

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

Validity of Agreement: **From 26/02/2014 to 25/11/2020**

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

Description	Individual	Group	Government
Number of policies serviced	0	4	0
Number of lives serviced	0	1025	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	Kurnool	17	Kerala	Kottayam
2	Andhra Pradesh	Tirupathi	18	Kerala	Perinthalmanna
3	Gujarat	Ahmedabad	19	Kerala	Trissur
4	Gujarat	Patan	20	Kerala	Trivandrum
5	Haryana	Gorakhpur	21	Madhya Pradesh	Barwani
6	Karnataka	Bangalore	22	Maharashtra	Mumbai
7	Karnataka	Gadag-Betiegeril	23	Maharashtra	Nasik
8	Karnataka	Udupi	24	Maharashtra	Pune
9	Kerala	Alwaye	25	Tamil Nadu	Chennai
10	Kerala	Calicut	26	Tamil Nadu	Dindigul
11	Kerala	Chottanikara	27	Tamil Nadu	Kancheepuram
12	Kerala	Cochin	28	Tamil Nadu	Madurai
13	Kerala	Ernakulam	29	Tamil Nadu	Ramanathapuram
14	Kerala	Kochi	30	Tamil Nadu	Salem
15	Kerala	Kothamangalam	31	Uttar Pradesh	Varanasi
16	Kerala	Kottakkal	32	West Bengal	Malda

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: 108
3. Number of claims paid during the year: 99 (89.2%)
4. Number of Claims repudiated during the year: 9 (8.1%)
5. Number of claims outstanding at the end of the year: 3

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	58.68%	81.54%
2	Within 1-2 hours	0	0	9.50%	6.15%
3	Within 2-6 hours	0	0	10.33%	9.23%
4	Within 6-12 hours	0	0	0.83%	1.54%
5	Within 12-24 hours	0	0	4.13%	0.00%
6	>24 hours	0	0	16.53%	1.54%
<b>Total</b>		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%	107	99%	0	0%	107	99%
Between 1 – 3 Months	0	0%	0	0%	0	0%	0	0%
Between 3 to 6 Months	0	0%	0	0%	0	0%	0	0%
More than 6 months	0	0%	1	1%	0	0%	1	1%
<b>Total</b>	0	0%	108	100%	0	0%	108	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.