

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

NAME OF THE INSURANCE CO: MANIPALCIGNA HEALTH INSURANCE COMPANY LIMITED

A. NAME OF THE TPA: MEDIASSIST INSURANCE TPA PVT LTD

Validity of Agreement: **From 16/12/2016 to 15/12/2022**

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

Description	Individual	Group	Government
Number of policies serviced	223437	903	0
Number of lives serviced	536953	897225	0

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

State / UT	City
Andaman Nicobar	Port Blair
Andhra Pradesh	Adilabad, Adoni, Akividu, Amalapuram, Amaravathi, ANAKAPALLE, Anantapur, Ananthapur, Armoor, Bhimavaram, Bodhan, Cherukupalle, Chilakaluripet, Chintalapudi, Chirala, chitthor, Chittur, Cuddapah, Dharmavaram, Dhone, Dils huknagar, Eluru, Gajuwaka, GodavariEast, Godavarikhani, Gudivada, Gudur, Guntakal, Guntur, Gurazala, Habsiguda, Hindupur, Hyderabad, Jagtial, Jammalamadugu, Jangareddygudem, Kadapa, Kakinada, KAMAREDDY, Kandukuru, Kavali, Khamman, Kodad, Kondapur, Koratla, Kotapadu, Kothapet, Krishna, Kurnool, Kushaiguda, LaxmiNagar, Machalipatnam, MACHERLA, Madanapalle, MahaboobNagar, Mahabubnagar, Malikipuram, Mallakapuram, Mancherla, Mandapeta, Mangalagiri, Markapur, Medarametla, Miryalaguda, Mylavaram, Nagole, Naidupet, Nandyal, Narasaraopet, Nellore, Nidadavole, Nidubrolu, Nirmal, Nuzvid, Ongole, Palakol, Paloncha, Pamur, Patencheru, Piduguralla, Pileru, Podili, Prakasam, Proddatur, Pulivendla, Rajahmundry, Rajam, Ramachandrapuram, RangaReddy, Razole, Sid dipet, Sircilla, Srikakulam, Suryapet, Tadepalligudem, TANUKU, Tatipaka, Tenali, Tirupati, tiruvuru, Vadaparathi, Vana sthalipuram, Vijayawada, Vinukonda, Vishakapatnam, Vishakapatnam, Vizianagaram, West Godavari
Assam	Bongaigaon, Dibrugarh, Guwahati, Jorhat, Kamrup, Nagaon, Nalbari, Pathsala, Silchar, Tezpur, Tinsukia, TOKBI
Bihar	Araria, Arrah, Aurangabad, Begusarai, Bhagalpur, Bihar Sharif, Cooch Behar, Darbhanga, East Champaran, Gaya, Gopalgunj, jamui, Janiguda, Kankarbagh, Madhepura, Muzaffarpur, Nainital, Nalanda, Patna, Purania, Saharsa, Vaishali
Chandigarh	Chandigarh, Chandimandir, Korba
Chattisgarh	Baloda Bazar, Bhilai, Bilaspur, Durg, JAGDALPUR, Korba, Mahasamund, Raigarh, Raipur
Dadra and Nagar Haveli	SILVASSA

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**

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.

