

Data on Health Claims Service Indicators:-April2025

Status	Count				Amount			
	Retail Health (indemnity)	Group policies (EE)	Group policies (NEE) + Benefit + OPD	Govt Business	Retail Health (indemnity)	Group policies (EE)	Group policies (NEE) + Benefit + OPD	Govt Business
A. Outstanding at the start	856	742	1,669	-	125,721,491	95,334,860	170,667,966	-
B. Claims intimated	7,769	7,376	27,875	-	852,823,576	488,173,778	416,741,818	-
C. Claims Paid	5,294	5,665	24,411	-	387,546,326	248,818,902	184,931,438	-
D. Claims Repudiated	994	172	802	-	109,136,975	8,844,246	97,319,407	-
E. Claims CWP	-	-	-	-	-	-	-	-
F. Outstanding at the end	2,337	2,281	4,331	-	240,482,815	201,308,634	230,514,441	-
Repudiation ratio (D / A+B-F)	16%	3%	3%	0%	15%	2%	27%	0%

Insurer Notes -

(a) The above mentioned figures are for all line of business and for all products (including all IPD & OPD)

(b) Pre-post hospitalization claims consider as separate claims under reimbursement claims

(c) Case repudiated and re-open considered as one event only under latest status head

(d) Amount mentioned under reported and outstanding headers contains total claimed amount and should not be consumed to derive claims payout ratio

(e) Exclusions from Repudiation as per GIC guidelines