#### PUBLIC DISCLOSURE ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (INFORMATION AS AT March 31, 2021)

# NAME OF THE INSURANCE COMPANY : TATA AIG GENERAL INSURANCE COMPANY PVT LTD

(i) Validity of agreement with the TPA

No	Name of Contracting Party	Effective Date	Expiry Date
1	Vidal Health Insurance TPA Private Limited	18-03-2018	17-03-2021
2	United Health Care Parekh Insurance TPA Private Limited	22-12-2020	21-12-2023
3	Vipul Medcorp Insurance TPA Private Limited	16-01-2018	15-01-2021
4	Medsave Health Insurance TPA Limited	16-12-2020	15-12-2023
5	Health India Insurance TPA Services Private Limited	14-07-2018	13-07-2021
6	Medi Assist Insurance TPA Private Limited	18-09-2020	17-09-2023
7	Paramount Health Services & Insurance TPA Private Limited	21-03-2020	20-03-2023
8	Family Health Plan Insurance TPA Limited	05-07-2018	04-07-2021
9	MDIndia Health Insurance TPA Private		15-12-2023
10	Genins India Insurance Tpa Ltd	23-06-2021	22-06-2024
11	Ericson Insurance TPA Private Limited	07-02-2021	06-02-2024
12	Raksha Health Insurance TPA Private Limited	03-03-2021	03-03-2024
13	Good Health Insurance TPA Limited	08-04-2020	07-04-2023

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

b(i)	Number of policies and lives serviced	in respect of whic	h publc disclosure is r	nade by the Insurer:				
			[-		-			
	Description	Individual	Group 113	Government				
	No of policies No of lives	89636 176632	2005066	•	_			
	NO OF INVES	170032	2003088		_			
b (ii).	Number of policies and lives serviced	in respect of whic	h publc disclosure is r	nade by Family Health Plan	Insurance TPA Ltd			
	Description	Individual	Group	Government	Т			
	No of policies	173083	954	-	-			
	No of lives	341593	1301575		1			
b (iii).	Number of policies and lives serviced	in respect of whic		nade by ERICSON INSURAN	CE TPA PVT LTD.			
	Description	Individual	Group	Government	Т			
	No of policies	NA	12		_			
	No of lives	NA	12511	-				
b (iV).	Number of policies and lives serviced	in respect of whic	h publc disclosure is r	nade by GENINS INDIA INSU	JRANCE TPA LTD			
	Description	Individual	C	C	7			
	Description No of policies	NA	Group 20	Government	-			
	No of lives	NA	4209		-			
	NO OF INVES	110	4203					
b (V).	Number of policies and lives serviced	in respect of whic	h publc disclosure is r	nade by Good Health Insura	ance Pvt Ltd			
	Description	Individual	Group	Government	7			
	No of policies	NA	8	-	]			
	No of lives	NA	5539	-	_			
					_			
b (Vi).	Number of policies and lives serviced				SERVICES PVT. LTD.			
	Description	Individual	Group	Government	4			
	No of policies	NA	136	-	4			
	No of lives	NA	165559	-	1			
b (VIi).	Number of policies and lives serviced				ARE SERVICES (TPA) PVT. LTD			
	Description	Individual	Group	Government				
	No of policies	NA	34	-	_			
	No of lives	NA	15105	-	1			
b (VIIi).	Number of policies and lives serviced in respect of which publc disclosure is made by MEDI ASSIST INDIA TPA PVT LTD							
	Description	Individual	Group	Government	Т			
	No of policies	NA	102	-	-			
	No of lives	NA	77623		-			
	-							
b (iX).	Number of policies and lives serviced	in respect of whic	h publc disclosure is r	nade by MEDSAVE HEALTH	CARE TPA LTD			
	Description	Individual	Group	Government	7			
	No of policies	NA	7	-				
	No of lives	NA	874					
b (X).	Number of policies and lives serviced	in respect of whic	h publc disclosure is r	nade by PARAMOUNT HEAI	LTH SERVICES (TPA) PVT. LTD.			
	Description	1. A. A.	C	C	7			
	Description	Individual NA	Group 2273	Government	-			
	No of policies No of lives	NA	160469	-	-			
	NO OF INVES	100	100403					
b (Xi).	Number of policies and lives serviced	in respect of whic	h publc disclosure is r	nade by RAKSHA HEALTH IN	SURANCE TPA PVT.LTD.			
	Description	Individual	Group	Government	7			
	No of policies	NA	15		1			
	No of lives	NA	10276	-	1			
b (XIi).	Number of policies and lives serviced	in respect of whic	h publc disclosure is r	nade by UNITEDHEALTHCA	RE PAREKH INSURANCE TPA PVT. LTD			
			-		7			
	Description	Individual	Group 4	Government	-1			
	No of policies	NA	4	-	-1			
b (Xiii).	No of lives Number of policies and lives serviced	1	1					
e (Am).	stamper or policies and lives serviced	espect of whit	paore uniciosure is r	INGGE BYVIDAL REALINCARE	SERVICES F VI. LID.			
	Description	Individual	Group	Government	7			
	No of policies	NA	3	-	1			
	No of lives	NA	582	-	7			
b (XIV).	Number of policies and lives serviced	in respect of whic	h publc disclosure is r	nade byVIPUL MEDCORP TF	PA LTD			
	Description	Individual	Group	Government	7			
	No of policies	NA	14	-				
	No of lives	NA	20435	-	_			
	h regards to the geographical area in spect of which public disclosures are		are rendered by the	TPAs/insurer (States na	mes-District names shall			
		-						
c(i).	Geographical Area of services Render				· · · · · · · · · · · · · · · · · · ·			
	Sr. No.	Name of State	Name of District	No of policies	No of lives			
	1	PAN India	PAN India	266268	2005179			

