

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:**

Name of TPA	Service level Agreement number/Licence Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MEDI ASSIST INSURANCE TPA P LTD	003	16-Dec-16	15-Dec-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	3,14,623	2,777	-	3,17,400
No of lives serviced	7,49,525	1,13,52,623	-	1,21,02,148

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

Sr. No.	Name of State	Name of District
1	Pan India	Pan India

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

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i.	Outstanding number of claims at the beginning of the year	4015
ii.	Number of claims received during the year	229526
iii.	Number of claims paid during the year (specify % also in brackets)	190878 (82%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	35710 (15%)
v.	Number of claims outstanding at the end of the year	6953

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	90.1%	83.4%	94.6%	89.6%
2	Within 1-2 Hours	3.5%	10.2%	3.7%	6.5%
3	Within 2-6 Hours	1.9%	5.8%	1.4%	3.7%
4	Within 6-12 Hours	0.8%	0.3%	0.1%	0.2%
5	Within 12-24 Hours	3.6%	0.2%	0.2%	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	123130	97%	97210	97%	0	0%	220340	97%
Between 1-3 Months	3607	3%	2462	2%	0	0%	6069	3%
Between 3-6 Months	80	0%	79	0%	0	0%	159	0%
More than 6 Months	14	0%	6	0%	0	0%	20	0%
	126831	100%	99757	100%	0	0%	226588	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	14
3	Grievances resolved during the year	14
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