

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES
RENDERED (INFORMATION AS AT 31/03/2021)

Name of the Insurance Company: SBI General Insurance Company Ltd.

a. TPA Name: Family Health Plan Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	247	-
Number of lives serviced	-	316861	-

c. Information with regards to the geographical area in which services are rendered by the TPA (States Names-District names shall be provided) in respect of which public disclosures are made:

TPA Name	Family Health Plan Insurance TPA Limited
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes

Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

- i. Outstanding number of claims at the beginning of the year: 885
- ii. Number of claims received during the year: 23248

iii. Number of claims paid during the year: 19243 (79.74%)

iv. Number of Claims repudiated during the year: 3572 (14.80%)

v. Number of claims outstanding at the end of the year: 1318 (5.46%)

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

S. 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%	83%	64%
2	Within 1-2 hours	0%	0%	13%	21%
3	Within 2-6 hours	0%	0%	4%	13%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	1%
6	>24 hours	0%	0%	0%	1%
Total		0%	0%	100%	100%

*Percentage is 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 to the hospitals.

*** Reckoned as final discharge summary sent to hospital from the time discharge bill 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						
within 1 months	-	-	22399	98.18%	-	-	22399	98.18%
Between 1- 3 Months	-	-	385	1.69%	-	-	385	1.69%
Between 3- 6 Months	-	-	25	0.11%	-	-	25	0.11%
More than 6 months	-	-	6	0.03%	-	-	6	0.03%
Total	-	-	22815	100%	-	-	22815	100%

* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

S no	Description	Number of Grievances
1	Grievances Outstanding at beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 31/03/2021

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2021)

Name of the Insurance Company: SBI General Insurance Company Limited

a. TPA Name: Health India Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	48	-
Number of lives serviced	-	30270	-

c. Information with regards to the geographical area in which services are rendered by the TPA (States Names-District names shall be provided) in respect of which public disclosures are made:

TPA Name	Health India Insurance TPA Pvt Ltd
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes
Jharkhand	Yes

Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year: 36

ii. Number of claims received during the year: 2234

iii. Number of claims paid during the year: 1784 (78.59%)

iv. Number of Claims repudiated during the year: 374 (16.48%)

v. Number of claims outstanding at the end of the year: 112(4.93%)

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

S. 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%	68%	55%
2	Within 1-2 hours	0%	0%	21%	28%
3	Within 2-6 hours	0%	0%	6%	8%
4	Within 6-12 hours	0%	0%	5%	8%
5	Within 12-24 hours	0%	0%	0%	1%
6	>24 hours	0%	0%	0%	0%
Total		0%	0%	100%	100%

*Percentage is 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 to the hospitals.

*** Reckoned as final discharge summary sent to hospital from the time discharge bill 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						
within 1 months	-	-	2031	94.11%	-	-	2031	94.11%
Between 1- 3 Months	-	-	122	5.65%	-	-	122	5.65%
Between 3- 6 Months	-	-	5	0.23%	-	-	5	0.23%
More than 6 months	-	-	0	0.00%	-	-	0	0.00%
Total	-	-	2158	100.00%	-	-	2158	100.00%

* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

S no	Description	Number of Grievances
1	Grievances Outstanding at beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 31/03/2021

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2021)

Name of the Insurance Company: SBI General Insurance Company Limited

a. TPA Name: Medi Assist Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	83751	10764	-
Number of lives serviced	195358	658095	-

Information with regards to the geographical area in which services are rendered by the TPA (States Names-District names shall be provided) in respect of which public disclosures are made:

TPA Name	Medi Assist Insurance TPA Pvt Ltd				
	Product	Retail Health	SBI Health	Arogya Series	Arogya Sanjeevani
Andhra Pradesh	No	No	No	No	Yes
Arunachal Pradesh	Yes	Yes	Yes	Yes	Yes
Assam	Yes	Yes	Yes	Yes	Yes
Bihar	Yes	Yes	Yes	Yes	Yes
Chhattisgarh	No	No	No	No	Yes
Goa	No	No	No	No	Yes
Gujarat	No	No	No	No	Yes
Haryana	No	No	No	No	Yes
Himachal Pradesh	No	No	No	No	Yes
Jammu & Kashmir	No	No	No	No	Yes

