

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - IFFCO TOKIO GENERAL INSURANCE Co. Ltd. (In-House)

Validity of agreement with the TPA: NA

(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	227751	1214	0
Number of lives serviced	442004	423447	0

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

Name of the State	Name of the Districts
PAN INDIA	PAN INDIA

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

i.	Outstanding number of claims at the beginning of the year	10634
ii.	Number of claims received during the year	58922
iii.	Number of claims paid during the year (specify % also in brackets)	58479 (84%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	8123 (12%)
v.	Number of claims outstanding at the end of the year	2954

**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	4%	38%	4%	39%
2	Within 1-2 hours	33%	36%	31%	37%
3	Within 2-6 hours	38%	20%	36%	18%
4	Within 6-12 hours	2%	1%	3%	1%
5	Within 12-24 hours	22%	1%	24%	1%
6	>24 hours	2%	4%	1%	4%
	<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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	27126	82%	29443	88%	0	0%	56569	85%
Between 1-3 months	3157	10%	1954	6%	0	0%	5111	8%
Between 3 to 6 months	1498	5%	1068	3%	0	0%	2566	4%
More than 6 months	1204	4%	1152	3%	0	0%	2356	4%
<b>Total</b>	<b>32985</b>	<b>100%</b>	<b>33617</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>66602</b>	<b>100%</b>

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	10
2	Grievances received during the year	406
3	Grievances resolved during the year	416
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - Safeway Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA: from 25/02/2023 to 24/02/2026

(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	4	0
Number of lives serviced	0	5952	0

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

Name of the State	Name of the Districts
DELHI	NEHRU PLACE, SAKET
UTTAR PRADESH	AGRA
PUNJAB	PUNJAB
HARYANA	GURUGRAM
UTTAR PRADESH	NOIDA
WEST BENGAL	KOLKATA

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

i.	Outstanding number of claims at the beginning of the year	7
ii.	Number of claims received during the year	637
iii.	Number of claims paid during the year (specify % also in brackets)	541 (84%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	55 (9%)
v.	Number of claims outstanding at the end of the year	48

**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%	100%	100%
2	Within 1-2 hours	0%	0%	0%	0%
3	Within 2-6 hours	0%	0%	0%	0%
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%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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%	334	56%	0	0%	334	56%
Between 1-3 months	0	0%	171	29%	0	0%	171	29%
Between 3 to 6 months	0	0%	58	10%	0	0%	58	10%
More than 6 months	0	0%	33	6%	0	0%	33	6%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>596</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>596</b>	<b>100%</b>

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

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - Park Mediclaim Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA: **from** 19/06/2021 **to** 18/06/2024

(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	2	0
Number of lives serviced	0	4890	0

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

Name of the State	Name of the Districts
Uttar Pradesh	Noida
Delhi	New Delhi

**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	1182
iii.	Number of claims paid during the year (specify % also in brackets)	1177 (99.6%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	2 (0.2%)
v.	Number of claims outstanding at the end of the year	3

**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%	32%	17%
2	Within 1-2 hours	0%	0%	44%	28%
3	Within 2-6 hours	0%	0%	20%	52%
4	Within 6-12 hours	0%	0%	4%	3%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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%	1029	87%	0	0%	1029	87%
Between 1-3 months	0	0%	134	11%	0	0%	134	11%
Between 3 to 6 months	0	0%	13	1%	0	0%	13	1%
More than 6 months	0	0%	3	0%	0	0%	3	0%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>1179</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1179</b>	<b>100%</b>

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

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) -**Good Health Insurance TPA Ltd.**

Validity of agreement with the TPA: **from 17/04/2023 to 16/04/2026**

(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	2	0
Number of lives serviced	0	3829	0

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

Name of the State	Name of the Districts
Karnataka	Bangalore
Tamilnadu	Chennai
Telangana	Hyderabad
Delhi	Delhi

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

i.	Outstanding number of claims at the beginning of the year	540
ii.	Number of claims received during the year	15362
iii.	Number of claims paid during the year (specify % also in brackets)	15354 (97%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	513 (3%)
v.	Number of claims outstanding at the end of the year	35

**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%	92%	96%
2	Within 1-2 hours	0%	0%	8%	4%
3	Within 2-6 hours	0%	0%	0%	0%
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%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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:**

Period reckoned from the date of receipt	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%	946	75%	2534	17%	3480	22%
Between 1-3 months	0	0%	93	7%	3505	24%	3598	23%
Between 3 to 6 months	0	0%	98	8%	8171	56%	8269	52%
More than 6 months	0	0%	129	10%	391	3%	520	3%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>1266</b>	<b>100%</b>	<b>14601</b>	<b>100%</b>	<b>15867</b>	<b>100%</b>

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	5
3	Grievances resolved during the year	5
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - Genins India insurance TPA Ltd.

