupi
314	Karnataka	Uttara Kannada
315	Karnataka	Vijayanagara
316	Karnataka	Vijayapura
317	Karnataka	Yadgir
318	Kerala	Alappuzha
319	Kerala	Ernakulam
320	Kerala	Idukki
321	Kerala	Kannur
322	Kerala	Kasaragod
323	Kerala	Kollam
324	Kerala	Kottayam
325	Kerala	Kozhikode
326	Kerala	Malappuram
327	Kerala	Palakkad
328	Kerala	Pathanamthitta
329	Kerala	Thiruvananthapuram
330	Kerala	Thrissur
331	Kerala	Wayanad
332	Ladakh	Kargil
333	Ladakh	Leh
334	Lakshadweep	Lakshadweep
335	Madhya Pradesh	Agar Malwa
336	Madhya Pradesh	Alirajpur
337	Madhya Pradesh	Anuppur
338	Madhya Pradesh	Ashoknagar
339	Madhya Pradesh	Balaghat
340	Madhya Pradesh	Barwani
341	Madhya Pradesh	Betul
342	Madhya Pradesh	Bhind
343	Madhya Pradesh	Bhopal
344	Madhya Pradesh	Burhanpur
345	Madhya Pradesh	Chachaura
346	Madhya Pradesh	Chhatarpur
347	Madhya Pradesh	Chhindwara
348	Madhya Pradesh	Damoh
349	Madhya Pradesh	Datia
350	Madhya Pradesh	Dewas
351	Madhya Pradesh	Dhar
352	Madhya Pradesh	Dindori
353	Madhya Pradesh	Guna
354	Madhya Pradesh	Gwalior



355	Madhya Pradesh	Harda
356	Madhya Pradesh	Hoshangabad
357	Madhya Pradesh	Indore
358	Madhya Pradesh	Jabalpur
359	Madhya Pradesh	Jhabua
360	Madhya Pradesh	Katni
361	Madhya Pradesh	Khandwa
362	Madhya Pradesh	Khargone
363	Madhya Pradesh	Maihar
364	Madhya Pradesh	Mandla
365	Madhya Pradesh	Mandsaur
366	Madhya Pradesh	Morena
367	Madhya Pradesh	Nagda
368	Madhya Pradesh	Narsinghpur
369	Madhya Pradesh	Neemuch
370	Madhya Pradesh	Niwari
371	Madhya Pradesh	Panna
372	Madhya Pradesh	Raisen
373	Madhya Pradesh	Rajgarh
374	Madhya Pradesh	Ratlam
375	Madhya Pradesh	Rewa
376	Madhya Pradesh	Sagar
377	Madhya Pradesh	Satna
378	Madhya Pradesh	Sehore
379	Madhya Pradesh	Seoni
380	Madhya Pradesh	Shahdol
381	Madhya Pradesh	Shajapur
382	Madhya Pradesh	Sheopur
383	Madhya Pradesh	Shivpuri
384	Madhya Pradesh	Sidhi
385	Madhya Pradesh	Singrauli
386	Madhya Pradesh	Tikamgarh
387	Madhya Pradesh	Ujjain
388	Madhya Pradesh	Umaria
389	Madhya Pradesh	Vidisha
390	Maharashtra	Ahmednagar
391	Maharashtra	Akola
392	Maharashtra	Amravati
393	Maharashtra	Aurangabad
394	Maharashtra	Beed
395	Maharashtra	Bhandara
396	Maharashtra	Buldhana
397	Maharashtra	Chandrapur
398	Maharashtra	Dhule
399	Maharashtra	Gadchiroli
400	Maharashtra	Gondia
401	Maharashtra	Hingoli

