

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2020)

Name of the Insurance Company : SBI General Insurance Company Limited

a. TPA Name: UnitedHealthCare Parekh Insurance

TPAPvt Ltd Validity of Agreement from 22/09/2019

to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	1	-
Number of lives serviced	-	1,426	-

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

TPA Name	Unitedhealthcare Parekh Insurance TPA Pvt Ltd
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes

Jammu & Kashmir	Yes
Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagar Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed :

i. Outstanding number of claims at the beginning of the year: 34

ii. Number of claims received during the year: 596

iii. Number of claims paid during the year: 532 (84.44%)

iv. Number of Claims repudiated during the year: 85 (13.49%)

v. Number of claims outstanding at the end of the year: 13

* .

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	-	-	25%	50%
2	Within 1-2 hours	-	-	58%	0%
3	Within 2-6 hours	-	-	17%	50%
4	Within 6-12 hours	-	-	0%	0%
5	Within 12-24 hours	-	-	0%	0%
6	>24 hours	-	-	0%	0%
Total		-	-	100%	100%

*Percentage is calculated on total of 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 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	-	-	410	66%	-	-	410	66%
Between 1- 3 Months	-	-	172	28%	-	-	172	28%
Between 3- 6 Months	-	-	28	5%	-	-	28	5%
More than 6 months	-	-	7	1%	-	-	7	1%
Total	-	-	617	100%	-	-	617	100%

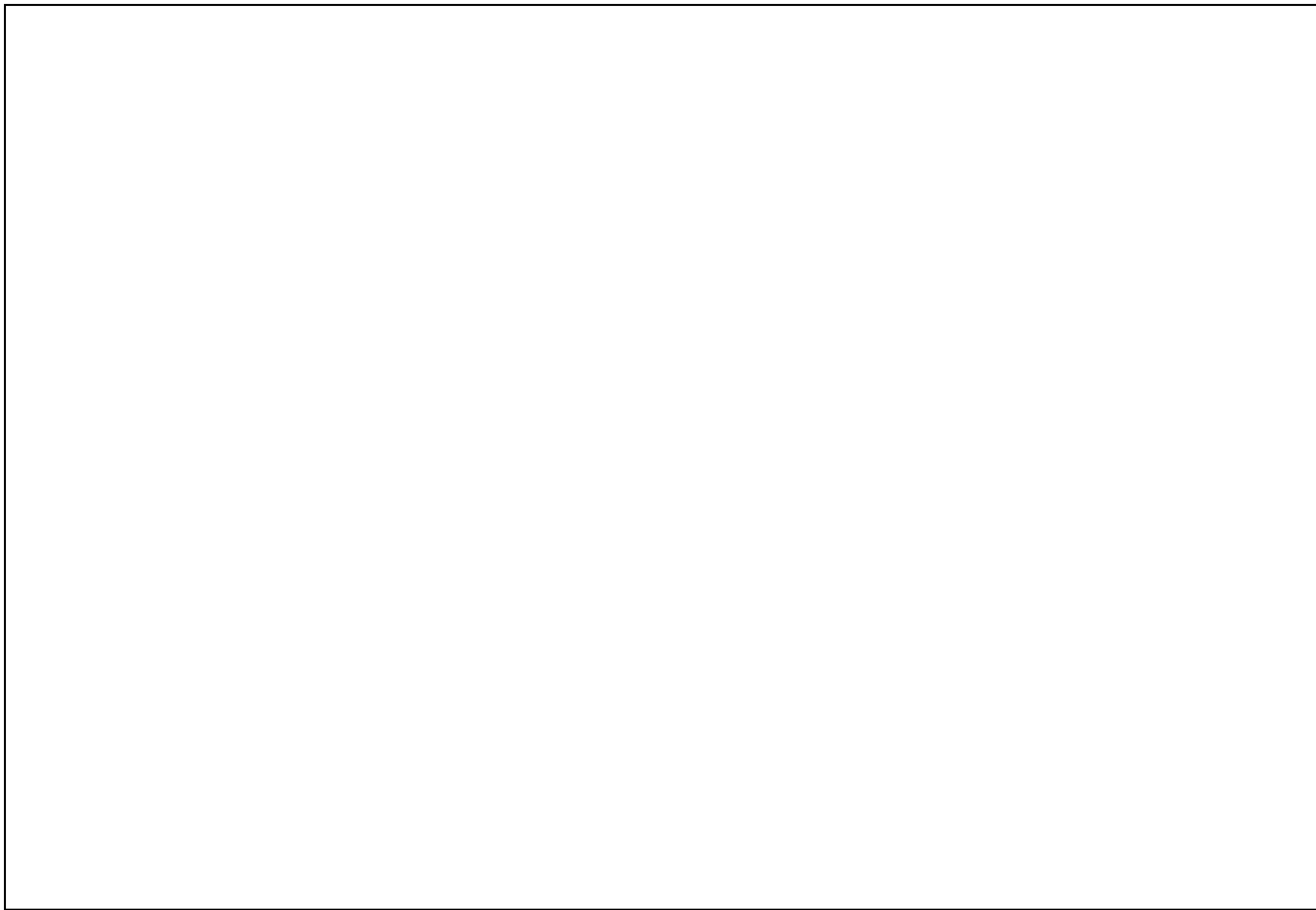
* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

