

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (INFORMATION AS AT 31st MARCH 2021)**

NAME OF THE INSURANCE CO: ManipalCigna Health Insurance Company Limited

**A. MEDIASSIST INSURANCE TPA PVT LTD**

i. Validity of Agreement with TPA : 16<sup>th</sup> Dec 2016 to 15<sup>th</sup> Dec 2022

B. Number of policies and lives serviced in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	282982	3340	0
Number of lives serviced	694182	3396707	0

C. Information with regards to the geographical area in which services are rendered by the TPAs/insurer (States Names-District names shall be provided) in respect of which public disclosures are made.

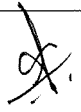
Name Of State / UT	Name Of City
Andaman Nicobar	Port Blair
Andhra Pradesh	Adilabad,Adoni,Akividu,Amalapuram,Amaravathi,ANAKAPALLE,Anantapur ,Ananthapur,Armoor,Bhimavaram,Bodhan,Cherukupalle,Chilakaluripet,Ch intalapudi,Chirala,chitthor,Chittur,Cuddapah,Dharmavaram,Dhone,Dilshu knagar,Eluru,Gajuwaka,Godavari East,Godavarikhani,Gudivada,Gudur,Guntakal,Guntur,Gurazala,Habsiguda ,Hindupur,Hyderabad,Jagtial,Jammalamadugu,Jangareddygudem,Kadapa, Kakinada,KAMAREDDY,Kandukuru,Kavali,Khamman,Kodad,Kondapur,Kora tla,Kotapadu,Kothapet,Krishna,Kurnool,Kushaiguda,Laxmi Nagar,Machalipatnam,MACHERLA,Madanapalle,Mahaboob Nagar,Mahabubnagar,Malikipuram,Mallakapuram,Mancherial,Mandapet a,Mangalagiri,Markapur,Medarametla,Miryalaguda,Mylavaram,Nagole,Na idupet,Nandyal,Narasaraopet,Nellore,Nidadavole,Nidubrolu,Nirmal,Nuzvi d,Ongole,Palakol,Paloncha,Pamur,Patencheru,Piduguralla,Pileru,Podili,Pra kasam,Proddatur,Pulivendla,Rajahmundry,Rajam,Ramachandrapuram,Ra nga Reddy,Razole,Siddipet,Sircilla,Srikakulam,Suryapet,Tadepalligudem,TANU KU,Tatipaka,Tenali,Tirupati,tiruvuru,Vadaparthi,Vanasthalipuram,Vijayaw ada,Vinukonda,Vishakapatanam,Vishakapatnam,Vizianagaram,West Godavari
Assam	Bongaigaon,Dibrugarh,Guwahati,Jorhat,Kamrup,Nagaon,Nalbari,Pathsala, Silchar,Tezpur,Tinsukia,TOKBI




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 Reg. Office: 401/402, 4th Floor, Raheja Titanium, off Western Express Highway, Goregaon (East), Mumbai- 400 063.  
 Toll free number: 1800-102-4462, Website address: www.manipalcigna.com

Trade Name / Trade Logo belongs to MEMG International India Private Limited and Cigna Intellectual Property Inc. and is being used by ManipalCigna Health Insurance Company Limited under license.

