

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE  
PARAMETERS OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT – 31.03.2022)**

**NATIONAL INSURANCE COMPANY LTD.**

a. Name of TPA – Raksha Health Insurance TPA Pvt. Ltd.  
Validity of agreement with the TPA: 15.06.2020 to 14.06.2022

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

<b>Description</b>	<b>Individual</b>	<b>Group</b>	<b>Government</b>
No. of policies serviced	0	45	0
No. of lives serviced	0	713542	0

c. Geographical Area of services Rendered in respect of which public disclosure is made.

<b>Name of State</b>	<b>Name of District</b>
Andhra Pradesh	HYDERABAD
Assam	GUWAHATI
Chandigarh	LUDHIANA
Chattisgarh	RAIPUR
Gujarat	VADODARA
Gujarat	AHMEDABAD
Delhi	DELHI(N.C.R)
Karnataka	BANGALURU
Kerala	COCHIN
Madhya Pradesh	INDORE
Madhya Pradesh	BHOPAL
Maharashtra	MUMBAI
Maharashtra	PUNE
Orissa	BHUBANESWAR
Punjab	CHANDIGARH
Rajasthan	JAIPUR
TamilNadu	CHENNAI
Uttar Pradesh	LUCKNOW
Uttarakhand	DEHRADUN
West Bengal	KOLKATTA

d. Data of number of claims processed –

Outstanding number of claims at the beginning of the year	No. of claims received during the year	No. of claims paid during the year	No. of claims repudiated during the year	No. of claims outstanding at the end of year
3407	100042	89771	9719	3959

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	0.00%	0.00%	93.00%	94.00%
2	Within 1-2 Hours	0.00%	0.00%	6.50%	5.50%
3	Within 2-6 Hours	0.00%	0.00%	0.50%	0.50%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
<b>Total</b>		<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>100.00%</b>

\*percentage to be 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 in the hospital

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

f. Turn Around Time (TAT) in case of payment / repudiation of claims :

Description (to 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 Month	86	71.07%	97,936	98.56%	-	0.00%	98,022	98.52%
Between 1-3 Months	-	0.00%	1,216	1.22%	-	0.00%	1,216	1.22%
Between 3-6 Months	8	6.61%	191	0.19%	-	0.00%	199	0.20%
More than 6 Months	27	22.31%	26	0.03%	-	0.00%	53	0.05%
<b>Total</b>	<b>121</b>	<b>100.00%</b>	<b>99,369</b>	<b>100.00%</b>	<b>-</b>	<b>0.00%</b>	<b>99,490</b>	<b>100.00%</b>

\*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

<b>Sr. No.</b>	<b>Description</b>	<b>No. of Grievances</b>
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	88
3	Grievances resolved during the year	88
4	Grievances outstanding at the end of the year	0

Place:

Date:

Chairman cum Managing Director  
National Insurance Company Ltd.