402	Maharashtra	Jalgaon
403	Maharashtra	Jalna
404	Maharashtra	Kolhapur
405	Maharashtra	Latur
406	Maharashtra	Mumbai City
407	Maharashtra	Mumbai Suburban
408	Maharashtra	Nagpur
409	Maharashtra	Nanded
410	Maharashtra	Nandurbar
411	Maharashtra	Nashik
412	Maharashtra	Osmanabad
413	Maharashtra	Palghar
414	Maharashtra	Parbhani
415	Maharashtra	Pune
416	Maharashtra	Raigad
417	Maharashtra	Ratnagiri
418	Maharashtra	Sangli
419	Maharashtra	Satara
420	Maharashtra	Sindhudurg
421	Maharashtra	Solapur
422	Maharashtra	Thane
423	Maharashtra	Wardha
424	Maharashtra	Washim
425	Maharashtra	Yavatmal
426	Manipur	Bishnupur
427	Manipur	Chandel
428	Manipur	Churachandpur
429	Manipur	Imphal East
430	Manipur	Imphal West
431	Manipur	Jiribam
432	Manipur	Kakching
433	Manipur	Kamjong
434	Manipur	Kangpokpi
435	Manipur	Noney
436	Manipur	Pherzawl
437	Manipur	Senapati
438	Manipur	Tamenglong
439	Manipur	Tengnoupal
440	Manipur	Thoubal
441	Manipur	Ukhrul
442	Meghalaya	East Garo Hills
443	Meghalaya	East Jaintia Hills
444	Meghalaya	East Khasi Hills
445	Meghalaya	Mairang
446	Meghalaya	North Garo Hills
447	Meghalaya	Ri Bhoi
448	Meghalaya	South Garo Hills

449	Meghalaya	South West Garo Hills
450	Meghalaya	South West Khasi Hills
451	Meghalaya	West Garo Hills
452	Meghalaya	West Jaintia Hills
453	Meghalaya	West Khasi Hills
454	Mizoram	Aizawl
455	Mizoram	Champhai
456	Mizoram	Hnahthial
457	Mizoram	Khawzawl
458	Mizoram	Kolasib
459	Mizoram	Lawngtlai
460	Mizoram	Lunglei
461	Mizoram	Mamit
462	Mizoram	Saiha
463	Mizoram	Saitual
464	Mizoram	Serchhip
465	Nagaland	Chumukedima
466	Nagaland	Dimapur
467	Nagaland	Kiphire
468	Nagaland	Kohima
469	Nagaland	Longleng
470	Nagaland	Mokokchung
471	Nagaland	Mon
472	Nagaland	Niuland
473	Nagaland	Noklak
474	Nagaland	Peren
475	Nagaland	Phek
476	Nagaland	Tseminyu
477	Nagaland	Tuensang
478	Nagaland	Wokha
479	Nagaland	Zunheboto
480	Odisha	Angul
481	Odisha	Balangir
482	Odisha	Balasore
483	Odisha	Bargarh
484	Odisha	Bhadrak
485	Odisha	Boudh
486	Odisha	Cuttack
487	Odisha	Debagarh
488	Odisha	Dhenkanal
489	Odisha	Gajapati
490	Odisha	Ganjam
491	Odisha	Jagatsinghpur
492	Odisha	Jajpur
493	Odisha	Jharsuguda
494	Odisha	Kalahandi
495	Odisha	Kandhamal