Delhi	Ambala, DWARDKA, Mehrauli, Narela, New Delhi, Okhla, Pitam Pura, Shahdara, Uttam Nagar
Goa	Bardez, Chicalim, Goa, Mapusa, Marcela, Margao, Ponda, Salcete, Tiswadi
Gujarat	Adipur, Ahmedabad, Akota, Amreli, Amroli, Anand, Ankleshwar, BALLABHGARH, Bardoli, Bareja, Bavla, Bayad, Bharuch, Bhavnagar, Bhuj, Bodeli, Bopal, Borsad, Botad, Changanacherry, Dabhoi, Dadra, Dahegam, Dahod, Dakor, Damang, 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, Navsari, Odhava, Padra, Palanpur, Paldi, Palej, Palitana, Patan, Porbandar, Rajkot, Ranip, Sabarmati, Sanand, Savarkundla, Sidhpur, SILVASSA, Surat, Surendrangar, Talaja, Tharad, Udhna, Una, Upleta, Vadodara, Vadodara, Valsad, Vapi, Vasna, VIJAPUR, Viramgam, Vyara, Wankaner
Haryana	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, Sonapat, SONIPAT, Tohana, Yamuna Nagar
Himachal Pradesh	Baddi, Kangra, Kayalpatnam, Mandi, Nalagarh, Palampur, Shimla, Solan, Una
Jammu & Kashmir	Jammu, Srinagar
Jharkhand	Bariatu, Bokaro, Chaibasa, Dhanbad, Giridih, Gumla, Hazaribagh, Jamshedpur, Jhumritelaia, Lohardaga, Palamu, Ranchi, Sankhosai, Singhbhum East
Karnataka	Anekal, Bagalkot, Ballari, Banaswadi, Bangalore Rural, Bangarpet, Bantwal, Belagavi, Belgaum, Bellur, Belthangadi, Bengaluru, Bhammat, Bhamavara, Bidar, Bijapur, Challakere, Chamarajanagar, Channapatna, Channarayapatna, Chickballapur, Chickmagalore, Chitradurga, D.K., Dakshina Kannada, Davanagere, Dharwad, Doddaballapur, Gadag, Gangavati, Gowribidanur, Hagaribommanahalli, Hassan, Haveri, Hoskote, Hospet, Hubballi, Hubli, Hunsur, Jamkhandi, JAYANAGAR, Kadur, Kalaburagi, Karwar, Kodagu, Kollegal, Koppal, Koteswara, KUMBLA, Kundapura, Madikeri, Mahalingpur, Mandya, Mangalore, Manipal, Moodbidri, Mudhol, Mulbagal, Mysore, Nipani, Puttur, Raichur, Ramanagaram, Sankeshwar, Shimoga, Shivamogga, Sirsi, Sullia, Surathkal, Tiptur, Tumkur, Udupi, Yadgir, Yelahanka
Kerala	Adoor, Alakode, Alappuzha, Alleppey, Aluva, Alwaye, Anchal, Angamaly, Aranmula, Attingal, Ayarkunnam, Bathery, Calicut, Chalakudy, Changanassery, Chavakkad, Chelavoor, Chengannur, Cherpulassery, Cherthala, Cheruvathur, Edappal, Edathua, Engandiyoor, Eramalloor, Ernakulam, Ernakulam Cochin, Haripad, Idukki, Irinjalakuda, Irity, Kakkanaid, Kalady, Kalamaserry, Kalamassery, Kalpetta, Kanhangad, Kanjirapally, Kannur, Karakonam, Karukachal, Karunagappally, Kasargod, Kazhakkuttam, Kizhakkambalam, Kodungallur, Kolenchery, Kollam, koothattukulam, Koratty, Kothamangalam, Kottakkal, Kottarakara, Kottarakkara, Kottayam, Kozhencherry, Kozhikode, Kundara, Kunnamkulam, Kuzhikkattussery, Malapuram, Mallapuram, Manjeri, Mathilakam, Mathilip, O, Mattanur, Mavelikara, Muvattupuzha, Nedukandam, Neyyattinkara, Nilambur, Nithiravilai, Oachira, Ollur, Ottapalam, Paippad, Pala, Palai, Palakkad, Palarivattom, Palayamkottai, Pallickal, Pandalam, Parassala, Paravur, Pathanamthitta, Payyannur, Perinthalmanna, Perumbavoor, Perumpilavu, Ponkunnam, Pothy, Pullur, Punalur, Punnappra, Rajakad, Ranni, Shoranur, Sulthan Bathery, Taliparamba, Thalassery, THIRUVALLA, Thiruvananthapuram, Thodupuzha, Thrippunithura, Thrissur, Tirur, Tiruvalla, Trichur, Trichy, Tripunithura, Vadakara, Vaikom, Vatakara, Vypin, Wadakkanchery, Wandoor, Wayanad, Wynad
Madhya Pradesh	Balaghat, Barwani, Betul, Bilai, Bind, Bhopal, Bina, Burhanpur, Chhatarpur, Chhindwara, Chitrakoot, Dewas, Dhar, Guna, Gwalior, Harda, Hoshangabad, Indore, Jabalpur, Katni, Khandwa, Khargone, Mandsaur, Meerut, Morena, Nagda, Raisen, Ratlam, Rewa, Sagar, Satna, Sehore, Seoni, Shujalpur, Sidhi, Ujjain, Vidisha

