

**Public Disclosures on quantitative and qualitative Parameters of Health services rendered**

Information as at 31/03/2020

Name of TPA	Licence Number	Valid From DD/MM/YY	To DD/MM/YYY
Vidal Health Insurance TPA Private Limited	No. 016	16.06.2020	15.05.2023

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

Description	Individual	Group	Government
Number of lives serviced	-	41,449	-
Number of Policies serviced	-	3	-

Information with regards to the geographical area in which services are rendered by the TPA / Insurer (State names and District names shall be provided) in respect of which public disclosures are made.

Sr. No.	Name of State	Name of District	Individual		Group		Government	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	Delhi	NEW DELHI	0	0	0	0	0	0
2	Delhi	SOUTH WEST	0	0	0	0	0	0
3	Karnataka	BANGALORE	0	0	0	0	0	0
4	Karnataka	MYSORE	0	0	0	0	0	0
5	Maharashtra	MUMBAI	0	0	0	0	0	0
6	Maharashtra	PUNE	0	0	0	0	0	0
7	Maharashtra	THANE	0	0	0	0	0	0
8	Punjab	SAS NAGAR (MOHALI)	0	0	0	0	0	0
9	Rajasthan	JAIPUR	0	0	0	0	0	0
10	Tamil Nadu	CHENNAI	0	0	0	0	0	0
11	Telangana	HYDERABAD	0	0	0	0	0	0
12	West Bengal	Howrah	0	0	0	0	0	0
13	West Bengal	KOLKATA	0	0	0	0	0	0
<b>TOTAL</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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 : - 2706

iii. Number of claims paid during the year :- 2532 (94%)

iv. Number of claims repudiated during the year:- 75 (3%)

v. Number of claims outstanding at the end of the year:- 96

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	-	-	78%	71%

2	Within 1-2 Hours	-	-	16%	21%
3	Within 2-6 Hours	-	-	5%	7%
4	Within 6-12 Hours	-	-	0%	0%
5	Within 12-24 Hours	-	-	1%	1%
6	>24 Hours	-	-	1%	1%
Total		-	-	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 in 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	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage	No. of claims	percentage	No. of claim	percentag e(%)
Within 1 Month	-	-	2561	98%	-	-	2561	98%
Between 1-3 Months	-	-	46	2%	-	-	46	2%
Between 3-6 Months	-	-	0	0%	-	-	0	0%
More than 6 Months	-	-	0	0%	-	-	0	0%
Total	-	-	2607	100%	-	-	2607	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	0
2	Grievances received	39
3	Grievances resolved	39
4	Grievances outstanding at the end of	0

Date:  
08.10.2020

Name: Shubhdarshini Ghosh

Place:  
Mumbai

Designation : Executive Director & CEO