S no	Description	Number of Grievances
1	Grievances Outstanding at beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 24/02/2021



PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2020)

Name of the Insurance Company : SBI General Insurance Company Limited

a. TPA Name: Paramount Health Services & Insurance T

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	1,21,327	1,151	-
Number of lives serviced	2,55,590	5,90,248	-

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

TPA Name	Paramount Health Services & Insurance TPA Pvt Ltd				
Product	Retail Health	SBI Health	Arogya Series	Arogya Sanjeevani	GMC
Andhra Pradesh	Yes	Yes	Yes	Yes	Yes
Arunachal Pradesh	No	No	No	No	Yes
Assam	No	No	No	No	Yes
Bihar	No	No	No	No	Yes
Chhattisgarh	Yes	Yes	Yes	Yes	Yes
Goa	Yes	Yes	Yes	Yes	Yes
Gujarat	Yes	Yes	Yes	Yes	Yes
Haryana	Yes	Yes	Yes	Yes	Yes
Himachal Pradesh	Yes	Yes	Yes	Yes	Yes
Jammu & Kashmir	Yes	Yes	Yes	Yes	Yes

Jharkhand	No	No	No	No	Yes
Karnataka	No	No	No	No	Yes
Kerala	No	No	No	No	Yes
Madhya Pradesh	Yes	Yes	Yes	Yes	Yes
Maharashtra	Yes	Yes	Yes	Yes	Yes
Manipur	No	No	No	No	Yes
Meghalaya	No	No	No	No	Yes
Mizoram	No	No	No	No	Yes
Nagaland	No	No	No	No	Yes
Odisha	No	No	No	No	Yes
Punjab	Yes	Yes	Yes	Yes	Yes
Rajasthan	Yes	Yes	Yes	Yes	Yes
Sikkim	No	No	No	No	Yes
Tamil Nadu	Yes	Yes	Yes	Yes	Yes
Telangana	Yes	Yes	Yes	Yes	Yes
Tripura	No	No	No	No	Yes
Uttar Pradesh	Yes	Yes	Yes	Yes	Yes
Uttrakhand	Yes	Yes	Yes	Yes	Yes
West Bengal	No	No	No	No	Yes
Andman & Nicobar Is.	Yes	Yes	Yes	Yes	Yes
Chandigarh	Yes	Yes	Yes	Yes	Yes
Dadra & Nagra Haveli	Yes	Yes	Yes	Yes	Yes
Daman & Diu	Yes	Yes	Yes	Yes	Yes
Delhi	Yes	Yes	Yes	Yes	Yes
Lakshadweep	Yes	Yes	Yes	Yes	Yes
Puducherry	Yes	Yes	Yes	Yes	Yes

d. Data of number of claims processed :

i. Outstanding number of claims at the beginning of the year: 3,742

ii. Number of claims received during the year: 42,539

iii. Number of claims paid during the year: 26,655(57.59%)

iv. SNumber of Claims repudiated during the year: 16,734(36.16%)

v. Number of claims outstanding at the end of the year: 2,892

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	49%	35%	54%	41%
2	Within 1-2 hours	44%	50%	38%	46%
3	Within 2-6 hours	7%	15%	7%	13%
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%
Total		100%	100%	100%	100%

*Percentage is calculated on total of 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 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	9,590	87%	28,162	87%	-	-	37,752	87%
Between 1- 3 Months	1,099	10%	3,215	10%	-	-	4,314	10%
Between 3- 6 Months	313	3%	777	2%	-	-	1,090	3%
More than 6 months	55	0%	178	1%	-	-	233	1%
Total	11,057	100%	32,332	100%	-	-	43,389	100%

* 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 beginning of year	-
2	Grievances received during the year	15
3	Grievances resolved during the year	15
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 24/02/2021

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2020)

Name of the Insurance Company : SBI General Insurance Company Limited

a. TPA Name: Medi Assist Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	33,369	550	-
Number of lives serviced	80,879	5,09,486	-

Information with regards to the geographical area in which services are rendered by the TPA (States names-District names shall be provided) in respect of which public disclosures are made:

