

a) Family Health Plan Insurance TPA Limited

i) Validity of Agreement with the TPA: 25/10/2020 to 24/10/2023

b) Number of Policies and lives serviced in respect of which public disclosures are made

Description	Individual	Group	Government
Number of policies serviced	59432	234	0
Number of Lives serviced	87201	65235	0

c) Information with Regards to Geographical area in which services are rendered by the TPA (State names -District names shall be provided) in respect of which public disclosures are made.

Refer Annx1 with TPA Name

d) Data of Number of claims processed

	Individual	Group
i) Outstanding number of claims at the beginning of the year : -	29	3
ii) Number of claims received during the year : -	1030	1145
iii) Number of claims paid during the year (also % in bracket)	759 (72%)	984 (86%)
iv) Number of claims repudiated during the year (also % in bracket)	166 (16%)	66 (6%)
v) Number of claims outstanding at the end of the year	134	98

e) Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr. 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	90%	90%	90%	91%
2	within 1 to 2 hours	9%	8%	6%	6%
3	within 2 to 6 hours	2%	2%	3%	2%
4	within 6 to 12 hours	0%	0%	0%	0%
5	within 12 to 24 hours	0%	0%	1%	0%
6	> 24 Hours	0%	0%	0%	0%
	Total	100%	100%	100%	100%

* Percentage to be calculated on total of the respective column

** Reckoned from the time last necessary documents is received by the insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospital

*** Reckoned as final discharge summary send to hospital from the time discharge bills is received by TPA

f) Turnaround time in case of payment of claims

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percent age	Number of claims	Percent age	Number of claims	Percent age	Number of claims	Percent age
Within 1 month	758	100	963	98	0	0	1,721	99
Between 1 - 3 Months	1	0	21	2	0	0	22	1
Between 3 to 6 months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0
Total	759	100	984	100	0	0	1,743	100

g) Turnaround time in case of Repudiation of claims

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percent age	Number of claims	Percent age	Number of claims	Percent age	Number of claims	Percent age
Within 1 month	137	83	26	39	0	0	163	70
Between 1 - 3 Months	22	13	19	29	0	0	41	18
Between 3 to 6 months	7	4	21	32	0	0	28	12
More than 6 months	0	0	0	0	0	0	0	0
Total	166	100	66	100	0	0	232	100

h) Data of the grievances received against the TPA

Sr. No.	Description	Number of Grievances
1	Grievance outstanding at the beginning of the year	0
2	Grievance received during the period	0
3	Grievance Resolved during the period	0
4	Grievance outstanding at the end of the year	0

Place: Mumbai

Date: 06/07/2021

eSigned using Aadhaar
(Legality.com - NCCDDz9)
Rajive Kumaraswami
Date: Wed Jul 07 09:32:24 IST
2021

Signature of CEO /Whole Time Director

Name: Rajive Kumaraswami

Designation: MD and CEO

Name of the Insurer: Magma HDI General Insurance Company Limited