Validity of agreement with the TPA: from 23/05/2021 till 22/05/2024

(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	6	0
Number of lives serviced	0	5308	0

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

Name of the State	Name of the Districts
Haryana	Faridabad
Punjab	Ludhiana
Uttarakhand	Dehradun

**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	294
iii.	Number of claims paid during the year (specify % also in brackets)	273 (93%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	21 (7%)
v.	Number of claims outstanding at the end of the year	0

**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%	81%	94%
2	Within 1-2 hours	0%	0%	13%	5%
3	Within 2-6 hours	0%	0%	6%	1%
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%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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%	242	82%	0	0%	242	82%
Between 1-3 months	0	0%	33	11%	0	0%	33	11%
Between 3 to 6 months	0	0%	16	5%	0	0%	16	5%
More than 6 months	0	0%	3	1%	0	0%	3	1%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>294</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>294</b>	<b>100%</b>

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

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - MEDI ASSIST INSURANCE TPA PVT. LTD.

Validity of agreement with the TPA: **from 01/04/2014 to Valid unless terminated**

(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	151	1
Number of lives serviced	0	609843	52513

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

Name of the State	Name of the Districts
PAN India	PAN India
Lakshadweep	PAN India

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

i.	Outstanding number of claims at the beginning of the year	3852
ii.	Number of claims received during the year	48196
iii.	Number of claims paid during the year (specify % also in brackets)	42719 (82%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	6438 (12%)
v.	Number of claims outstanding at the end of the year	2891

**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%	91%	83%
2	Within 1-2 hours	0%	0%	8%	14%
3	Within 2-6 hours	0%	0%	1%	3%
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%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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	30154	62%	473	93%	30627	62%
Between 1-3 months	0	0	11885	24%	18	4%	11903	24%
Between 3 to 6 months	0	0	3896	8%	4	1%	3900	8%
More than 6 months	0	0	2715	6%	12	2%	2727	6%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>48650</b>	<b>100%</b>	<b>507</b>	<b>100%</b>	<b>49157</b>	<b>100%</b>

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	71
3	Grievances resolved during the year	71
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - Paramount Health Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA: **from 25/03/2014 to Valid unless terminated**

(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	180	0
Number of lives serviced	0	601359	0

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

Name of the State	Name of the Districts
Gujarat	AHMEDABAD
Karnataka	BANGALORE
Karnataka	Bijapur
Madhya Pradesh	Bhopal
Tamil Nadu	CHENNAI
Delhi	DELHI
Gujarat	GANDHIDHAM
Haryana	Gurgaon
Telangana	HYDERABAD
Maharashtra	Kolhapur
West Bengal	KOLKATA
Maharashtra	MUMBAI
Delhi	NEW DELHI
Uttar Pradesh	Noida
Maharashtra	PUNE
Karnataka	Mysore
Gujarat	SURAT
Gujarat	VADODARA

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

i.	Outstanding number of claims at the beginning of the year	4892
ii.	Number of claims received during the year	56555
iii.	Number of claims paid during the year (specify % also in brackets)	52667 (86%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	6744 (11%)
v.	Number of claims outstanding at the end of the year	2036

**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%	83%	55%
2	Within 1-2 hours	0%	0%	14%	38%
3	Within 2-6 hours	0%	0%	3%	6%
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%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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%	48190	81%	2	100%	48192	81%
Between 1-3 months	0	0%	8080	14%	0	0%	8080	14%
Between 3 to 6 months	0	0%	2284	4%	0	0%	2284	4%
More than 6 months	0	0%	855	1%	0	0%	855	1%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>59409</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>59411</b>	<b>100%</b>

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	4
2	Grievances received during the year	44
3	Grievances resolved during the year	48
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - Ericson Insurance TPA Pvt Ltd

Validity of agreement with the TPA: **from 18/02/2023 to 17/02/2026**

(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	8	0
Number of lives serviced	0	24165	0

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

Name of the State	Name of the Districts
Maharashtra	MUMBAI
Delhi	NEW DELHI
Haryana	GURGAON
Delhi	DELHI
Punjab	MOHALI

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

i.	Outstanding number of claims at the beginning of the year	13
ii.	Number of claims received during the year	3715
iii.	Number of claims paid during the year (specify % also in brackets)	3203 (86%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	392 (11%)
v.	Number of claims outstanding at the end of the year	133

