

Public Disclosures on quantitative and qualitative Parameters of He

Information as at 31/03/2022

Name of the Insurance Company: Edelweiss General Insurance

a. Specify whether In – house Claim settlement or Services rendered by TPA: TPA

Name of the TPA: Vidal Health TPA

Validity of agreement with TPA	
From	To
(21/12/2021)	(20/12/2024)

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government
No of policies serviced	-	26	-
No of lives serviced	-	11018	-

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sl no	Name of State	Name of Districts	No of policies serviced
1	Karnataka	Bangalore	1
2	Tamil Nadu	Chennai	8
3	Delhi	Delhi	11
4	Telangana	Hyderabad	4
5	Maharashtra	Mumbai	2

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year
Vidal Health TPA	25	283	224

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

		Individual Policies
		(in %)

Sl no	Description	TAT for pre-auth	TAT for discharge
		**	***
1	Within <1 Hour	-	-
2	Within 1-2 Hours	-	-
3	Within 2-6 Hours	-	-
4	Within 6-12 Hours	-	-
5	Within 12-24 Hours	-	-
6	>24 Hours	-	-
Total		-	-

* 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 t

*** 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		Grou
	No. of Claims	Percentage (%)	
within 1 month	-	-	242
Between 1 – 3 Months	-	-	6
Between 3 to 6 Months	-	-	0
More than 6 months	-	-	0
Total	-	-	248

* Percentage shall be calculated on total of respective column.

Processing TAT (TAT Recv-App/DRW/Denied)

Description (to reckoned from the date of receipt of last necessary document)	Individual		Grou
	No. of Claims	Percent age (%)	
within 1 month	-	-	246
Between 1 – 3 Months	-	-	2
Between 3 to 6 Months	-	-	0
More than 6 months	-	-	0
Total	-	-	248

* Percentage shall be calculated on total of respective column.

g. Data of grievances received against the TPA:

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

alth services rendered

No of lives serviced
2056
2692
5162
1026
82

Settlement ratio (%)	No. of claims repudiated during the year	Claims repudiation (%)	No. of claims outstanding at the end of the year
83.8%	21	7%	32

Group Policies
(in %)

TAT for pre-auth	TAT for discharge
**	***
77%	76%
21%	21%
1%	2%
1%	2%
0%	0%
0%	0%
100%	100%

ill final pre auth is issued in the hospital)

ip	Government		Total	
	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
	-	-	242	97.6%
	-	-	6	2.4%
	-	-	0	0.0%
	-	-	0	0.0%
	-	-	248	100%

ip	Government		Total	
	No. of Claims	Percent age (%)	No. of Claims	Percent age (%)
	-	-	246	99.2%
	-	-	2	0.8%
	-	-	0	0.0%
	-	-	0	0.0%
	-	-	248	100%