496	Odisha	Kendrapara
497	Odisha	Kendujhar
498	Odisha	Khordha
499	Odisha	Koraput
500	Odisha	Malkangiri
501	Odisha	Mayurbhanj
502	Odisha	Nabarangpur
503	Odisha	Nayagarh
504	Odisha	Nuapada
505	Odisha	Puri
506	Odisha	Rayagada
507	Odisha	Sambalpur
508	Odisha	Subarnapur
509	Odisha	Sundergarh
510	Puducherry	Karaikal
511	Puducherry	Mahe
512	Puducherry	Puducherry
513	Puducherry	Yanam
514	Punjab	Amritsar
515	Punjab	Barnala
516	Punjab	Bathinda
517	Punjab	Faridkot
518	Punjab	Fatehgarh Sahib
519	Punjab	Fazilka
520	Punjab	Firozpur
521	Punjab	Gurdaspur
522	Punjab	Hoshiarpur
523	Punjab	Jalandhar
524	Punjab	Kapurthala
525	Punjab	Ludhiana
526	Punjab	Malerkotla
527	Punjab	Mansa
528	Punjab	Moga
529	Punjab	Mohali
530	Punjab	Muktsar
531	Punjab	Pathankot
532	Punjab	Patiala
533	Punjab	Rupnagar
534	Punjab	Sangrur
535	Punjab	Shaheed Bhagat Singh Nagar
536	Punjab	Tarn Taran
537	Rajasthan	Ajmer
538	Rajasthan	Alwar
539	Rajasthan	Banswara
540	Rajasthan	Baran
541	Rajasthan	Barmer
542	Rajasthan	Bharatpur

543	Rajasthan	Bhilwara
544	Rajasthan	Bikaner
545	Rajasthan	Bundi
546	Rajasthan	Chittorgarh
547	Rajasthan	Churu
548	Rajasthan	Dausa
549	Rajasthan	Dholpur
550	Rajasthan	Dungarpur
551	Rajasthan	Hanumangarh
552	Rajasthan	Jaipur
553	Rajasthan	Jaisalmer
554	Rajasthan	Jalore
555	Rajasthan	Jhalawar
556	Rajasthan	Jhunjhunu
557	Rajasthan	Jodhpur
558	Rajasthan	Karauli
559	Rajasthan	Kota
560	Rajasthan	Nagaur
561	Rajasthan	Pali
562	Rajasthan	Pratapgarh
563	Rajasthan	Rajsamand
564	Rajasthan	Sawai Madhopur
565	Rajasthan	Sikar
566	Rajasthan	Sirohi
567	Rajasthan	Sri Ganganagar
568	Rajasthan	Tonk
569	Rajasthan	Udaipur
570	Sikkim	East Sikkim
571	Sikkim	North Sikkim
572	Sikkim	Pakyong
573	Sikkim	Soreng
574	Sikkim	South Sikkim
575	Sikkim	West Sikkim
576	Tamil Nadu	Ariyalur
577	Tamil Nadu	Chengalpattu
578	Tamil Nadu	Chennai
579	Tamil Nadu	Coimbatore
580	Tamil Nadu	Cuddalore
581	Tamil Nadu	Dharmapuri
582	Tamil Nadu	Dindigul
583	Tamil Nadu	Erode
584	Tamil Nadu	Kallakurichi
585	Tamil Nadu	Kanchipuram
586	Tamil Nadu	Kanyakumari
587	Tamil Nadu	Karur
588	Tamil Nadu	Krishnagiri
589	Tamil Nadu	Madurai

590	Tamil Nadu	Mayiladuthurai
591	Tamil Nadu	Nagapattinam
592	Tamil Nadu	Namakkal
593	Tamil Nadu	Nilgiris
594	Tamil Nadu	Perambalur
595	Tamil Nadu	Pudukkottai
596	Tamil Nadu	Ramanathapuram
597	Tamil Nadu	Ranipet
598	Tamil Nadu	Salem
599	Tamil Nadu	Sivaganga
600	Tamil Nadu	Tenkasi
601	Tamil Nadu	Thanjavur
602	Tamil Nadu	Theni
603	Tamil Nadu	Thoothukudi
604	Tamil Nadu	Tiruchirappalli
605	Tamil Nadu	Tirunelveli
606	Tamil Nadu	Tirupattur
607	Tamil Nadu	Tiruppur
608	Tamil Nadu	Tiruvallur
609	Tamil Nadu	Tiruvannamalai
610	Tamil Nadu	Tiruvarur
611	Tamil Nadu	Vellore
612	Tamil Nadu	Viluppuram
613	Tamil Nadu	Virudhunagar
614	Telangana	Adilabad
615	Telangana	Bhadradi Kothagudem
616	Telangana	Hanamkonda
617	Telangana	Hyderabad
618	Telangana	Jagtial
619	Telangana	Jangaon
620	Telangana	Jayashankar
621	Telangana	Jogulamba
622	Telangana	Kamareddy
623	Telangana	Karimnagar
624	Telangana	Khammam
625	Telangana	Komaram Bheem
626	Telangana	Mahabubabad
627	Telangana	Mahbubnagar
628	Telangana	Mancherial
629	Telangana	Medak
630	Telangana	Medchal
631	Telangana	Mulugu
632	Telangana	Nagarkurnool
633	Telangana	Nalgonda
634	Telangana	Narayanpet
635	Telangana	Nirmal
636	Telangana	Nizamabad

