



AN ISO 9001:2015 CO.



Raksha

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2021

NAME OF THE INSURANCE COMPANY The New India Assurance Co. Ltd.

- a. **Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered**

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

(i) Validity of Agreement with the TPA : From 01/11/2019 To 31/10/2022

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

Description	Individual	Group	Government	Total
No. of policies serviced	250895	1389	0	252284
No. of lives serviced	598271	692997	0	1291268

- c. **Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:**

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Andhra Pradesh	HYDERABAD	3	469
Assam	GUWAHATI	-	-
Chandigarh	LUDHIANA	-	-
Chattisgarh	RAIPUR	-	-
Gujarat	VADODARA	23,625	68,857
Gujarat	AHMEDABAD	51,992	1,33,812
Haryana	Delhi(N.C.R)	17,071	2,52,916
Karnataka	BANGALURU	61	9,326
Kerala	COCHIN	5,455	95,449
Madhya Pradesh	INDORE	1,163	25,106
Madhya Pradesh	BHOPAL	-	-
Maharashtra	MUMBAI	83,308	3,01,057
Maharashtra	PUNE	14,295	34,010
Orissa	BHUBANESWAR	-	-
Punjab	CHANDIGARH	15,787	97,110
Rajasthan	JAIPUR	16,514	52,901
TamilNadu	CHENNAI	14,530	60,382
Uttar Pradesh	LUCKNOW	8,477	1,58,963
Uttarakhand	DEHRADUN	-	-
West Bengal	KOLKATTA	3	910
Total		2,52,284	12,91,268

- d. **Data of number of claims processed:**

No. of claims outstanding at the beginning of year : 2020-21	No. of claims received during the year : 2020-21	No. of claims paid during the year 2020-21 also to specify % in brackets	No. of claims repudiated during the year : 2020-21 also to specify % in brackets	No. of claims outstanding at the end of the year
23420	116326	125090 (96%)	7986 (6%)	6670



Raksha Health Insurance TPA Pvt. Ltd.

Corporate Office : C/o Escorts Corporate Centre 15/5, Mathura Road, Faridabad-121003 Haryana. Tel. : 0129-4289999 Fax : 0129-4018012
CIN NO. U85199DL2002PTC113925, E-mail : crcm@rakshpta.com, www.rakshapta.com



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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	96%	97%	96%	97%
2	Within 1-2 Hour	4%	3%	4%	3%
3	Within 2-6 Hour	0%	0%	0%	0%
4	Within 6-12 Hour	0%	0%	0%	0%
5	Within 12-24 Hour	0%	0%	0%	0%
6	Above 24 Hours	0%	0%	0%	0%
Total		100%	100%	100%	100%

*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 to the hospital)

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

f. Turn Around Time (TAT) in respect 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	54,603	99%	60,020	98%	16,550	100%	1,31,173	99%
Between 1-3 Months	827	1%	1,076	2%	-	0%	1,903	1%
Between 3-6 Months	-	0%	-	0%	-	0%	-	0%
More than 6 Months	-	0%	-	0%	-	0%	-	0%
Total	55,430	100%	61,096	100%	16,550	100%	1,33,076	100%

*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	31
3	Grievances resolved during the year	31
4	Grievances outstanding at the end of the year	NIL

For Raksha Health Insurance TPA Pvt. Ltd.

Dr. Soumya Tyagi Gautam
Chief Operating Officer

Place :

Dr. Soumya Tyagi Gautam
Chief Operating Officer

Date :

Raksha Health Insurance TPA Pvt. Ltd.

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