<b>Bihar</b>	Araria,Arrah,Aurangabad,Begusarai,Bhagalpur,Bihar Sharif,Cooch Behar,Darbhanga,East Champaran,Gaya,Gopalgunj,jamui,Janiguda,Kankarbagh,Madhepura,Muzaffarpur,Nainital,Nalanda,Patna,Purnia,Saharsa,Vaishali
<b>Chandigarh</b>	Chandigarh,Chandimandir,Korba
<b>Chhattisgarh</b>	Baloda Bazar,Bhilai,Bilaspur,Durg,JAGDALPUR,Korba,Mahasamund,Raigarh,Raipur
<b>Dadra and Nagar Haveli</b>	SILVASSA
<b>Delhi</b>	Ambala,DWARKA,Mehrauli,Narela,New Delhi,Okhla,Pitam Pura,Shahdara,Uttam Nagar
<b>Goa</b>	Bardez,Chicalim,Goa,Mapusa,Marcela,Margao,Ponda,Salcete,Tiswadi
<b>Gujarat</b>	Adipur,Ahmedabad,Akota,Amreli,Amroli,Anand,Ankleshwar,BALLABHGARH,Bardoli,Bareja,Bavla,Bayad,Bharuch,Bhavnagar,Bhuj,Bodoli,Bopal,Borsad,Botad,Changanacherry,Dabhoi,Dadra,Dahegam,Dahod,Dakor,Daman,Deesa,Dholka,Gadhada,Gandhi Nagar,Gandhidham,Ghatlodiya,Godhra,Gondal,Halol,Himatnagar,Idar,Jamnagar,Jambusar,jamnagar,Kadi,Kalol,Karmasad,Keshod,Khambhalia,Kheda,Khedbrahma,Kutch,Lunawada,Mahisagar,Mahuva,Maninagar,Mansa,Mehsana,Modasa,Morbi,Mundra,Nadiad,Nandod,Naranpura,Naroda,Nasvadi,Navsari,Odhava,Padra,Palanpur,Paldi,Palej,Palitana,Patan,Porbandar,Rajkot,Ranip,Sabarmati,Sanand,Savarkundla,Sidhpur,SILVASSA,Surat,Surendranagar,Talaja,Tharad,Udhna,Una,Upleta,Vadodara,Vadodara,Valsad,Vapi,Vasna,VIJAPUR,Viramgam,Vyara,Wankaner
<b>Haryana</b>	Ambala,Ambala Cantt,Bahadurgarh,BALLABHGARH,Barwala,Bhiwani,Chandigarh,Dharuhera,Faridabad,Fatehabad,Ganaur,GOHANA,Gurgaon,Hansi,Hayatpur,Hisar,Hodal,Jagadhri,Jhajjar,Jind,Kaithal,Karnal,Kurukshetra,Mahendragarh,Narnaul,Palwal,Panchkula,Panipat,Pehowa,Rewari,Rohtak,SIRSA,Sonepat,SONIPAT,Tohana,Yamuna Nagar
<b>Himachal Pradesh</b>	Baddi,Kangra,Kayalpatnam,Mandi,Nalagarh,Palampur,Shimla,Solan,Una
<b>Jammu &amp; Kashmir</b>	Jammu,SriNagar
<b>Jharkhand</b>	Bariatu,Bokaro,Chaibasa,Dhanbad,Giridih,gumla,Hazaribagh,Jamshedpur,Jhumritelaiya,Lohardaga,Palamu,Ranchi,Sankhosai,Singhbhum East
<b>Karnataka</b>	Anekal,Bagalkot,Ballari,Banaswadi,Bangalore Rural,Bangarpet,Bantwal,Belagavi,Belgaum,Bellur,Belthangadi,Bengaluru,Bhramati,Bhramavara,Bidar,Bijapur,Challakere,Chamarajanagar,Channarayana,Channarayapatna,Chickballapur,Chickmagalore,Chitradurga,D.K.,Dakhshina Kannada,Davanagere,Dharwad,Doddaballapur,Gadag,Gangavati,Gowribidanur,Hagaribommanahalli,Hassan,Haveri,Hoskote,Hospet,Hubballi,Hubli,Hunsur,Jamkhandi,JAYANAGAR,Kadur,Kalaburagi,Karwar,Kodagu,Kolar,Kollal,Koppal,Koteshwara,KUMBLA,Kundapura,Madikeri,Mahalingpur,Mandya,Mangalore,Manipal,Moodbidri,Mudhol,Mulbagal,Mysore,Nipani,Putt