637	Telangana	Peddapalli
638	Telangana	Rajanna Sircilla
639	Telangana	Ranga Reddy
640	Telangana	Sangareddy
641	Telangana	Siddipet
642	Telangana	Suryapet
643	Telangana	Vikarabad
644	Telangana	Wanaparthy
645	Telangana	Warangal
646	Telangana	Yadadri Bhuvanagiri
647	Tripura	Dhalai
648	Tripura	Gomati
649	Tripura	Khowai
650	Tripura	North Tripura
651	Tripura	Sepahijala
652	Tripura	South Tripura
653	Tripura	Unakoti
654	Tripura	West Tripura
655	Uttar Pradesh	Agra
656	Uttar Pradesh	Aligarh
657	Uttar Pradesh	Ambedkar Nagar
658	Uttar Pradesh	Amethi
659	Uttar Pradesh	Amroha
660	Uttar Pradesh	Auraiya
661	Uttar Pradesh	Ayodhya
662	Uttar Pradesh	Azamgarh
663	Uttar Pradesh	Baghpat
664	Uttar Pradesh	Bahraich
665	Uttar Pradesh	Ballia
666	Uttar Pradesh	Balrampur
667	Uttar Pradesh	Banda
668	Uttar Pradesh	Barabanki
669	Uttar Pradesh	Bareilly
670	Uttar Pradesh	Basti
671	Uttar Pradesh	Bhadohi
672	Uttar Pradesh	Bijnor
673	Uttar Pradesh	Budaun
674	Uttar Pradesh	Bulandshahr
675	Uttar Pradesh	Chandauli
676	Uttar Pradesh	Chitrakoot
677	Uttar Pradesh	Deoria
678	Uttar Pradesh	Etah
679	Uttar Pradesh	Etawah
680	Uttar Pradesh	Farrukhabad
681	Uttar Pradesh	Fatehpur
682	Uttar Pradesh	Firozabad
683	Uttar Pradesh	Gautam Buddha Nagar