Jharkhand	Yes	Yes	Yes	Yes	Yes
Karnataka	Yes	Yes	Yes	Yes	Yes
Kerala	Yes	Yes	Yes	Yes	Yes
Madhya Pradesh	No	No	No	No	Yes
Maharashtra	No	No	No	No	Yes
Manipur	Yes	Yes	Yes	Yes	Yes
Meghalaya	Yes	Yes	Yes	Yes	Yes
Mizoram	Yes	Yes	Yes	Yes	Yes
Nagaland	Yes	Yes	Yes	Yes	Yes
Odisha	Yes	Yes	Yes	Yes	Yes
Punjab	No	No	No	No	Yes
Rajasthan	No	No	No	No	Yes
Sikkim	Yes	Yes	Yes	Yes	Yes
Tamil Nadu	No	No	No	No	Yes
Telangana	No	No	No	No	Yes
Tripura	Yes	Yes	Yes	Yes	Yes
Uttar Pradesh	No	No	No	No	Yes
Uttarakhand	No	No	No	No	Yes
West Bengal	Yes	Yes	Yes	Yes	Yes
Andman & Nicobar Is.	No	No	No	No	Yes
Chandigarh	No	No	No	No	Yes
Dadra & Nagar Haveli	No	No	No	No	Yes
Daman & Diu	No	No	No	No	Yes
Delhi	No	No	No	No	Yes
Lakshadweep	No	No	No	No	Yes
Puducherry	No	No	No	No	Yes

c. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year: 1633

ii. Number of claims received during the year: 39450

iii. Number of claims paid during the year: 32160 (78.28%)

iv. Number of Claims repudiated during the year: 7439 (18.11%)

v. Number of claims outstanding at the end of the year: 1484 (3.61%)

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d. Turn Around Time (TAT) for cashless Claims (in respect of number of claims)

S. 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	97%	88%	87%	73%
2	Within 1-2 hours	3%	11%	11%	22%
3	Within 2-6 hours	0%	1%	2%	5%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
Total		100%	100%	100%	100%

*Percentage is 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 to the hospitals.

*** Reckoned as final discharge summary sent to hospital from the time discharge bill 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						
within 1 months	4276	98.19%	34829	98.82%	-	-	39105	98.75%
Between 1- 3 Months	71	1.63%	353	1.00%	-	-	424	1.07%
Between 3- 6 Months	7	0.16%	57	0.16%	-	-	64	0.16%
More than 6 months	1	0.02%	5	0.01%	-	-	6	0.02%
Total	4355	100.00%	35244	100.00%	-	-	39599	100.00%

* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

S no	Description	Number of Grievances
1	Grievances Outstanding at beginning of year	-
2	Grievances received during the year	1
3	Grievances resolved during the year	1
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 31/03/2021

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2021)

Name of the Insurance Company: SBI General Insurance Company Limited

a. TPA Name: Paramount Health Services & Insurance T

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	211651	14071	-
Number of lives serviced	443380	1033310	-

c. Information with regards to the geographical area in which services are rendered by the TPA (States Names-District names shall be provided) in respect of which public disclosures are made:

TPA Name	Paramount Health Services & Insurance TPA Pvt Ltd				
Product	Retail Health	SBI Health	Arogya Series	Arogya Sanjeevani	GMC
Andhra Pradesh	Yes	Yes	Yes	Yes	Yes
Arunachal Pradesh	No	No	No	No	Yes
Assam	No	No	No	No	Yes
Bihar	No	No	No	No	Yes
Chhattisgarh	Yes	Yes	Yes	Yes	Yes
Goa	Yes	Yes	Yes	Yes	Yes
Gujarat	Yes	Yes	Yes	Yes	Yes
Haryana	Yes	Yes	Yes	Yes	Yes
Himachal Pradesh	Yes	Yes	Yes	Yes	Yes
Jammu & Kashmir	Yes	Yes	Yes	Yes	Yes