# c(ii). Geographical Area of services Renderd in respect of which public disclosure is made by the Family Health Plan Insurance TPA Ltd: Sr. No. Name of State Name of District No of policies No of lives 1 PAN India PAN India 514676 1302529 c (iii). Geographical Area of serviced in respect of which public disclosure is made by ERICSON INSURANCE TPA PVT LTD.

[	Sr. No.	Name of State	Name of District	No of policies	No of lives
[	1	PAN India	PAN India	12	12511

	Sr. No.	Name of State	Name of District	No of policies	No of lives
	1	PAN India	PAN India	20	4209
	Geographical Area of serv	viced in respect of which publ	c disclosure is made	by Good Health Insuran	ce Pvt Ltd
	Sr. No.	Name of State	Name of District	No of policies	No of lives
	1	PAN India	PAN India	8	5539
i).	Geographical Area of serv	viced in respect of which publ	c disclosure is made	by HEALTH INDIA TPA SI	ERVICES PVT. LTD.
	Sr. No.	Name of State	Name of District	No of policies	No of lives
	1	PAN India	PAN India	136	165559
li).	Geographical Area of serv	viced in respect of which publ	c disclosure is made	by MDINDIA HEALTHCA	RE SERVICES (TPA) PVT. LTD
	1	PAN India	PAN India	34	15105
lli).	Sr. No.	Name of State	Name of District	No of policies	No of lives
	1	PAN India	PAN India	102	77623
().	Sr. No. 1 Geographical Area of serv	Name of State PAN India viced in respect of which publ	Name of District PAN India c disclosure is made	No of policies 7 by PARAMOUNT HEALT	No of lives 874 H SERVICES (TPA) PVT. LTD.
:).	1 Geographical Area of serv	PAN India	PAN India c disclosure is made	7 by PARAMOUNT HEALT	874 H SERVICES (TPA) PVT. LTD.
X).	1	PAN India	PAN India	7	874
	1 Geographical Area of serv Sr. No. 1	PAN India viced in respect of which publ Name of State	PAN India c disclosure is made Name of District PAN India	7 by PARAMOUNT HEALT No of policies 2273	874 H SERVICES (TPA) PVT. LTD. No of lives 160469
K). Ki).	1 Geographical Area of serv Sr. No. 1 Geographical Area of serv	PAN India viced in respect of which publ Name of State PAN India viced in respect of which publ	PAN India c disclosure is made Name of District PAN India c disclosure is made	7 by PARAMOUNT HEALT No of policies 2273 by RAKSHA HEALTH INS	874 H SERVICES (TPA) PVT. LTD. No of lives 160469 URANCE TPA PVT.LTD.
i).	1       Geographical Area of service       Sr. No.       1       Geographical Area of service       Sr. No.       1       Geographical Area of service       Geographical Area of service	PAN India kced in respect of which public Name of State PAN India kced in respect of which public Name of State PAN India kced in respect of which public	PAN India c disclosure is made Name of District PAN India c disclosure is made Name of District PAN India c disclosure is made	7 by PARAMOUNT HEALT No of policies 2273 by RAKSHA HEALTH INS No of policies 15 by UNITEDHEALTHCARE	874  No of lives 160469 URANCE TPA PVT.LTD. No of lives 100469 URANCE TPA PVT.LTD. No of lives 10276 PAREKH INSURANCE TPA PVT
	1       Geographical Area of served       Sr. No.       1       Geographical Area of served       Sr. No.       1	PAN India kiced in respect of which public Name of State PAN India kiced in respect of which public Name of State PAN India kiced in respect of which public Name of State	PAN India c disclosure is made Name of District PAN India c disclosure is made Name of District PAN India c disclosure is made Name of District	7 by PARAMOUNT HEALT No of policies 2273 by RAKSHA HEALTH INS No of policies 15 by UNITEDHEALTHCARE No of policies	874  H SERVICES (TPA) PVT. LTD.  No of lives 160469  URANCE TPA PVT.LTD.  No of lives 10276  PAREKH INSURANCE TPA PVT No of lives
i).	1       Geographical Area of service       Sr. No.       1       Geographical Area of service       Sr. No.       1       Geographical Area of service       Geographical Area of service	PAN India kced in respect of which public Name of State PAN India kced in respect of which public Name of State PAN India kced in respect of which public	PAN India c disclosure is made Name of District PAN India c disclosure is made Name of District PAN India c disclosure is made	7 by PARAMOUNT HEALT No of policies 2273 by RAKSHA HEALTH INS No of policies 15 by UNITEDHEALTHCARE	874  No of lives 160469 URANCE TPA PVT.LTD. No of lives 100469 URANCE TPA PVT.LTD. No of lives 10276 PAREKH INSURANCE TPA PVT
