

**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: FAMILY HEALTH PLAN INSURANCE TPA LTD**

Validity of Agreement: **From 19/03/2018 to 18/03/2021**

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

Description	Individual	Group	Government
Number of policies serviced	0	118	0
Number of lives serviced	0	9702	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.**

Sr. No.	State	City	Sr. No.	State	City
1	Andhra Pradesh	East Godavari	17	Kerala	Thiruvananthapuram
2	Andhra Pradesh	Visakhapatanam	18	Kerala	Thrissur
3	Chhattisgarh	Raipur	19	Madhya Pradesh	Bhopal
4	Gujarat	Ahmedabad	20	Maharashtra	Mumbai
5	Gujarat	Porbandar	21	Maharashtra	Thane
6	Gujarat	Surat	22	Meghalaya	East Khasi Hills
7	Jammu & Kashmir	Jammu	23	Nagaland	Kohima
8	Jharkhand	Ranchi	24	Orissa	Khordha
9	Karnataka	Bangalore	25	Pondicherry	Pondicherry
10	Karnataka	Mysore	26	Tamil Nadu	Chennai
11	Kerala	Alapuzza	27	Tamil Nadu	Coimbatore
12	Kerala	Ernakulum	28	Telangana	Hyderabad
13	Kerala	Idukki	29	Telangana	Medak
14	Kerala	Kasargod	30	Uttar Pradesh	Lucknow
15	Kerala	Kottayam	31	West Bengal	Kolkata
16	Kerala	Pathanamthitta			

D. Data of number of claims processed:

1. Outstanding number of claims at the beginning of the year: 10
2. Number of claims received during the year: 986
3. Number of claims paid during the year: 802 (80.5%)
4. Number of Claims repudiated during the year: 178 (17.9%)
5. Number of claims outstanding at the end of the year: 16

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>	0%	0%	94%	93%
2	<b>Within 1-2 hours</b>	0%	0%	3%	5%
3	<b>Within 2-6 hours</b>	0%	0%	1%	2%
4	<b>Within 6-12 hours</b>	0%	0%	0%	0%
5	<b>Within 12-24 hours</b>	0%	0%	1%	1%
6	<b>&gt;24 hours</b>	0%	0%	0%	0%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

\*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	0	0	957	98%	0	0	957	98%
Between 1 – 3 Months	0	0	12	1%	0	0	12	1%
Between 3 to 6 Months	0	0	11	1%	0	0	11	1%
More than 6 months	0	0	00	0%	0	0	00	0%
<b>Total</b>	0	0	980	100%	0	0	980	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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Place: Mumbai

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



Signature of CEO

ManipalCigna Health Insurance Company Ltd.