Jharkhand	No	No	No	No	Yes
Karnataka	No	No	No	No	Yes
Kerala	No	No	No	No	Yes
Madhya Pradesh	Yes	Yes	Yes	Yes	Yes
Maharashtra	Yes	Yes	Yes	Yes	Yes
Manipur	No	No	No	No	Yes
Meghalaya	No	No	No	No	Yes
Mizoram	No	No	No	No	Yes
Nagaland	No	No	No	No	Yes
Odisha	No	No	No	No	Yes
Punjab	Yes	Yes	Yes	Yes	Yes
Rajasthan	Yes	Yes	Yes	Yes	Yes
Sikkim	No	No	No	No	Yes
Tamil Nadu	Yes	Yes	Yes	Yes	Yes
Telangana	Yes	Yes	Yes	Yes	Yes
Tripura	No	No	No	No	Yes
Uttar Pradesh	Yes	Yes	Yes	Yes	Yes
Uttarakhand	Yes	Yes	Yes	Yes	Yes
West Bengal	No	No	No	No	Yes
Andman & Nicobar Is.	Yes	Yes	Yes	Yes	Yes
Chandigarh	Yes	Yes	Yes	Yes	Yes
Dadra & Nagra Haveli	Yes	Yes	Yes	Yes	Yes
Daman & Diu	Yes	Yes	Yes	Yes	Yes
Delhi	Yes	Yes	Yes	Yes	Yes
Lakshadweep	Yes	Yes	Yes	Yes	Yes
Puducherry	Yes	Yes	Yes	Yes	Yes

d. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year: 2892

ii. Number of claims received during the year: 39693

iii. Number of claims paid during the year: 27290 (64.08%)

iv. Number of Claims repudiated during the year: 12626 (29.65%)

v. Number of claims outstanding at the end of the year: 2669 (6.27%)

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

S. 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%	46%	78%	51%
2	Within 1-2 hours	21%	46%	21%	43%
3	Within 2-6 hours	1%	7%	1%	6%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
Total		100%	100%	100%	100%

*Percentage is 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 to the hospitals.

*** Reckoned as final discharge summary sent to hospital from the time discharge bill 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						
within 1 months	13427	97.71%	25706	98.21%	-	-	39133	98.04%
Between 1- 3 Months	234	1.70%	350	1.34%	-	-	584	1.46%
Between 3- 6 Months	74	0.54%	114	0.44%	-	-	188	0.47%
More than 6 months	6	0.04%	5	0.02%	-	-	11	0.03%
Total	13741	100.00%	26175	100.00%	-	-	39916	100.00%

* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

S no	Description	Number of Grievances
1	Grievances Outstanding at beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 31/03/2021



PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2021)

Name of the Insurance Company: SBI General Insurance Company Limited

a. TPA Name: Raksha Health Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	101	-
Number of lives serviced	-	186070	-

Information with regards to the geographical area in which services are rendered by the TPA (States Names-District names shall be provided) in respect of which public disclosures are made:

TPA Name	Raksha Health Insurance TPA Pvt Ltd
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes

Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

c. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year: 660

ii. Number of claims received during the year: 23040

iii. Number of claims paid during the year: 20313 (85.71%)

iv. Number of Claims repudiated during the year: 2637 (11.13%)

v. Number of claims outstanding at the end of the year: 750 (3.16%)

*

d. Turn Around Time (TAT) for cashless Claims (in respect of number of claims)

S. 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%	95%	82%
2	Within 1-2 hours	0%	0%	4%	12%
3	Within 2-6 hours	0%	0%	1%	5%
4	Within 6-12 hours	0%	0%	0%	1%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
Total		0%	0%	0%	100%

*Percentage is 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 to the hospitals.

*** Reckoned as final discharge summary sent to hospital from the time discharge bill 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						
within 1 months	-	-	22582	98.40%	-	-	22582	98.40%
Between 1- 3 Months	-	-	350	1.53%	-	-	350	1.53%
Between 3- 6 Months	-	-	14	0.06%	-	-	14	0.06%
More than 6 months	-	-	4	0.02%	-	-	4	0.02%
Total	-	-	22950	100.00%	-	-	22950	100.00%

* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

S no	Description	Number of Grievances
1	Grievances Outstanding at beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 31/03/2021

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2021)

Name of the Insurance Company: SBI General Insurance Company Limited

a. TPA Name: UnitedHealthcare Parekh Insurance TPA

Pvt Ltd Validity of Agreement from 22/09/2019 to

21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	2	-
Number of lives serviced	-	1564	-

c. Information with regards to the geographical area in which services are rendered by the TPA (States Names-District names shall be provided) in respect of which public disclosures are made:

TPA Name	Unitedhealthcare Parekh Insurance TPA Pvt Ltd
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes

Jammu & Kashmir	Yes
Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagar Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year: 13

ii. Number of claims received during the year: 165

iii. Number of claims paid during the year: 135 (75.84%)

iv. Number of Claims repudiated during the year: 41 (23.03%)

v. Number of claims outstanding at the end of the year: 2 (1.12%)

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

S. 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%	38%	29%
2	Within 1-2 hours	0%	0%	43%	44%
3	Within 2-6 hours	0%	0%	18%	27%
4	Within 6-12 hours	0%	0%	1%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
Total		0%	0%	100%	100%

*Percentage is 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 to the hospitals.

