

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) - VIDAL Health Insurance TPA

Validity of agreement with the TPA: **from 26/02/2014 to 24/11/2024**

(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	0	18	
Number of lives serviced	0	8539	

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
CHENNAI	TAMIL NADU
COCHIN	KERALA
GURGOAN	HARYANA
HYDERABAD	TELANGANA
KOLKATA	WESTBENGAL
MUMBAI	MAHARASTRA

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	13
ii.	Number of claims received during the year	193
iii.	Number of claims paid during the year (specify % also in brackets)	189 (92%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	14 (7%)
v.	Number of claims outstanding at the end of the year	3

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			86.91%	73.66%
2	Within 1-2 hours			8.78%	16.59%
3	Within 2-6 hours			3.52%	8.63%
4	Within 6-12 hours			0.38%	0.61%
5	Within 12-24 hours			0.19%	0.18%
6	>24 hours			0.23%	0.33%
	Total			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			190	93.6%			190	93.6%
Between 1-3 months			11	5.4%			11	5.4%
Between 3 to 6 months			2	1.0%			2	1.0%
More than 6 months			0	0.0%			0	0.0%
Total			203	100%			203	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-2022

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