i). II).	1       Geographical Area of serv       Sr. No.       1	PAN India kiced in respect of which public Name of State PAN India kiced in respect of which public Name of State PAN India kiced in respect of which public Name of State	PAN India c disclosure is made Name of District PAN India c disclosure is made Name of District PAN India c disclosure is made Name of District PAN India	7 No of policies 2273 by PARAMOUNT HEALT No of policies 2273 by RAKSHA HEALTH INS No of policies 15 by UNITEDHEALTHCARE No of policies 4	874  H SERVICES (TPA) PVT. LTD.  No of lives 160469  URANCE TPA PVT.LTD.  No of lives 10276  PAREKH INSURANCE TPA PVT  No of lives 1597
i). II).	1       Geographical Area of serv       Sr. No.       1	PAN India iced in respect of which public Name of State PAN India iced in respect of which public Name of State PAN India Name of State PAN India	PAN India c disclosure is made Name of District PAN India c disclosure is made Name of District PAN India c disclosure is made Name of District PAN India	7 by PARAMOUNT HEALT No of policies 2223 by RAKSH HEALTH INS No of policies 15 by UNITEDHEALTHCARE No of policies 4 by/UDAL HEALTHCARE S No of policies	874  H SERVICES (TPA) PVT. LTD.  No of lives 160469  URANCE TPA PVT.LTD.  No of lives 10276  PAREKH INSURANCE TPA PVT  No of lives 1597
G).	1       Geographical Area of service       Sr. No.       1       Geographical Area of service	PAN India icced in respect of which publi Name of State PAN India icced in respect of which publi Name of State PAN India icced in respect of which publi Name of State PAN India icced in respect of which publi icced in respect of which publi icced in respect of which publi	PAN India c disclosure is made Name of District PAN India c disclosure is made Name of District PAN India c disclosure is made Name of District PAN India c disclosure is made	7 by PARAMOUNT HEALT No of policies 2273 by RAKSHA HEALTH INS No of policies 15 by UNITEDHEALTHCARE No of policies 4 by UNITEDHEALTHCARE S by UNITEL HEALTHCARE S	874           H SERVICES (TPA) PVT. LTD.           No of lives           160469           URANCE TPA PVT.LTD.           No of lives           10276           PAREKH INSURANCE TPA PVT           No of lives           1597           ERVICES PVT.LTD.
i). II). III).	1       Geographical Area of server       Sr. No.       1	PAN India icced in respect of which public Name of State PAN India icced in respect of which public PAN India icced in respect of which public Name of State PAN India icced in respect of which public Name of State	PAN India c disclosure is made Name of District PAN India	7 by PARAMOUNT HEALT No of policies 2273 by RAKAH HEALTH INS by RAKAH HEALTH INS No of policies 15 No of policies 4 by/UDAL HEALTHCARE S No of policies 3	874       H SERVICES (TPA) PVT. LTD.       No of lives       160469       URANCE TPA PVT.LTD.       No of lives       10276       PAREKH INSURANCE TPA PVT       No of lives       1597       ERVICES PVT.LTD.       No of lives       582
(i). (II).	1       Geographical Area of server       Sr. No.       1	PAN India icced in respect of which publi Name of State PAN India icced in respect of which publi Name of State PAN India icced in respect of which publi Name of State PAN India icced in respect of which publi Name of State PAN India	PAN India c disclosure is made Name of District PAN India	7 by PARAMOUNT HEALT No of policies 2273 by RAKAH HEALTH INS by RAKAH HEALTH INS No of policies 15 No of policies 4 by/UDAL HEALTHCARE S No of policies 3	874       H SERVICES (TPA) PVT. LTD.       No of lives       160469       URANCE TPA PVT.LTD.       No of lives       10276       PAREKH INSURANCE TPA PVT       No of lives       1597       ERVICES PVT.LTD.       No of lives       582