**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%	100%	99%
2	Within 1-2 hours	0%	0%	0%	1%
3	Within 2-6 hours	0%	0%	0%	0%
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%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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%	2802	78%	0	0%	2802	78%
Between 1-3 months	0	0%	605	17%	0	0%	605	17%
Between 3 to 6 months	0	0%	101	3%	0	0%	101	3%
More than 6 months	0	0%	87	2%	0	0%	87	2%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>3595</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>3595</b>	<b>100%</b>

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

Refer Health TPA Regulations , as amended from time to time



**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

**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.

Validity of agreement with the TPA: **from 01/04/2014 to Valid unless terminated**

(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	22	0
Number of lives serviced	0	37374	0

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

Name of the State	Name of the Districts
Delhi	New Delhi
Karnataka	Belthamgady
Karnataka	Bengaluru
Karnataka	Dharwad
Madhya Pradesh	Indore
TamilNadu	Chennai
TamilNadu	Thiruppathur
TamilNadu	Tiruvallur

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

i.	Outstanding number of claims at the beginning of the year	720
ii.	Number of claims received during the year	4350
iii.	Number of claims paid during the year (specify % also in brackets)	4230 (83%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	619 (12%)
v.	Number of claims outstanding at the end of the year	221

**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%	97%	96%
2	Within 1-2 hours	0%	0%	2%	2%
3	Within 2-6 hours	0%	0%	1%	1%
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%
	<b>Total</b>	0%	0%	100%	100%

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%	3528	73%	0	0%	3528	73%
Between 1-3 months	0	0%	687	14%	0	0%	687	14%
Between 3 to 6 months	0	0%	324	7%	0	0%	324	7%
More than 6 months	0	0%	310	6%	0	0%	310	6%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>4849</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>4849</b>	<b>100%</b>

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	6
3	Grievances resolved during the year	6
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - Heritage Health Insurance TPA Private Limited

Validity of agreement with the TPA: **from 20/09/2021 to 19/09/2024**

(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	9	0
Number of lives serviced	0	7069	0

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

Name of the State	Name of the Districts
Tamil Nadu	Chennai
Tamil Nadu	Coimbatore
West Brngal	Kolkata

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

i.	Outstanding number of claims at the beginning of the year	1
ii.	Number of claims received during the year	379
iii.	Number of claims paid during the year (specify % also in brackets)	377 (99%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	0 (0%)
v.	Number of claims outstanding at the end of the year	3

**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%	39%	43%
2	Within 1-2 hours	0%	0%	48%	53%
3	Within 2-6 hours	0%	0%	6%	4%
4	Within 6-12 hours	0%	0%	2%	0%
5	Within 12-24 hours	0%	0%	5%	0%
6	>24 hours	0%	0%	0%	0%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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%	289	77%	0	0%	289	77%
Between 1-3 months	0	0%	77	20%	0	0%	77	20%
Between 3 to 6 months	0	0%	7	2%	0	0%	7	2%
More than 6 months	0	0%	4	1%	0	0%	4	1%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>377</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>377</b>	<b>100%</b>

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

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - MDIndia Healthcare Services TPA Pvt.Ltd.

Validity of agreement with the TPA: **from 21/03/2023 to 20/03/2026**

(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	29	0
Number of lives serviced	0	125374	0

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

Name of the State	Name of the Districts
Andhra Pradesh	Chittoor
Andhra Pradesh	Guntur
Andhra Pradesh	K.V.Rangareddy
Delhi	North Delhi
Delhi	South West Delhi
Haryana	Faridabad
Haryana	Gurgaon
Himachal Pradesh	Solan
Karnataka	Bangalore
Karnataka	Dharwad
Madhya Pradesh	Satna
Maharashtra	Mumbai
Maharashtra	Pune
Maharashtra	Raigarh (Mh)
Maharashtra	Ratnagiri
Maharashtra	Satara
Punjab	Ludhiana
Tamil Nadu	Chennai
Tamil Nadu	Kanchipuram
Tamil Nadu	Tiruvallur
Tamil Nadu	Vellore
Telangana	Hyderabad
Telangana	K.V.Rangareddy
Uttar Pradesh	Faizabad
Uttar Pradesh	Gautam Buddha Nagar
Uttar Pradesh	Ghaziabad
Uttar Pradesh	Noida
West Bengal	Kolkata

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

i.	Outstanding number of claims at the beginning of the year	660
ii.	Number of claims received during the year	408828
iii.	Number of claims paid during the year (specify % also in brackets)	408381 (99.7%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	746 (0.2%)
v.	Number of claims outstanding at the end of the year	361

**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%	94%	93%
2	Within 1-2 hours	0%	0%	6%	7%
3	Within 2-6 hours	0%	0%	0%	0%
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%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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%	9651	84%	316182	80%	325833	80%
Between 1-3 months	0	0%	1327	12%	62770	16%	64097	16%
Between 3 to 6 months	0	0%	301	3%	14285	4%	14586	4%
More than 6 months	0	0%	232	2%	4379	1%	4611	1%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>11511</b>	<b>100%</b>	<b>397616</b>	<b>100%</b>	<b>409127</b>	<b>100%</b>

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	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA)-Volo Health Insurance TPA Pvt Ltd (Formerly Known as East West Assist Insurance TPA Pvt. Ltd.)

