

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

Name of the Insurance Company : SBI General Insurance Company Limited

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - RAKSHA HEALTH INSURANCE TPA PVT LTD (TPA File I)

Validity of agreement with the TPA: from 09/01/2020 to 09/01/2023

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

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

Description	Individual	Group	Government
Number of policies serviced	0	97	0
Number of lives serviced	0	174639	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

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	750
ii.	Number of claims received during the year	29407
iii.	Number of claims paid during the year (specify % also in brackets)	26108 (87%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	3455 (11%)
v.	Number of claims outstanding at the end of the year	594

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	0	0	8131	7276
2	Within 1-2 hours	0	0	1071	1204
3	Within 2-6 hours	0	0	719	741
4	Within 6-12 hours	0	0	357	159
5	Within 12-24 hours	0	0	28	17
6	>24 hours	0	0	0	0
	Total	0	0	10306	9397

Percentage to be calculated on total of the 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	29539	100%	0%	0%	29539	100%
Between 1-3 months	0	0%	24	0%	0%	0%	24	0%
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	0	0%	29563	100%	0%	0%	29563	100%

Percentage shall be 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 the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Place: Mumbai
Date: 21.06.2022



Prakash Chandra Kandpal
Managing Director & CEO
SBI General Insurance Company Limited