TPA Name	Medi Assist Insurance TPA Pvt Ltd				
	Product	Retail Health	SBI Health	Arogya Series	Arogya Sanjeevani
Andhra Pradesh	No	No	No	No	Yes
Arunachal Pradesh	Yes	Yes	Yes	Yes	Yes
Assam	Yes	Yes	Yes	Yes	Yes
Bihar	Yes	Yes	Yes	Yes	Yes
Chhattisgarh	No	No	No	No	Yes
Goa	No	No	No	No	Yes
Gujarat	No	No	No	No	Yes
Haryana	No	No	No	No	Yes
Himachal Pradesh	No	No	No	No	Yes
Jammu & Kashmir	No	No	No	No	Yes

Jharkhand	Yes	Yes	Yes	Yes	Yes
Karnataka	Yes	Yes	Yes	Yes	Yes
Kerala	Yes	Yes	Yes	Yes	Yes
Madhya Pradesh	No	No	No	No	Yes
Maharashtra	No	No	No	No	Yes
Manipur	Yes	Yes	Yes	Yes	Yes
Meghalaya	Yes	Yes	Yes	Yes	Yes
Mizoram	Yes	Yes	Yes	Yes	Yes
Nagaland	Yes	Yes	Yes	Yes	Yes
Odisha	Yes	Yes	Yes	Yes	Yes
Punjab	No	No	No	No	Yes
Rajasthan	No	No	No	No	Yes
Sikkim	Yes	Yes	Yes	Yes	Yes
Tamil Nadu	No	No	No	No	Yes
Telangana	No	No	No	No	Yes
Tripura	Yes	Yes	Yes	Yes	Yes
Uttar Pradesh	No	No	No	No	Yes
Uttrakhand	No	No	No	No	Yes
West Bengal	Yes	Yes	Yes	Yes	Yes
Andman & Nicobar Is.	No	No	No	No	Yes
Chandigarh	No	No	No	No	Yes
Dadra & Nagar Haveli	No	No	No	No	Yes
Daman & Diu	No	No	No	No	Yes
Delhi	No	No	No	No	Yes
Lakshadweep	No	No	No	No	Yes
Puducherry	No	No	No	No	Yes

c. Data of number of claims processed :

i. Outstanding number of claims at the beginning of the year: 2,050

ii. Number of claims received during the year: 32,112

iii. Number of claims paid during the year: 25,064 (74.95%)

iv. Number of Claims repudiated during the year: 4,885 (20.27%)

v. Number of claims outstanding at the end of the year: 1,633

*

d. 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	70%	62%	68%	51%
2	Within 1-2 hours	16%	24%	26%	38%
3	Within 2-6 hours	12%	13%	6%	11%
4	Within 6-12 hours	1%	1%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
Total		100%	100%	100%	100%

*Percentage is calculated on total of 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 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	2671	83%	26174	86%	-	-	27845	86%
Between 1- 3 Months	473	15%	3510	12%	-	-	3983	12%
Between 3- 6 Months	67	2%	467	2%	-	-	534	2%
More than 6 months	22	1%	145	0%	-	-	167	1%
Total	3233	100%	29296	100%	-	-	32529	100%

* 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 beginning of year	-
2	Grievances received during the year	1
3	Grievances resolved during the year	1
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 24/02/2021

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2020)

Name of the Insurance Company : SBI General Insurance Company Limited

a. TPA Name: Health India Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	14	-
Number of lives serviced	-	6,806	-

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

TPA Name	Health India Insurance TPA Pvt Ltd
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes
Jharkhand	Yes

Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed :

i. Outstanding number of claims at the beginning of the year: 11

ii. Number of claims received during the year: 470

iii. Number of claims paid during the year: 376 (78.17%)

iv. Number of Claims repudiated during the year: 69(18.35%)

v. Number of claims outstanding at the end of the year: 36

*

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	-	-	87.64	80.89
2	Within 1-2 hours	-	-	7.92	13.14
3	Within 2-6 hours	-	-	2.31	5.58
4	Within 6-12 hours	-	-	0.06	0.34
5	Within 12-24 hours	-	-	0.06	0.04
6	>24 hours	-	-	2.01	-
Total		-	-	100	100

*Percentage is calculated on total of 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 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	-	-	364	82%	-	-	364	82%
Between 1- 3 Months	-	-	61	14%	-	-	61	14%
Between 3- 6 Months	-	-	17	4%	-	-	17	4%
More than 6 months	-	-	3	1%	-	-	3	1%
Total	-	-	445	100%	-	-	445	100%

* 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 beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 24/02/2021

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES
RENDERED (INFORMATION AS AT 31/03/2020)

Name of the Insurance Company :SBI General Insurance Company Ltd.

a. TPA Name: Family Health Plan Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	104	-
Number of lives serviced	-	1,21,836	-

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

TPA Name	Family Health Plan Insurance TPA Limited
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes
Jharkhand	Yes

Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed :

i. Outstanding number of claims at the beginning of the year: 609

ii. Number of claims received during the year: 5,565

iii. Number of claims paid during the year: 4,454 (72.14%)

iv. Number of Claims repudiated during the year: 835 (13.52%)

v. Number of claims outstanding at the end of the year: 885

*.

