

a) **In-House**

i) Validity of Agreement with the TPA: N/A

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

| Description | Individual | Group | Government |
|-----------------------------|------------|-------|------------|
| Number of policies serviced | 0 | 14 | 0 |
| Number of Lives serviced | 0 | 10624 | 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 |
|-------------------|-----------------------|
| Maharashtra | Mumbai |

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

| | Individual | Group |
|---|------------|-----------|
| i) Outstanding number of claims at the beginning of the year: - | 1 | 4 |
| ii) Number of claims received during the year: - | 0 | 535 |
| iii) Number of claims paid during the year (also % in bracket) | 1 (100%) | 520 (96%) |
| iv) Number of claims repudiated during the year (also % in bracket) | 0 | 14(3%) |
| v) Number of claims outstanding at the end of the year | 0 | 5 |

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% | 0% | 0% |
| 2 | within 1 to 2 hours | 0% | 0% | 0% | 0% |
| 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% |
| | Total | 0% | 0% | 0% | 0% |

* 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 | 1 | 100% | 532 | 99.63% | 0 | 0 | 533 | 99.63% |
| Between 1 - 3 Months | 0 | 0 | 2 | 0.37% | 0 | 0 | 2 | 0.37% |
| 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 |
| Total | 1 | 100% | 534 | 100% | 0 | 0 | 535 | 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: 14/06/2024

Name: Rajive Kumaraswami

Designation: MD and CEO

Name of the Insurer: Magma HDI General Insurance Company Limited