

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**  
(ANNUAL DISCLOSURE)

MAGMA GENERAL INSURANCE LIMITED  
(FORMERLY MAGMA HDI GENERAL INSURANCE COMPANY LIMITED)  
IRDA Registration No. 149 dated 22nd May, 2012

Information as at March 31, 2025

Date: March 31, 2025

**a. Specify whether In-house Claim Settlement or Services rendered by TPA -**

Name of the TPA : Raksha Health Insurance TPA Pvt Ltd

Validity of agreement with the TPA: from 18/09/2024 to 17/09/2027

(Data is consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

**b. Number of policies and lives services in respect of which public disclosures are made:**

| Description              | Individual | Group | Government |
|--------------------------|------------|-------|------------|
| Number of policies       | 0          | 9     | 0          |
| Number of lives serviced | 0          | 1550  | 0          |

**c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer**

| Name of the State | Name of the Districts |
|-------------------|-----------------------|
| Assam             | Guwahati              |
| Bihar             | Patna                 |
| Chhattisgarh      | Raipur                |
| Gujarat           | Vadodara              |
| Gujarat           | Ahmedabad             |
| Gujarat           | Surat                 |
| Haryana           | Faridabad             |
| Jammu & Kashmir   | Jammu                 |
| Jharkhand         | Ranchi                |
| Karnataka         | Bengaluru             |
| Karnataka         | Hubli                 |
| Karnataka         | Mangalore             |
| Kerala            | Kochi                 |
| Madhya Pradesh    | Bhopal                |
| Madhya Pradesh    | Indore                |
| Maharashtra       | Mumbai                |
| Maharashtra       | Pune                  |
| Maharashtra       | Nagpur                |
| Odisha            | Bhubaneswar           |
| Punjab            | Chandigarh            |
| Punjab            | Ludhiana              |
| Rajasthan         | Jaipur                |
| Rajasthan         | Jodhpur               |
| Tamil Nadu        | Chennai               |
| Tamil Nadu        | Coimbatore            |
| Telangana         | Hyderabad             |
| Uttar Pradesh     | Lucknow               |
| Uttarakhand       | Dehradun              |
| West Bengal       | Kolkata               |

**d. Data of number of claims processed:**

|      |                                                                          |           |
|------|--------------------------------------------------------------------------|-----------|
| i.   | Outstanding number of claims at the beginning of the year                | 85        |
| ii.  | Number of claims received during the year                                | 301       |
| iii. | Number of claims paid during the year (specify % also in brackets)       | 312 (81%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets) | 30 (8%)   |
| v.   | Number of claims outstanding at the end of the year                      | 44        |

**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%                   | 86%                   | 82%                  |
| 2      | Within 1-2 hours   | 0%                         | 0%                   | 2%                    | 14%                  |
| 3      | Within 2-6 hours   | 0%                         | 0%                   | 13%                   | 4%                   |
| 4      | Within 6-12 hours  | 0%                         | 0%                   | 0%                    | 0%                   |
| 5      | Within 12-24 hours | 0%                         | 0%                   | 0%                    | 0%                   |
| 6      | >24 hours          | 0%                         | 0%                   | 0%                    | 0%                   |
|        | <b>Total</b>       | 0%                         | 0%                   | 100%                  | 100%                 |

Percentage to be 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 | Individual    |            | Group         |            | Government    |            | Total         |            |
|--------------------------------------------------------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|
|                                                              | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| Within 1 month                                               | -             | -          | 333           | 97.37%     | -             | -          | 333           | 97.37%     |
| Between 1-3 months                                           | -             | -          | 9             | 2.63%      | -             | -          | 9             | 2.63%      |
| Between 3 to 6 months                                        | -             | -          | -             | 0.00%      | -             | -          | -             | 0.00%      |
| More than 6 months                                           | -             | -          | -             | 0.00%      | -             | -          | -             | 0.00%      |
| <b>Total</b>                                                 | -             | -          | 342           | 100.00%    | -             | -          | 342           | 100.00%    |

Percentage is calculated on total of the respective column

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

| S. No. | Description                                     | Number of Grievances |
|--------|-------------------------------------------------|----------------------|
| 1      | Grievances outstanding at the beginning of year | -                    |
| 2      | Grievances received during the year             | -                    |
| 3      | Grievances resolved during the year             | -                    |
| 4      | Grievances outstanding at the end of the year   | -                    |

Refer Health TPA Regulations , as amended from time to time

**RAMCHANDRA VIJAYKUMAR PANDIT**  
 Digitally signed by  
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