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	-	-	66%	63%
2	Within 1-2 hours	-	-	24%	22%
3	Within 2-6 hours	-	-	9%	13%
4	Within 6-12 hours	-	-	0%	0%
5	Within 12-24 hours	-	-	0%	1%
6	>24 hours	-	-	0%	2%
Total		-	-	100	100

*Percentage is calculated on total of 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 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	-	-	4504	85%	-	-	4504	85%
Between 1- 3 Months	-	-	590	11%	-	-	590	11%
Between 3- 6 Months	-	-	143	3%	-	-	143	3%
More than 6 months	-	-	52	1%	-	-	52	1%
Total	-	-	5289	100%	-	-	5289	100%

* 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 beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 24/02/2021

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2020)

Name of the Insurance Company : SBI General Insurance Company Limited

a. TPA Name: Vipul MedCorp Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	13	-
Number of lives serviced	-	44,388	-

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

TPA Name	Vipul Medcorp Insurance TPA Pvt Ltd
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes

Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttarakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagar Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed :

i. Outstanding number of claims at the beginning of the year: 0

ii. Number of claims received during the year: 766

iii. Number of claims paid during the year: 598 (78.07%)

iv. Number of Claims repudiated during the year: 96 (16.05%)

v. Number of claims outstanding at the end of the year: 72

*

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	-	-	71%	76%
2	Within 1-2 hours	-	-	19%	12%
3	Within 2-6 hours	-	-	9%	9%
4	Within 6-12 hours	-	-	1%	0%
5	Within 12-24 hours	-	-	0%	2%
6	>24 hours	-	-	1%	1%
Total		-	-	100%	100%

*Percentage is calculated on total of 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 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	-	-	475	68%	-	-	475	68%
Between 1- 3 Months	-	-	200	29%	-	-	200	29%
Between 3- 6 Months	-	-	19	3%	-	-	19	3%
More than 6 months	-	-	0	0%	-	-	-	-
Total	-	-	694	100%	-	-	694	100%

* 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 beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 24/02/2021

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2020)

Name of the Insurance Company : SBI General Insurance Company Limited

a. TPA Name: Vidal Health Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	20	-
Number of lives serviced	-	46,824	-

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

TPA Name	Vidal Health TPA Pvt Ltd
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes

Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttarakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed :

i. Outstanding number of claims at the beginning of the year: 159

ii. Number of claims received during the year: 3,037

iii. Number of claims paid during the year: 2,443(76.44%)

iv. Number of Claims repudiated during the year: 307(9.16%)

v. Number of claims outstanding at the end of the year: 446

*

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	-	-	74%	68%
2	Within 1-2 hours	-	-	15%	21%
3	Within 2-6 hours	-	-	10%	10%
4	Within 6-12 hours	-	-	0%	0%
5	Within 12-24 hours	-	-	0%	0%
6	>24 hours	-	-	0%	0%
Total		-	-	100%	100%

*Percentage is calculated on total of 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 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	-	-	2,018	73%	-	-	2,018	73%
Between 1- 3 Months	-	-	587	21%	-	-	587	21%
Between 3- 6 Months	-	-	119	4%	-	-	119	4%
More than 6 months	-	-	26	1%	-	-	26	1%
Total	-	-	2,750	100%	-	-	2,750	100%

* 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 beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2020)

Name of the Insurance Company : SBI General Insurance Company Limited

a. TPA Name: Raksha Health Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	46	-
Number of lives serviced	-	68,420	-

Information with regards to the geographical area in which services are rendered by the TPA (States names-District names shall be provided) in respect of which public disclosures are made:

TPA Name	Raksha Health Insurance TPA Pvt Ltd
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes

Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

c. Data of number of claims processed :

i. Outstanding number of claims at the beginning of the year: 153

ii. Number of claims received during the year: 2,955

iii. Number of claims paid during the year: 2,184 (70.27%)

iv. SNumber of Claims repudiated during the year: 264(8.49%)

v. Number of claims outstanding at the end of the year: 660

*

d. 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%	91%	91%
2	Within 1-2 hours	0%	0%	6%	7%
3	Within 2-6 hours	0%	0%	3%	2%
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%
Total		100%	100%	100%	100%

*Percentage is calculated on total of 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 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	-	-	1,963	80%	-	-	1,963	80%
Between 1- 3 Months	-	-	389	16%	-	-	389	16%
Between 3- 6 Months	-	-	76	3%	-	-	76	3%
More than 6 months	-	-	20	1%	-	-	20	1%
Total	-	-	2,448	100%	-	-	2,448	100%

* 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 beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 24/02/2021