## d. Data of number of claims processed :

Description	In-house	TPA	Grand Total
i) Outstanding number of claims at the beginning of the year	276	4,046	4,322
ii) Number of claims received during the year	36,960	56,223	93,183
iii) Number of claims paid during the year (also to specify % in brackets)	24,034	49,971	74,005
iv) Number of Claims repudiated during the year ( also to specify % in			
brackets)	9,180	8,206	17,386
v) Number of claims outstanding at end of the year	4022	2,092	6,114

TPA wise claims details: TPA wise claims details

#### e.Turn around time(TAT) for cashless claims (in respect of number of claims ):

TPA wise TAT for preauth and discharge (refere sheet - TAT for cashless)

## f. Turn around time in case of payment / repudiation of claims:

i)Ageing of payment of claims:

	Individual		Group		Government		Total	
Description (to be								
reckoned from the	Number of claims							
date of receipt of last	Number of claims	percentage						
necessary document)								
Within 1 months	15512	100.00%	58493	100.00%			74005	100%
between 1-3 months								
between 3 to 6								
months								
More than 6 months								
Total	15512	100.00%	58493	100.00%			74005	100%

# TPA wise paid ageing: Inhouse & TPA wise ageing-Paid

ii)Ageing of Repudiation of claims:

Description (to be	Individual		Group		Government		Total	
reckoned from the	Number of claims	percentage						
date of receipt of last								
necessary document)								
Within 1 months	3608	99.04%	13575	98.78%			17183	98.83%
between 1-3 months	35	0.96%	168	1.22%			203	1.17%
between 3 to 6								
months								
More than 6 months								
Total	3643	100.00%	13743	100.00%			17386	100.00%

TPA wise repudiation ageing: <u>TPA wise ageing-repudiation</u>

## g. Data of grievances received against the TPA:

TPA wise Grievance data (refer sheet- Grieance)

Neelesh Garg

#### Managing Director & CEO

Place: Mumbai