

Public Disclosures on quantative and qualitative Parameters of Health services renderedInformation 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 |
|---|---|--------------------------|------------------|
| Paramount Health Services & Insurance TPA Pvt. Ltd. | 006 | 23-4-18 | 22-4-24 |

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 | 330 | 0 | 330 |
| Number of lives serviced | 0 | 83353 | 0 | 83353 |

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

| Sr. No. | Name of State | Name of District |
|---------|---------------|------------------|
| 1 | Gujarat | AHMEDABAD |
| 2 | Karnataka | BANGALORE |
| 3 | Telangana | HYDERABAD |
| 4 | West Bengal | KOLKATA |
| 5 | Maharashtra | MUMBAI |
| 6 | Delhi | NEW DELHI |
| 7 | Maharashtra | PUNE |

d. Data of number of claims processed:

| | | |
|------|--|------------|
| i. | Outstanding number of claims at the beginning of the year | 162 |
| ii. | Number of claims received during the year | 5150 |
| iii. | Number of claims paid during the year (specify % also in brackets) | 4230 (80%) |
| iv. | Number of claims repudiated during the year (specify % also in brackets) | 527 (10%) |
| v. | Number of claims outstanding at the end of the year | 555 |

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% | 82% | 67% |
| 2 | Within 1-2 hours | 0% | 0% | 15% | 28% |
| 3 | Within 2-6 hours | 0% | 0% | 2% | 4% |
| 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:

| Description (to be 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 | 0 | 0% | 4278 | 90% | 0 | 0% | 4278 | 90% |
| Between 1-3 months | 0 | 0% | 406 | 9% | 0 | 0% | 406 | 9% |
| Between 3 to 6 months | 0 | 0% | 64 | 1% | 0 | 0% | 64 | 1% |
| More than 6 months | 0 | 0% | 9 | 0% | 0 | 0% | 9 | 0% |
| Total | 0 | 0% | 4757 | 100% | 0 | 0% | 4757 | 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