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Maharashtra	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, Kal yan (E), Kalyan(w), 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(W), Malad(E), Malda, malegaon, Malkapur, Malshiras, Malvan, Manchar, Manjari, Maval, MiraRoad, 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, PernePhata, Phaltan, Pimpalner, Pimpri, Powai, Pune, Purandar, Pusad, Rahata, Rahuri, Raigad, Raigarh, Rajgurunagar, Ramtek, Ratnagiri, Roha, SAKRI, Sanaswadi, Sangamner, Sangli, Sangola, Sangvi, SAN TACRUZ, Saswad, SATANA, Satara, Satpur, Sawantawadi, SEVAGRAM, Shevgaon, Shikrapur, Shirdi, Shirol, Shirpur, Shirur, Shirwal, Shrigaonda, Shirampur, Sindhudurg, Sinnar, Solapur, Supa, Talegaon Dabhade, TASGAON, Thane, Thane West, Tuljapur, Udagir, Ulhasnagar, Uruli Kanchan, Vasai, Vashi, Vile parle, Virar, Virar East, Virar West, Wai, Walchandnagar, Wardha, WARUD, Washim, Yavatmal
Manipur	Imphal
Meghalaya	Shillong
Mizoram	Aizawl
Nagaland	Dimapur
Odisha	Angul, Balangir, Balasore, Bargarh, Berhampur, Bhawanipatna, Bhubaneswar, Brahmapur, Burla, Cuttack, Dhenkanal, Ganjam, Jajpur, Jharsuguda, Kalahandi, Kendrapara, Keonjhar, MAYURBHANJ, Rayagada, Rourkela, Sambalpur
Pondicherry	Karuvadikuppam, Pondicherry
Punjab	Abohar, Amritsar, AnandpurSahib, BARNALA, Batala, Bathinda, Ferozepur, Gobindgarh, Gurdaspur, Hoshiarpur, Jagraon, Jalandhar, Kapurthala, Khanna, Kharar, Kotkapura, Kurali, Ludhiana, Moga, Mohali, Mukerian, Muktsar Sahib, Nabha, Nangai, NAWANSHAHAR, Pathankot, Patiala, Phillaur, Rajpura, Ropar, Sangrur, Sirhind, Zirakpur
Rajasthan	Aburoad, Ajmer, Awar, Banswara, Barmer, Bharatpur, Bhawani Mand, Bhilwara, Bhiwadi, Bikaner, Chittorgarh, Chomu, DHOLPUR, Dungarpur, Gangapur, Hanumangarh, Jaipur, Jalor, Jhunjhumun, Jodhpur, Kankroli, Karauli, Kosamba, Kota, Nagaur, Neemrana, Phagi, PILANI, Pratapgarh, Rajkot, Sikar, Sirohi, Sri Ganganagar, Sumerpur, Tonk, Udaipur
Sikkim	Gangtok
Tamil Nadu	AnnaNagar, Aruppukottai, Attur, Batlagundu, Bhavani, Bodinayakanur, Chengalpattu, Chennai, Chidambaram, Coimbatore, Coonoor, Cuddalore, Devakottai, Dharapuram, Dharmapuri, Dindigul, Erode, Gobichettipalayam, Hosur, Kallakurichi, Kanchipuram, Kanniyakumari, kanyakumari, Karaikudi, Karamadai, Karur, Kattankulathur, Kavindapadi, Kilpauk, Kolathur, Kollemcode, Kovilpatti, Krishnagiri, Kumbakonam, Maarthandam, Madras, Madurai, Marthandan, Mayiladuthural, 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
Telangana	Banaskantha, Bhadrachalam, Bhilai, Bokaro Steel City, Hanamkonda, Hyderabad, Karimnagar, Khammam, Mahbubnagar, Medak, Nalgonda, Nelamangala, Nizamabad, Piravom, Ponnur, Sangareddy, Warangal
Tripura	Agartala

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Uttar Pradesh	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
Uttaranchal	Dehradun, Haldwani, Haridwar, Kashipur, Kotdwara, Nainital, Rishikesh, Roorkee, Rudrapur, Shillong, UDAM SINGH NAGAR, UDHAM SINGH NAGAR
West Bengal	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

D. Data of number of claims processed:

1. Outstanding number of claims at the beginning of the year: 1179
2. Number of claims received during the year: 124486
3. Number of claims paid during the year: 97393 (77.5%)
4. Number of Claims repudiated during the year: 26110 (20.8%)
5. Number of claims outstanding at the end of the year: 2162

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	90.8%	90.7%	92.1%	87.7%
2	Within 1-2 hours	7.3%	8.2%	6.0%	9.9%
3	Within 2-6 hours	1.7%	1.1%	1.7%	2.2%
4	Within 6-12 hours	0.1%	0.0%	0.1%	0.1%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.2%	0.0%	0.1%	0.0%
Total		100%	100%	100%	100%

*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	77816	97.3%	39042	89.7%	0	0	116858	94.6%
Between 1 – 3 Months	2061	2.6%	4432	10.2%	0	0	6493	5.3%
Between 3 to 6 Months	80	0.1%	65	0.1%	0	0	145	0.1%
More than 6 months	6	0.0%	1	0.0%	0	0	7	0.0%
Total	79963	100%	43540	100%	0	0	123503	100.0%

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



Signature of CEO

Place: Mumbai

Date: 29th September 2020

ManipalCigna Health Insurance Company Ltd.