

a) Family Health Plan Insurance TPA Limited

i) Validity of Agreement with the TPA: 25/10/2020 to 24/10/2023

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

Description	Individual	Group	Government
Number of policies serviced	33931	235	0
Number of Lives serviced	83587	216405	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	Vijayawada
Andhra Pradesh	Vishakapatnam
Assam	Guwahati
Chandigarh	Chandigarh
Goa	Mapusa
Gujarat	Ahmedabad
Gujarat	Vadodara
Haryana	Gurugram
Jharkhand	Jamshedpur
Karnataka	Bengaluru
Kerala	Kochi
Kerala	Trivandrum
Madhya Pradesh	Bhopal
Madhya Pradesh	Indore
Maharashtra	Mumbai
Maharashtra	Pune
Maharashtra	Nagpur
Maharashtra	Solapur
Nagaland	Dimapur
New Delhi	Delhi
Odisha	Bhubaneshwar
Punjab	Mohali
Rajasthan	Jaipur
Tamil Nadu	Chennai
Tamil Nadu	Coimbatore
Tamil Nadu	Madurai
Telangana	Hyderabad
Uttar Pradesh	Lucknow
West Bengal	Kolkata

d) Data of Number of claims processed

	Individual	Group
i) Outstanding number of claims at the beginning of the year: -	191	149
ii) Number of claims received during the year: -	4939	4420
iii) Number of claims paid during the year (also % in bracket)	3724(73%)	3857(84%)
iv) Number of claims repudiated during the year (also % in bracket)	962(19%)	391(9%)
v) Number of claims outstanding at the end of the year	444	321

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	73%	73%	75%	75%
2	within 1 to 2 hours	19%	21%	19%	21%
3	within 2 to 6 hours	8%	6%	6%	4%
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%
	Total	100%	100%	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	4066	99	4727	98	0	0	8793	98
Between 1 - 3 Months	42	1	86	2%	0	0	128	1
Between 3 to 6 months	6	0	4	0	0	0	10	1
More than 6 months	1	0	2	0	0	0	3	0
Total	4115	100	4819	100	0	0	8934	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

Signature of CEO /Whole Time Director

Date: 20/04/2023

Name: Rajive Kumaraswami

Designation: MD and CEO

Name of the Insurer: Magma HDI General Insurance Company Limited