Validity of agreement with the TPA: **from 01/11/2022 to 31/10/2025**

(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	2	0
Number of lives serviced	0	3286	0

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

Name of the State	Name of the Districts
MAHARASHTR	PUNE
KARNATAKA	BANGALORE

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

i.	Outstanding number of claims at the beginning of the year	14
ii.	Number of claims received during the year	696
iii.	Number of claims paid during the year (specify % also in brackets)	543 (76%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	81 (11%)
v.	Number of claims outstanding at the end of the year	86

**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%	80%	76%
2	Within 1-2 hours	0%	0%	14%	18%
3	Within 2-6 hours	0%	0%	6%	5%
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%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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%	339	54%	0	0%	339	54%
Between 1-3 months	0	0%	180	29%	0	0%	180	29%
Between 3 to 6 months	0	0%	59	9%	0	0%	59	9%
More than 6 months	0	0%	46	7%	0	0%	46	7%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>624</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>624</b>	<b>100%</b>

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

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - MedSave Health Insurance TPA Ltd.

Validity of agreement with the TPA: **from 12/09/2022 to 11/09/2024**

(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	1	0
Number of lives serviced	0	5212	0

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

Name of the State	Name of the Districts
GUJARAT	VADODARA

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

i.	Outstanding number of claims at the beginning of the year	2
ii.	Number of claims received during the year	1582
iii.	Number of claims paid during the year (specify % also in brackets)	1436 (91%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	143 (9%)
v.	Number of claims outstanding at the end of the year	5

**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%	89%	87%
2	Within 1-2 hours	0%	0%	9%	11%
3	Within 2-6 hours	0%	0%	2%	1%
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%
	<b>Total</b>	0%	0%	100%	100%

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%	1316	83%	0	0%	1316	83%
Between 1-3 months	0	0%	163	10%	0	0%	163	10%
Between 3 to 6 months	0	0%	59	4%	0	0%	59	4%
More than 6 months	0	0%	41	3%	0	0%	41	3%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>1579</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>1579</b>	<b>100%</b>

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	9
3	Grievances resolved during the year	9
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - Vidal Health TPA Private Limited

Validity of agreement with the TPA: **from 28/04/2014 to Valid unless terminated**

(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	110	0
Number of lives serviced	0	191905	0

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

Name of the State	Name of the Districts
Delhi	Delhi
Haryana	Gurgaon
Gujarat	Ahmedabad
Karnataka	Bangalore
Madhya Pradesh	Indore
Maharashtra	Pune
Tamil Nadu	Chennai
Tamil Nadu	Coimbatore
Tamil Nadu	Kochi
West Bengal	Kolkata

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

i.	Outstanding number of claims at the beginning of the year	50
ii.	Number of claims received during the year	40547
iii.	Number of claims paid during the year (specify % also in brackets)	33319 (82%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	5157 (13%)
v.	Number of claims outstanding at the end of the year	2121

**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%	92%	84%
2	Within 1-2 hours	0%	0%	5%	10%
3	Within 2-6 hours	0%	0%	3%	6%
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%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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%	32107	83%	0	0%	32107	83%
Between 1-3 months	0	0%	4772	12%	0	0%	4772	12%
Between 3 to 6 months	0	0%	1115	3%	0	0%	1115	3%
More than 6 months	0	0%	481	1%	1	100%	482	1%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>38475</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>38476</b>	<b>100%</b>

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	50
3	Grievances resolved during the year	49
4	Grievances outstanding at the end of the year	1

Refer Health TPA Regulations , as amended from time to time

**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - HealthIndia Insurance TPA Services Pvt Ltd

Validity of agreement with the TPA: **from** 01/04/2015 **to** Valid unless terminated

(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	90	0
Number of lives serviced	0	220496	0