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	ur,Raichur,Ramanagaram,Sankeshwar,Shimoga,Shivamogga,Sirsi,Sullia,Su rathkal,Tiptur,Tumkur,Udupi,Yadgir,Yelahanka
<b>Kerala</b>	<p>           Adoor,Alakode,Alappuzha,Alleppey,Aluva,Alwaye,Anchal,Angamaly,Aran            mula,Attingal,Ayarkunnam,Bathery,Calicut,chalakudy,Changanassery,Cha            vakkad,Chelavoor,Chengannur,Cherpulassery,Cherthala,Cheruvathur,Eda            ppal,Edathua,Engandiyoor,Eramalloor,Ernakulam,Ernakulam-            Cochin,Haripad,Idukki,Irinjalakuda,Irity,Kakkanad,Kalady,Kalamaserry,Kala            massery,Kalpetta,Kanhangad,Kanjirapally,Kannur,Karakonam,Karukachal,            karunagappally,Kasargod,Kazhakuttam,Kizhakkambalam,Kodungallur,kole            nchery,Kollam,koothattukulam,Koratty,Kothamangalam,Kottakkal,Kottara            kara,Kottarakara,Kottayam,Kozhencherry,Kozhikode,Kundara,Kunnamkul            am,Kuzhikkattussery,Malapuram,Mallapuram,Manjeri,Mathilakam,Mathil            il            P.O,Mattanur,Mavelikara,Muvattupuzha,Nedukandum,Neyyattinkara,Nila            mbur,Nithiravilai,Oachira,Ollur,Ottapalam,Paippad,Pala,Palai,Palakkad,pal            arivattom,Palayamkottai,Pallickal,Pandalam,Parassala,Paravur,Pathanamt            hitta,Payyannur,Perinthalmanna,Perumbavoor,Perumpilavu,Ponkunnam,            Pothy,Pullur,Punalur,Punnapra,Rajakad,Ranni,Shoranur,Sulthan            Bathery,Taliparamba,Thalassery,THIRUVALLA,Thiruvananthapuram,Thodu            puzha,Thrippunithura,Thrissur,Tirur,Tiruvalla,Trichur,Trichy,Tripunithura,            Vadakara,Vaikom,Vatakara,Vypin,Wadakkanchery,Wandoor,Wayanad,Wy            nad         </p>
<b>Madhya Pradesh</b>	<p>           Balaghat,Barwani,Betul,Bhilai,Bhind,Bhopal,Bina,Burhanpur,Chhatarpur,C            hhindwara,Chitrakoot,Dewas,Dhar,Guna,Gwalior,Harda,Hoshangabad,Ind            ore,Jabalpur,Katni,Khandwa,Khargone,Mandsaur,Meerut,Morena,Nagda,            Raisen,Ratlam,Rewa,Sagar,Satna,Sehore,Seoni,Shujalpur,Sidhi,Ujjain,Vidis            ha         </p>




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<b>Maharashtra</b>	Ahmednagar, Akhuj, Akola, Akole, Akot, Alandi, Amaravati, Ambarnath, Ambegaon, Amravati, Andheri(w), Anjangaon, Aurangabad, Badlapur, Bandra, Baner, Baramati, Beed, Bhandara, BHANDUP, Bhayander East, Bhayander West, Bhigwan, Bhiwandi, Bhor, Bhusawal, Boisar, Borivali, Borivali west, Buldana, Chakan, chalisgaon, Chandrapur, Chembur, Chinchwad, Chiplun, Dabhade, dadri, Dahanu, Dahisar (E), Daund, Deopur, Dhantoli, Dhule, Dindori, Dombivli (E), Dombivli (W), Gadhinglaj, Ghatkopar, Gondia, Goregaon, Gwalior, Hapur, Hinganghat, Hingoli, Hinjewadi, ICHALKARANJI, Indapur, Islampur, JALGAON, JALNA, Jamkhed, Jamner, Jaysingpur, Jejuri, Junnar, Kagal, Kaij, Kalamboli, Kalyan, Kalyan (E), Kalyan West, Kamshet, Kandivali, Kankavli, Karad, Karegaon, Karnal, Katol, Khalapur, Khamgaon, Kharghar, Khopoli, Kolhapur, Kopargaon, Koregaon, Koregaon Bhima, Kothagudem, kothrud, Kudal, Latur, Lonand, Loni Kalbhor, Madha, Mahad, Mahim, Malad West, Malad (E), Malda, malegaon, Malkapur, Malshiras, Malvan, Manchar, Manjari, Maval, Mira Road, Miraj, Mirajgaon, Mohol, Moshi, Mulshi, Mulund, Mumbai, Mumbra, Murbad, Nagpur, Nallasopara, Nanded, Nandurbar, Narayangaon, Nashik, Natepute, Navasari, Navi Mumbai, Nerul, Nesari, Nevasa, New Panvel, Niphad, Nira, Omerga, Osmanabad, Pachora, Paithan, Palghar, Palus, Pandharpur, Panvel, Parbhani, Parner, Pathardi, patnaa, Pen, Perne Phata, Phaltan, Pimpalner, Pimpri, Powai, Pune, Purandar, Pusad, Rahata, Rauri, Raigad, Raigarh, Rajgurunagar, Ramtek, Ratnagiri, Roha, SAKRI, Sanaswadi, Sangamner, Sangli, Sangola, Sangvi, SANTACRUZ, Saswad, SATANA, Satara, Satpur, Sawantawadi, SEVAGRAM, Shevgaon, Shikrapur, Shirdi, Shirol, Shirpur, Shirur, Shirwal, Shrigaonda, Shrirampur, Sindhudurg, Sinnar, Solapur, Supa, Talegaon Dabhade, TASHGAON, Thane, Thane West, Tuljapur, Udagir, Ulhasnagar, Uruli Kanchan, Vasai, Vashi, Vileparle, Virar, Virar East, Virar West, Wai, Walchandnagar, Wardha, WARUD, Washim, Yavatmal
<b>Manipur</b>	Imphal
<b>Meghalaya</b>	Shillong
<b>Mizoram</b>	Aizawl
<b>Nagaland</b>	Dimapur
<b>Odisha</b>	Angul, Balangir, Balasore, Bargarh, Berhampur, Bhawanipatna, Bhubaneswar, Brahmapur, Burla, Cuttack, Dhenkanal, Ganjam, Jajpur, Jharsuguda, Kalahandi, Kendrapara, Keonjhar, MAYURBHANJ, Rayagada, Rourkela, Sambalpur
<b>Pondicherry</b>	Karuvadikuppam, Pondicherry
<b>Punjab</b>	Abohar, Amritsar, Anandpur Sahib, BARNALA, Batala, Bathinda, Ferozepur, Gobindgarh, Gurdaspur, Hoshiarpur, Jagraon, Jalandhar, Kapurthala, Khanna, Kharar, Kotkapura, Kurali, Ludhiana, Moga, Mohali, Mukerian, Muktsar Sahib, Nabha, Nangal, NAWANSHAHR, Pathankot, Patiala, Phillaur, Rajpura, Sangrur, Sirhind, Zirakpur




