

**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. VIDAL HEALTH INSURANCE TPA PVT. LTD.**

i. Validity of Agreement with TPA : 26<sup>th</sup> Feb 2014 to 25<sup>th</sup> Nov 2021

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

Description	Individual	Group	Government
Number of policies serviced	0	8	0
Number of lives serviced	0	1256	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.

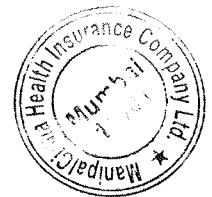
Sr. No	Name of State	Name of District
1	Andhra Pradesh	Tirupathi
2	Andhra Pradesh	Guntur
3	Andhra Pradesh	Vijayawada
4	Andhra Pradesh	Nalgonda
5	Bihar	Patna
6	Delhi	New Delhi
7	Delhi	Delhi
8	Gujarat	Patan
9	Gujarat	Ahmedabad
10	Gujarat	Rajkot
11	Haryana	Pinjore
12	Haryana	Panchkula
13	Haryana	Gorakhpur
14	Haryana	Hisar
15	Haryana	Gurgaon
16	Haryana	Narnaul
17	Haryana	Faridabad
18	Haryana	Siwan
19	Haryana	Kaithal
20	Himachal Pradesh	Palampur
21	Himachal Pradesh	Kangra
22	Jharkhand	Ranchi




**ManipalCigna Health Insurance Company Limited**  
(Formerly known as CignaTTK Health Insurance Company Limited). CIN U66000MH2012PLC227948. IRDAI Reg. No. 151.  
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](http://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.

23	Karnataka	Bangalore
24	Karnataka	Gadag-Betigeri
25	Karnataka	Hebbal
<b>Sr. No</b>	<b>Name of State</b>	<b>Name of District</b>
26	Karnataka	Mangalore
27	Karnataka	Nipani
28	Karnataka	Belgaum
29	Karnataka	Chikodi
30	Kerala	Kochi
31	Kerala	Trivandrum
32	Kerala	Alwaye
33	Kerala	Calicut
34	Kerala	Palakkad
35	Kerala	Ernakulam
36	Kerala	Kannur
37	Kerala	Neyyattinkara
38	Kerala	Thiruvananthapuram
39	Madhya Pradesh	Barwani
40	Maharashtra	Sholapur
41	Maharashtra	Nasik
42	Maharashtra	Mumbai
43	Maharashtra	Pune
44	Maharashtra	Kolhapur
45	Maharashtra	Udgir
46	Maharashtra	Rajapur
47	Orissa	Cuttack
48	Orissa	Bhubaneswar
49	Punjab	Ropar
50	Punjab	Pathankot
51	Tamilnadu	Chennai
52	Tamilnadu	Madurai
53	Tamilnadu	Salem
54	Tamilnadu	Cheennai
55	Tamilnadu	Dindigul
56	Telangana	Hyderabad
57	Telangana	Secunderabad
58	Uttar Pradesh	Varanansi
59	Uttar Pradesh	Meerut
60	Uttar Pradesh	Allahabad
61	Uttar Pradesh	Noida
62	West Bengal	Malda




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D. Data of number of claims processed:

1. Outstanding number of claims at the beginning of the year: 3
2. Number of claims received during the year: 113
3. Number of claims paid during the year: --- 88 (76%)
4. Number of Claims repudiated during the year: --- 15 (13%)
5. Number of claims outstanding at the end of the year: --- 13

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%	56%	67%
2	Within 1-2 hours	0%	0%	44%	31%
3	Within 2-6 hours	0%	0%	0%	0%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	2%
<b>Total</b>		0%	0%	100%	100%

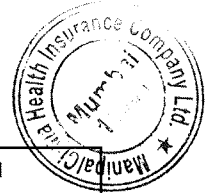
\*Percentage to be calculated on total of the respective column

\*\*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	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	No of claims	Percentage
within 1 months	0	0.00%	78	75.73%	0	0	78	75.73%
Between 1 – 3 Months	0	0.00%	15	14.56%	0	0	15	14.56%



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Between 3 to 6 Months	0	0.00%	6	5.83%	0	0	6	5.83%
More than 6 months	0	0.00%	4	3.88%	0	0	4	3.88%
<b>Total</b>	0	0.00%	103	100.00%	0	0	103	100.00%

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

G. Data of grievances received against the TPA:

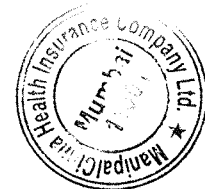
S. no.	Description	Number of Grievances
1	Grievance outstanding at the beginning of year	0
2	Grievances received during the year	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	0

Place:

Date:



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




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