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

Name of the State	Name of the Districts
Assam	Kamrup Metropolitan
Assam	Khordha
Bihar	Patna
Chhattisgarh	Raipur
Gujarat	Ahmedabad
Gujrat	Rajkot
Gujrat	Surat
Gujrat	Vadodara
Gujrat	Valsad
Hariyana	Gurgaon
JHARKHAND	Ranchi
Karnataka	Bangalore
Karnataka	Dakshina Kannada
Kerla	Ernakulam
Madya Pradesh	Bhopal
Madya Pradesh	Indore
Maharashtra	Chhatrapati Sambhaji Nagar
Maharashtra	Kolhapur
Maharashtra	Mumbai
Maharashtra	Mumbai
Maharashtra	Nagpur
Maharashtra	Nashik
Maharashtra	Pune
Maharashtra	Solapur
Punjab	Ambala
Rajasthan	Jaipur
Tamilnadu	Chennai
Tamilnadu	Coimbatore
Tamilnadu	Madurai
Telgana	Hyderabad
Uttar pradesh	Lucknow
Uttarakhand	Dehradun
west Bangal	Kolkata

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

i.	Outstanding number of claims at the beginning of the year	1666
ii.	Number of claims received during the year	11832
iii.	Number of claims paid during the year (specify % also in brackets)	10909 (81%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1599 (12%)
v.	Number of claims outstanding at the end of the year	990

**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%	93%	95%
2	Within 1-2 hours	0%	0%	5%	1%
3	Within 2-6 hours	0%	0%	1%	1%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	1%
6	>24 hours	0%	0%	0%	1%
	<b>Total</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>

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%	9547	76%	0	0%	9547	76%
Between 1-3 months	0	0%	1678	13%	0	0%	1678	13%
Between 3 to 6 months	0	0%	595	5%	0	0%	595	5%
More than 6 months	0	0%	688	6%	0	0%	688	6%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>12508</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>12508</b>	<b>100%</b>

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	3
3	Grievances resolved during the year	3
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time



**PERIODIC DISCLOSURES**

**FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.  
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - Family Health Plan Insurance TPA Ltd

Validity of agreement with the TPA: **from** 01/04/2023 **to** 31/03/2024

(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	259564	0

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

Name of the State	Name of the Districts
Andhra Pradesh	CHITTOOR
Andhra Pradesh	East Godavari
Andhra Pradesh	GUNTUR
Andhra Pradesh	PRAKASAM
Andhra Pradesh	VISAKHAPATNAM
Andhra Pradesh	VIZIANAGARAM
Chandigarh	CHANDIGARH
Delhi	CENTRAL
Delhi	New Delhi
Gujarat	AHMADABAD
Haryana	GURGAON
Karnataka	BANGALORE
Karnataka	KOLAR
Karnataka	Ramanagar
Kerala	ERNAKULAM
Kerala	PALAKKAD
Kerala	THIRUVANANTHAPURAM
Maharashtra	MUMBAI
Maharashtra	NAGPUR
Maharashtra	PUNE
Orissa	CUTTACK
Orissa	JAJAPUR
Orissa	KHORDHA
Pondicherry	PONDICHERRY
Tamil Nadu	CHENNAI
Tamil Nadu	COIMBATORE
Tamil Nadu	DHARMAPURI
Tamil Nadu	DINDIGUL
Tamil Nadu	KANCHEEPURAM
Tamil Nadu	NAMAKKAL
Tamil Nadu	SALEM
Tamil Nadu	Tiruppur
Tamil Nadu	VELLORE
Telangana	HYDERABAD
Telangana	RANGAREDDI
West Bengal	KOLKATA
West Bengal	North Twenty Four Parganas

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

i.	Outstanding number of claims at the beginning of the year	105
ii.	Number of claims received during the year	35684
iii.	Number of claims paid during the year (specify % also in brackets)	29359 (82%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	4287 (12%)
v.	Number of claims outstanding at the end of the year	2143

**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%	84%	76%
2	Within 1-2 hours	0%	0%	9%	16%
3	Within 2-6 hours	0%	0%	4%	6%
4	Within 6-12 hours	0%	0%	1%	1%
5	Within 12-24 hours	0%	0%	1%	1%
6	>24 hours	0%	0%	1%	0%
	<b>Total</b>	0%	0%	100%	100%

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%	27069	80%	2	100%	27071	80%
Between 1-3 months	0	0%	3839	11%	0	0%	3839	11%
Between 3 to 6 months	0	0%	1237	4%	0	0%	1237	4%
More than 6 months	0	0%	1499	4%	0	0%	1499	4%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>33644</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>33646</b>	<b>100%</b>

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	1
2	Grievances received during the year	7
3	Grievances resolved during the year	6
4	Grievances outstanding at the end of the year	2

Refer Health TPA Regulations , as amended from time to time