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<b>Rajasthan</b>	Aburoad,Ajmer,Alwar,Banswara,Barmer,Bharatpur,Bhawani Mand,Bhilwara,Bhiwadi,Bikaner,Chittorgarh,Chomu,DHOLPUR,Dungarpur ,Gangapur,Hanumangarh,Jaipur,Jalor,Jhunjhmun,Jodhpur,Kankroli,Karauli,Kosamba,Kota,Nagaur,Neemrana,Phagi,PILANI,Pratapgarh,Rajkot,Sikar,Sirohi,Sri Ganganagar,Sumerpur,Tonk,Udaipur
<b>Sikkim</b>	Gangtok
<b>Tamil Nadu</b>	Anna Nagar,Aruppukottai,Attur,Batlagundu,Bhavani,Bodinayakkanur,Chengalpattu,Chennai,Chidambaram,Coimbatore,Coonoor,Cuddalore,Devakottai,Dharampuram,Dharmapuri,Dindigul,Erode,Gobichettipalayam,Hosur,Kallakurichi,Kanchipuram,Kanniyakumari,kanyakumari,Karaikudi,Karamadai,Karur,Kattankulathur,Kavindapadi,Kilpauk,Kolathur,Kollemcode,Kovilpatti,Krishnagiri,Kumbakonam,Maarthandam,Madras,Madurai,Marthandan,Mayiladuthurai,Mettupalayam,Mohanur,Mylapore,Nagarcoil,Namakkal,Nazareth,Neyveli,Neyyoor,Ooty,Palani,Palladam,Pammal,Panachamoodu,Pattukkottai,Pollachi,Pondicherry,PONDICHERY,Rajapalayam,Ramanathapuram,Ranipet,Rasipuram,Salem,Sathy,Sathyamangalam,Sengottai,Sivakasi,Srirangam,Srivilliputtur,Surandai,Thanjavur,Theni,Thillainagar,Thirunelveli,Thiruvottriyur,Thoothukudi,Tirpur,TIRUCHENGODE,Tirunelveli,Tiruvallur,Tiruvannamalai,Trichy,Tuticorin,Udumalpet,Vellore,VILLUPURAM,Virudhunagar
<b>Telangana</b>	Banaskantha,Bhadrachalam,Bhilai,Bokaro Steel City,Hanamkonda,Hyderabad,Karimnagar,Khammam,Mahbubnagar,Medak,Nalgonda,Nelamangala,Nizamabad,Piravom,Ponnur,Sangareddy,Warangal
<b>Tripura</b>	Agartala
<b>Uttar Pradesh</b>	Agra,Akbarpur,Aligarh,Allahabad,Amalner,Amroha,Auraiya,Azamgarh,Baghpat,Ballia,Barabanki,Bareilly,Bhadohi,Bijnour,Bulandshahr,dadri,Etah,Etawah,Faizabad,Farrukhabad,Fatehgarh,Firozabad,Gautam Buddha Nagar,Ghaziabad,GHAZIPUR,Gonda,Gorakhpur,Hapur,Hardoi,Hathras,Jagdishpur,Jaunpur,Jhansi,Kanpur,KANPUR NAGAR,Kaushambi,KHURJA,Kushinagar,Lakanpur,Lalitpur,Loni,Lucknow,Maharajanj,Mathura,Mau,Meerut,Mirzapur,Modinagar,Moradabad,Muzaffarnagar,Noida,Pilibhit,Pratapgarh,Raebareli,Rampur,Renukoot,Saharanpur,Shahjahanpur,Shamli,Sikandrabad,Sitapur,Sultanpur,Swaroop Nagar,Unnao,Varanasi,Vrindavan
<b>Uttarakhand</b>	Dehradun,Haldwani,Haridwar,Kashipur,Kotdwara,Nainital,Rishikesh,Roorkee,Rudrapur,Shillong,UDAM SINGH NAGAR,UDHAM SINGH NAGAR
<b>West Bengal</b>	24 Parganas,Alipore,Alipurduar,Asansol,Bally,Bankura,Barasat,BARRACKPORE,BARUIPUR,Bokaro,Bolpur,Borsad,Budge,Burdwan,Calcutta,Chinsurah,Dankuni,Darjeeling,Durgapur,Hooghly,Hoogly,Howrah,Kalimpong,Kalyani,Kolkata,Malda,Medinipur,Midnapore,Murshidabad,NAIHATI,North 24 Parganas,PANAGARH,PURBA MEDINIPUR,Ranaghat,Raniganj,Raniganj (Burdwan),Siliguri,South 24 Parganas,TAMLUK,Visnagar




