

FORM NO. NL-48

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



**MAGMA GENERAL INSURANCE LIMITED
(FORMERLY MAGMA HDI GENERAL INSURANCE COMPANY LIMITED)**

IRDAI Registration No. 149 dated May 22, 2012
Information as at March 31, 2026

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

Name of the TPA (If services rendered by TPA) - Family Health Plan Insurance TPA Limited

Validity of agreement with the TPA: from 25/10/2023 to 24/10/2026

(Data shall be 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 serviced	46654	413	0
Number of lives serviced	116184	1294838	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
Andhra Pradesh	Vijayawada
Andhra Pradesh	Vishakapatnam
Assam	Guwahati
Chandigarh	Chandigarh
Goa	Mapusa
Gujarat	Ahmedabad
Gujarat	Vadodara
Haryana	Gurugram
Jharkhand	Jamshedpur
Karnataka	Bengaluru
Kerala	Kochi
Kerala	Trivandrum
Madhya Pradesh	Bhopal
Madhya Pradesh	Indore
Maharashtra	Mumbai
Maharashtra	Pune
Maharashtra	Nagpur
Maharashtra	Solapur
Nagaland	Dimapur
New Delhi	Delhi
Odisha	Bhubaneswar
Punjab	Mohali
Rajasthan	Jaipur
Tamil Nadu	Chennai
Tamil Nadu	Coimbatore
Tamil Nadu	Madurai
Telangana	Hyderabad
Uttar Pradesh	Lucknow
West Bengal	Kolkata

d. Data of number of claims processed:		Individual	Group	Government
i.	Outstanding number of claims at the beginning of the year	608	1146	0
ii.	Number of claims received during the year	9841	31029	0
iii.	Number of claims paid during the year (specify % also in brackets)	7261(74%)	26765(87%)	0
iii.	Number of claims repudiated during the year (specify % also in brackets)	2567(26%)	3886(13%)	0
v.	Number of claims outstanding at the end of the year	621	1524	0

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	77%	65%	84%	60%
2	Within 1-2 hours	10%	27%	9%	32%
3	Within 2-6 hours	3%	5%	3%	6%
4	Within 6-12 hours	1%	0%	0%	0%
5	Within 12-24 hours	3%	1%	2%	1%
6	>24 hours	5%	1%	3%	1%
	Total	100%	100%	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 of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	7259	99.97%	26669	99.64%	0	0	33928	99.71%
Between 1-3 months	2	0.03%	92	0.34%	0	0	94	0.28%
Between 3 to 6 months	0	0.00%	4	0.01%	0	0	4	0.01%
More than 6 months	0	0.00%	0	0.00%	0	0	0	0.00%
Total	7261	100.00%	26765	100.00%	0	0	34026	100.00%

f (a). Turn Around Time in case of repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	2534	98.71%	3865	99.46%	0	0	6399	99.16%
Between 1-3 months	26	1.01%	19	0.49%	0	0	45	0.70%
Between 3 to 6 months	3	0.12%	1	0.03%	0	0	4	0.23%
More than 6 months	4	0.16%	1	0.03%	0	0	5	0.17%
Total	2567	100.00%	3886	100.00%	0	0	6453	100.00%

Percentage shall be 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
2	Grievances received during the year	14
3	Grievances resolved during the year	16
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time