*** Reckoned as final discharge summary sent to hospital from the time discharge bill 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						
within 1 months	-	-	163	92.61%	-	-	163	92.61%
Between 1- 3 Months	-	-	12	6.82%	-	-	12	6.82%
Between 3- 6 Months	-	-	1	0.57%	-	-	1	0.57%
More than 6 months	-	-	0	0.00%	-	-	0	0.00%
Total	-	-	176	100.00%	-	-	176	100.00%

* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

S no	Description	Number of Grievances
1	Grievances Outstanding at beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 31/03/2021

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2021)

Name of the Insurance Company: SBI General Insurance Company Limited

a. TPA Name: Vidal Health Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	57	-
Number of lives serviced	-	119569	-

c. Information with regards to the geographical area in which services are rendered by the TPA (States Names-District names shall be provided) in respect of which public disclosures are made:

TPA Name	Vidal Health TPA Pvt Ltd
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes

Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year: 446

ii. Number of claims received during the year: 10569

iii. Number of claims paid during the year: 8282 (75.19%)

iv. Number of Claims repudiated during the year: 2140 (19.43%)

v. Number of claims outstanding at the end of the year: 593 (5.38%)

*

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

S. 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%	75%	66%
2	Within 1-2 hours	0%	0%	25%	33%
3	Within 2-6 hours	0%	0%	0%	1%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
Total		0%	0%	100%	100%

*Percentage is 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 to the hospitals.

*** Reckoned as final discharge summary sent to hospital from the time discharge bill 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						
within 1 months	-	-	9974	95.70%	-	-	9974	95.70%
Between 1- 3 Months	-	-	414	3.97%	-	-	414	3.97%
Between 3- 6 Months	-	-	19	0.18%	-	-	19	0.18%
More than 6 months	-	-	15	0.14%	-	-	15	0.14%
Total	-	-	10422	100.00%	-	-	10422	100.00%

* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

S no	Description	Number of Grievances
1	Grievances Outstanding at beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 31/03/2021

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2021)

Name of the Insurance Company: SBI General Insurance Company Limited

a. TPA Name: Vipul Medcrop Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	27	-
Number of lives serviced	-	13497	-

c. Information with regards to the geographical area in which services are rendered by the TPA (States names-District names shall be provided) in respect of which public disclosures are made:

TPA Name	Vipul Medcorp Insurance TPA Pvt Ltd
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes

Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year: 72

ii. Number of claims received during the year: 1326

iii. Number of claims paid during the year: 1120 (80.11%)

iv. Number of Claims repudiated during the year: 228 (16.31%)

v. Number of claims outstanding at the end of the year: 50 (3.58%)

*

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

S. 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%	77%	74%
2	Within 1-2 hours	0%	0%	18%	19%
3	Within 2-6 hours	0%	0%	5%	7%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
Total		0%	0%	100%	100%

*Percentage is 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 to the hospitals.

*** Reckoned as final discharge summary sent to hospital from the time discharge bill 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						
within 1 months	-	-	1292	95.85%	-	-	1292	95.85%
Between 1- 3 Months	-	-	53	3.93%	-	-	53	3.93%
Between 3- 6 Months	-	-	3	0.22%	-	-	3	0.22%
More than 6 months	-	-	0	0.00%	-	-	0	0.00%
Total	-	-	1348	100.00%	-	-	1348	100.00%

* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

S no	Description	Number of Grievances
1	Grievances Outstanding at beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 31/03/2021

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2021)

Name of the Insurance Company: SBI General Insurance Company Limited

a. TPA Name: Vidal Health Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	57	-
Number of lives serviced	-	119569	-

c. Information with regards to the geographical area in which services are rendered by the TPA (States Names-District names shall be provided) in respect of which public disclosures are made:

TPA Name	Vidal Health TPA Pvt Ltd
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes

Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
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Total		0%	0%	100%	100%

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Place: Mumbai

Date: 31/03/2021

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(INFORMATION AS AT 31/03/2021)

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Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes

Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
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6	>24 hours	0%	0%	0%	0%
Total		0%	0%	100%	100%

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More than 6 months	-	-	0	0.00%	-	-	0	0.00%
Total	-	-	1348	100.00%	-	-	1348	100.00%

* Percentage is calculated on total of the respective column

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S no	Description	Number of Grievances
1	Grievances Outstanding at beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 31/03/2021