

**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 Limited	16-12-2020	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 which public disclosure is made by the Insurer:

Description	Individual	Group	Government
No of policies	89636	113	-
No of lives	176632	2005066	-

b(ii). Number of policies and lives serviced in respect of which public disclosure is made by Family Health Plan Insurance TPA Ltd

Description	Individual	Group	Government
No of policies	173083	954	-
No of lives	341593	1301575	-

b(iii). Number of policies and lives serviced in respect of which public disclosure is made by ERICSON INSURANCE TPA PVT LTD.

Description	Individual	Group	Government
No of policies	NA	12	-
No of lives	NA	12511	-

b(IV). Number of policies and lives serviced in respect of which public disclosure is made by GENINS INDIA INSURANCE TPA LTD

Description	Individual	Group	Government
No of policies	NA	20	-
No of lives	NA	4209	-

b(V). Number of policies and lives serviced in respect of which public disclosure is made by Good Health Insurance Pvt Ltd

Description	Individual	Group	Government
No of policies	NA	8	-
No of lives	NA	5539	-

b(VI). Number of policies and lives serviced in respect of which public disclosure is made by HEALTH INDIA TPA SERVICES PVT. LTD.

Description	Individual	Group	Government
No of policies	NA	136	-
No of lives	NA	165559	-

b(VII). Number of policies and lives serviced in respect of which public disclosure is made by MDINDIA HEALTHCARE SERVICES (TPA) PVT. LTD

Description	Individual	Group	Government
No of policies	NA	34	-
No of lives	NA	15105	-

b(VIII). Number of policies and lives serviced in respect of which public disclosure is made by MEDI ASSIST INDIA TPA PVT LTD

Description	Individual	Group	Government
No of policies	NA	102	-
No of lives	NA	77623	-

b(IX). Number of policies and lives serviced in respect of which public disclosure is made by MEDSAVE HEALTHCARE TPA LTD

Description	Individual	Group	Government
No of policies	NA	7	-
No of lives	NA	874	-

b(X). Number of policies and lives serviced in respect of which public disclosure is made by PARAMOUNT HEALTH SERVICES (TPA) PVT. LTD.

Description	Individual	Group	Government
No of policies	NA	2273	-
No of lives	NA	160469	-

b(XI). Number of policies and lives serviced in respect of which public disclosure is made by RAKSHA HEALTH INSURANCE TPA PVT.LTD.

Description	Individual	Group	Government
No of policies	NA	15	-
No of lives	NA	10276	-

b(XII). Number of policies and lives serviced in respect of which public disclosure is made by UNITEDHEALTHCARE PAREKH INSURANCE TPA PVT. LTD.

Description	Individual	Group	Government
No of policies	NA	4	-
No of lives	NA	1597	-

b(XIII). Number of policies and lives serviced in respect of which public disclosure is made byVIDAL HEALTHCARE SERVICES PVT. LTD.

Description	Individual	Group	Government
No of policies	NA	3	-
No of lives	NA	582	-

b(XIV). Number of policies and lives serviced in respect of which public disclosure is made byVIPUL MEDCORP TPA LTD

Description	Individual	Group	Government
No of policies	NA	14	-
No of lives	NA	20435	-

c. Information with regards to the geographical area in which services are rendered by the TPAs/insurer (States names-District names shall be provided) in respect of which public disclosures are made.

c(i). Geographical Area of services Renderd in respect of which public disclosure is made by the Insurer:

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

c (IV). Geographical Area of serviced in respect of which public disclosure is made by GENINS INDIA INSURANCE TPA LTD

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN india	PAN India	20	4209

c (V). Geographical Area of serviced in respect of which public disclosure is made by Good Health Insurance Pvt Ltd

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN india	PAN India	8	5339

c (vi). Geographical Area of serviced in respect of which public disclosure is made by HEALTH INDIA TPA SERVICES PVT. LTD.

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	136	165559

c (VII). Geographical Area of serviced in respect of which public disclosure is made by MDINDIA HEALTHCARE SERVICES (TPA) PVT. LTD

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	34	15105

c (VIII). Geographical Area of serviced in respect of which public disclosure is made by MEDI ASSIST INDIA TPA PVT LTD

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	102	77623

c (IX). Geographical Area of serviced in respect of which public disclosure is made by MEDSAVE HEALTHCARE TPA LTD

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN india	PAN India	7	874

c (X). Geographical Area of serviced in respect of which public disclosure is made by PARAMOUNT HEALTH SERVICES (TPA) PVT. LTD.

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN india	PAN India	2273	160469

c (XI). Geographical Area of serviced in respect of which public disclosure is made by RAKSHA HEALTH INSURANCE TPA PVT.LTD.

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN india	PAN India	15	10276

c (XII). Geographical Area of serviced in respect of which public disclosure is made by UNITEDHEALTHCARE PAREKH INSURANCE TPA PVT. LTD.

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN india	PAN India	4	1597

c (XIII). Geographical Area of serviced in respect of which public disclosure is made by VIDAL HEALTHCARE SERVICES PVT. LTD.

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN India	PAN India	3	582

c (XIV). Geographical Area of serviced in respect of which public disclosure is made by VIPUL MEDCORP TPA LTD

Sr. No.	Name of State	Name of District	No of policies	No of lives
1	PAN india	PAN India	14	20435

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 \(refer sheet - TAT for cashless\)](#)

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

i) Ageing of payment 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	Number of claims	percentage
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 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	Number of claims	percentage
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: [TPA wise ageing-repudiation](#)

g. Data of grievances received against the TPA:

[TPA wise Grievance data \(refer sheet- Grievance\)](#)

Neelesh Garg

Managing Director & CEO

Place: Mumbai