684	Uttar Pradesh	Ghaziabad
685	Uttar Pradesh	Ghaziipur
686	Uttar Pradesh	Gonda
687	Uttar Pradesh	Gorakhpur
688	Uttar Pradesh	Hamirpur
689	Uttar Pradesh	Hapur
690	Uttar Pradesh	Hardoi
691	Uttar Pradesh	Hathras
692	Uttar Pradesh	Jalaun
693	Uttar Pradesh	Jaunpur
694	Uttar Pradesh	Jhansi
695	Uttar Pradesh	Kannauj
696	Uttar Pradesh	Kanpur Dehat
697	Uttar Pradesh	Kanpur Nagar
698	Uttar Pradesh	Kasganj
699	Uttar Pradesh	Kaushambi
700	Uttar Pradesh	Kheri
701	Uttar Pradesh	Kushinagar
702	Uttar Pradesh	Lalitpur
703	Uttar Pradesh	Lucknow
704	Uttar Pradesh	Maharajganj
705	Uttar Pradesh	Mahoba
706	Uttar Pradesh	Mainpuri
707	Uttar Pradesh	Mathura
708	Uttar Pradesh	Mau
709	Uttar Pradesh	Meerut
710	Uttar Pradesh	Mirzapur
711	Uttar Pradesh	Moradabad
712	Uttar Pradesh	Muzaffarnagar
713	Uttar Pradesh	Pilibhit
714	Uttar Pradesh	Pratapgarh
715	Uttar Pradesh	Prayagraj
716	Uttar Pradesh	Raebareli
717	Uttar Pradesh	Rampur
718	Uttar Pradesh	Saharanpur
719	Uttar Pradesh	Sambhal
720	Uttar Pradesh	Sant Kabir Nagar
721	Uttar Pradesh	Shahjahanpur
722	Uttar Pradesh	Shamli
723	Uttar Pradesh	Shravasti
724	Uttar Pradesh	Siddharthnagar
725	Uttar Pradesh	Sitapur
726	Uttar Pradesh	Sonbhadra
727	Uttar Pradesh	Sultanpur
728	Uttar Pradesh	Unnao
729	Uttar Pradesh	Varanasi
730	Uttarakhand	Almora



731	Uttarakhand	Bageshwar
732	Uttarakhand	Chamoli
733	Uttarakhand	Champawat
734	Uttarakhand	Dehradun
735	Uttarakhand	Haridwar
736	Uttarakhand	Nainital
737	Uttarakhand	Pauri
738	Uttarakhand	Pithoragarh
739	Uttarakhand	Rudraprayag
740	Uttarakhand	Tehri
741	Uttarakhand	Udham Singh Nagar
742	Uttarakhand	Uttarkashi
743	West Bengal	Alipurduar
744	West Bengal	Bankura
745	West Bengal	Birbhum
746	West Bengal	Cooch Behar
747	West Bengal	Dakshin Dinajpur
748	West Bengal	Darjeeling
749	West Bengal	Hooghly
750	West Bengal	Howrah
751	West Bengal	Jalpaiguri
752	West Bengal	Jhargram
753	West Bengal	Kalimpong
754	West Bengal	Kolkata
755	West Bengal	Malda
756	West Bengal	Murshidabad
757	West Bengal	Nadia
758	West Bengal	North 24 Parganas
759	West Bengal	Paschim Bardhaman
760	West Bengal	Paschim Medinipur
761	West Bengal	Purba Bardhaman
762	West Bengal	Purba Medinipur
763	West Bengal	Purulia
764	West Bengal	South 24 Parganas
765	West Bengal	Uttar Dinajpur

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

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

i.	Outstanding number of claims at the beginning of the year	3890
ii.	Number of claims received during the year	176007
iii.	Number of claims paid during the year (specify % also in brackets)	144226 (80%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	31656 (18%)
v.	Number of claims outstanding at the end of the year	4015

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	98.0%	97.0%	97.4%	97.4%
2	Within 1-2 Hours	1.8%	2.9%	2.3%	2.4%
3	Within 2-6 Hours	0.1%	0.1%	0.3%	0.1%
4	Within 6-12 Hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 Hours	0.0%	0.0%	0.0%	0.0%
6	>24 Hours	0.0%	0.0%	0.0%	0.0%
Total		100.0%	100.0%	100.0%	100.0%

\*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	104169	98%	67619	97.87%			171788	97.67%
Between 1-3 Months	2574	2%	1418	2.05%			3992	2.27%
Between 3-6 Months	32	0%	55	0.08%			87	0.05%
More than 6 Months	15	0%	0	0.00%			15	0.01%
	106790	100%	69092	100%	0	0%	175882	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	0
2	Grievances received during the year	1024
3	Grievances resolved during the year	1023
4	Grievances outstanding at the end of the year	1



Place: Mumbai  
Date: 31-Mar-2022

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