

PUBLIC DISCLOSURE ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF
HEALTH SERVICES RENDERED
(INFORMATION AS AT 31 MARCH 2021)

Name of the Insurance Company: ADITYA BIRLA HEALTH INSURANCE CO LIMITED.
Financial Year: FY 2020-21.
TPA Name: Raksha TPA Pvt Ltd.

a. Validity of agreement with TPA 11th November 2016 to open ended.

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

Description	Individual	Group	Government	Total
No of policies serviced	0	3	0	3
No of lives serviced	0	527	0	527

c. Information with regards to geographical area in which services are rendered by the TPA / Insurer:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Andhra Pradesh	Hyderabad	0	0
2	Assam	Guwahati	0	0
3	Chandigarh	Ludhiana	0	0
4	Chandigarh	Raipur	0	0
5	Gujrat	Vadodara	0	0
6	Gujarat	Ahmedabad	0	0
7	Haryana	Faridabad	1	120
8	Karnataka	Bengaluru	0	0
9	Kerala	Kochi	0	0
10	Madhya Pradesh	Indore	0	0
11	Madhya Pradesh	Bhopal	0	0
12	Maharashtra	Mumbai	0	0
13	Maharashtra	Pune	0	0
14	Orissa	Bhubaneshwar	0	0
15	Punjab	Chandigarh	2	407
16	Rajasthan	Jaipur	0	0
17	TamilNadu	Chennai	0	0
18	Uttar Pradesh	Lucknow	0	0
19	Uttarakhand	Dehradun	0	0
20	West Bengal	Kolkata	0	0
Total			3	527

d. Data of Number of Claims processed:

No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement Ratio (%)	No. of claims repudiated during the year	Claims repudiation (%)	No. of claims outstanding at the end of the year
0	0	0	0.00%	0	0.00%	0

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%	0.00%	0.00%
2	Within 1-2 Hours	0.00%	0.00%	0.00%	0.00%
3	Within 2-6 Hours	0.00%	0.00%	0.00%	0.00%
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	>24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0.00%	0.00%	0.00%	0.00%

* 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 TPA

f. Turn Around Time in respect of payment/ repudiation of claims:

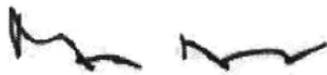
Description	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)
Within 1 Month	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Between 1-3 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Between 3-6 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	0	0.00%	0	0.00%	0	0.00%	0	0.00%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	Nil
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	Nil

For Aditya Birla Health Insurance Company Limited



Signature of CEO and Whole Time Director

Aditya Birla Health Insurance Co. Limited