

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: PARAMOUNT HEALTH SERVICES & INSURANCE TPA PVT LTD

Validity of Agreement: **From 23/04/2018 to 22/04/2021**

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

Description	Individual	Group	Government
Number of policies serviced	0	20	0
Number of lives serviced	0	2375	0

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

Sr. No.	State	City
1	Haryana	Gurgaon
2	Karnataka	Bangalore
3	Maharashtra	Mumbai
4	Maharashtra	Nashik
5	Maharashtra	Navi Mumbai
6	Maharashtra	Pune
7	Maharashtra	Thane
8	Tamil Nadu	Chennai
9	Telangana	Hyderabad
10	Uttar Pradesh	Noida

D. Data of number of claims processed:

1. Outstanding number of claims at the beginning of the year: 24
2. Number of claims received during the year: 238
3. Number of claims paid during the year: 218 (83.2%)
4. Number of Claims repudiated during the year: 39 (14.9%)
5. Number of claims outstanding at the end of the year: 5

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%	59%	51%
2	Within 1-2 hours	0%	0%	26%	34%
3	Within 2-6 hours	0%	0%	10%	10%
4	Within 6-12 hours	0%	0%	3%	1%
5	Within 12-24 hours	0%	0%	1%	0%
6	>24 hours	0%	0%	1%	3%
Total		0%	0%	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	0	0%	249	97%	0	0%	249	97%
Between 1 – 3 Months	0	0%	8	3%	0	0%	8	3%
Between 3 to 6 Months	0	0%	0	0%	0	0%	0	0%
More than 6 months	0	0%	0	0%	0	0%	0	0%
Total	0	0%	257	100%	0	0%	257	100%

*Percentage calculated on total of the respective column

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

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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.