

**a) East-West Assist Insurance TPA**

i) Validity of Agreement with the TPA: 20/01/2022 to 19/01/2025

**b) Number of Policies and lives serviced in respect of which public disclosures are made**

Description	Individual	Group	Government
Number of policies serviced	0	NA	0
Number of Lives serviced	0	NA	0

**c) Information with Regards to Geographical area in which services are rendered by the TPA (State names -District names shall be provided) in respect of which public disclosures are made.**

Name of the State	Name of the Districts
Andhra Pradesh	Hyderabad
Goa	Goa
Gujarat	Surat
Karnataka	Bengaluru
Maharashtra	Mumbai
Maharashtra	Pune
New Delhi	Delhi
Punjab	Chandigarh
Rajasthan	Jaipur
Rajasthan	Indore
Tamil Nadu	Chennai
Tamil Nadu	Coimbatore
West Bengal	Kolkata

**d) Data of Number of claims processed**

	Individual	Group
<b>i) Outstanding number of claims at the beginning of the year: -</b>	0	0
<b>ii) Number of claims received during the year: -</b>	0	103
<b>iii) Number of claims paid during the year (also % in bracket)</b>	0	79( 77% )
<b>iv) Number of claims repudiated during the year (also % in bracket)</b>	0	2( 2% )
<b>v) Number of claims outstanding at the end of the year</b>	0	22

**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	0	0	50%	75%
2	within 1 to 2 hours	0	0	50%	25%
3	within 2 to 6 hours	0	0	0%	0%
4	within 6 to 12 hours	0	0	0%	0%
5	within 12 to 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 documents is received by the insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospital

\*\*\* Reckoned as final discharge summary send to hospital from the time discharge bills 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 month	0	0	80	99	0	0	80	99
Between 1 - 3 Months	0	0	1	1	0	0	1	1
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
<b>Total</b>	0	0	81	100	0	0	81	100

Percentage shall be calculated on total of the respective column

**g) Data of the grievances received against the TPA**

Sr. No.	Description	Number of Grievances
1	Grievance outstanding at the beginning of the year	0
2	Grievance received during the period	0
3	Grievance Resolved during the period	0
4	Grievance outstanding at the end of the year	0

Refer Health TPA Regulations, as amended from time to time

Place: Mumbai

Date: 20/04/2023

Signature of CEO /Whole Time Director

**Name:** Rajive Kumaraswami

**Designation:** MD and CEO

**Name of the Insurer:** Magma HDI General Insurance Company Limited