

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF  
HEALTH SERVICES RENDERED  
(INFORMATION AS AT 31<sup>st</sup> MARCH 2020)**

**NAME OF THE INSURANCE CO: MANIPALCIGNA HEALTH INSURANCE COMPANY LIMITED**

**A. NAME OF THE TPA: INHOUSE CLAIM SETTLEMENT**

Validity of Agreement: **NA**

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

Description	Individual	Group	Government
Number of policies serviced	21337	670	0
Number of lives serviced	22492	1060719	0

**C. Information with regards to the geographical area in which services are rendered by the Insurer in respect of which public disclosures are made.**

Sr. No.	State	Sr. No.	State
1	Andaman & Nicobar Is.	17	Madhya Pradesh
2	Andhra Pradesh	18	Maharashtra
3	Arunachal Pradesh	19	Manipur
4	Assam	20	Meghalaya
5	Bihar	21	Nagaland
6	Chandigarh	22	Orissa
7	Chhattisgarh	23	Punjab
8	Daman & Diu	24	Rajasthan
9	Delhi	25	Sikkim
10	Goa	26	Tamil Nadu
11	Gujarat	27	Telangana
12	Haryana	28	Tripura
13	Jammu & Kashmir	29	Uttar Pradesh
14	Jharkhand	30	Uttrakhand
15	Karnataka	31	West Bengal
16	Kerala		

**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)

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D. Data of number of claims processed:

1. Outstanding number of claims at the beginning of the year: 439
2. Number of claims received during the year: 98374
3. Number of claims paid during the year: 94989 (96.1%)
4. Number of Claims repudiated during the year: 3682 (3.7%)
5. Number of claims outstanding at the end of the year: 142

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%	0%	0%
2	Within 1-2 hours	0%	0%	0%	0%
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%	0%
<b>Total</b>		0%	0%	0%	0%

\*Percentage 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	79152	99.98%	18602	95.38%	0	0	97754	99.07%
Between 1 – 3 Months	16	0.02%	618	3.17%	0	0	634	0.64%
Between 3 to 6 Months	00	00%	87	0.45%	0	0	87	0.09%
More than 6 months	00	00%	196	1.00%	0	0	196	0.20%
<b>Total</b>	79168	100%	19503	100%	0	0	98671	100%

\*Percentage 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	8
3	Grievances resolved during the year	8
4	Grievances outstanding at the end of the year	0



Place: Mumbai

Signature of CEO

Date: 29<sup>th</sup> September 2020

ManipalCigna Health Insurance Company Ltd.