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D. Data of number of claims processed:

1. Outstanding number of claims at the beginning of the year: 2162
2. Number of claims received during the year: 107260
3. Number of claims paid during the year: ---- 83497 (76%)
4. Number of Claims repudiated during the year: --- 22035 (20%)
5. Number of claims outstanding at the end of the year: --- 3890

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	<b>Within &lt;1 hour</b>	42.41%	34.56%	56.96%	37.29%
2	<b>Within 1-2 hours</b>	43.52%	53.36%	36.90%	54.10%
3	<b>Within 2-6 hours</b>	12.63%	11.48%	5.62%	7.79%
4	<b>Within 6-12 hours</b>	1.19%	0.51%	0.46%	0.80%
5	<b>Within 12-24 hours</b>	0.25%	0.09%	0.05%	0.02%
6	<b>&gt;24 hours</b>	0%	0%	0%	0%
<b>Total</b>		100%	100%	100%	100%

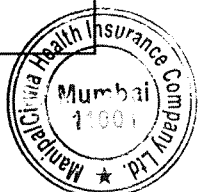
\*Percentage to be calculated on total of the respective column

\*\*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	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	No of claims	Percentage

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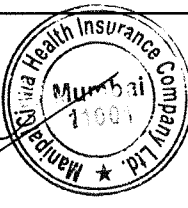
necessary document)								
within 1 months	71167	98.18%	32162	97.35%	0	0	103329	97.92%
Between 1 – 3 Months	1276	1.76%	829	2.51%	0	0	2105	1.99%
Between 3 to 6 Months	40	0.06%	44	0.13%	0	0	84	0.08%
More than 6 months	3	0.00%	3	0.01%	0	0	6	0.01%
<b>Total</b>	<b>72,486</b>	<b>100.00%</b>	<b>33,038</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>105,524</b>	<b>100.00%</b>

\*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	Grievance outstanding at the beginning of year	00
2	Grievances received during the year	554
3	Grievances resolved during the year	554
4	Grievances outstanding at the end of the year	00

*[Handwritten mark]*

Place:

Signature of CEO / Whole Time Director

Date:

ManipalCigna Health Insurance Company Ltd.