

**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. Specify whether In-house Claim Settlement or Services rendered by TPA -**

Name of the TPA (If services rendered by TPA) - Paramount Health Services

Validity of agreement with the TPA: **from** 25/08/2021 **to** 24/08/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

**b. Number of policies and lives services in respect of which public disclosures are made:**

Description	Individual	Group	Government
Number of policies serviced		181	
Number of lives serviced		54996	

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

Name of the State	Name of the Districts
Maharashtra	Mumbai
Maharashtra	Pune
DELHI	Delhi
Haryana	Ambala
GUJRAT	Gujrat
Rajasthan	Jaipur
Tamil Nadu	Chennai
DELHI	Gurgaon
HARYANA	Haryana
West Bengal	Kolkata
Uttar Pradesh	Lucknow
Uttarakhand	Dehradun
Gujarat	Ahmedabad
Karnataka	Bangalore
Telangana	Hyderabad
Delhi	New Delhi

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

i.	Outstanding number of claims at the beginning of the year	7
ii.	Number of claims received during the year	1619
iii.	Number of claims paid during the year (specify % also in brackets)	1289 (79%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	175 (11%)
v.	Number of claims outstanding at the end of the year	162

**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			76.7%	76.3%
2	Within 1-2 hours			19.2%	21.5%
3	Within 2-6 hours			3.5%	2.2%
4	Within 6-12 hours			0%	0%
5	Within 12-24 hours			0%	0%
6	>24 hours			0%	0%
	<b>Total</b>			<b>100%</b>	<b>100%</b>

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			1333	91.1%			1333	91.1%
Between 1-3 months			116	7.9%			116	7.9%
Between 3 to 6 months			8	0.5%			8	0.5%
More than 6 months			7	0.5%			7	0.5%
<b>Total</b>			<b>1464</b>	<b>100%</b>			<b>1464</b>	<b>100%</b>

Percentage shall be calculated on total of the respective column

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

<b>S. No.</b>	<b>Description</b>	<b>Number of Grievances</b>
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	3
3	Grievances resolved during the year	3
4	Grievances outstanding at the end of the year	0



Place: Mumbai  
Date: 31-Mar-2022

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