

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE  
PARAMETERS OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT 31st MARCH 2020)**

NAME OF THE INSURANCE CO: Reliance General Insurance Company Limited

**A. FAMILY HEALTH PLAN INSURANCE TPA LTD**

i. Validity of Agreement with TPA :

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Family Health Plan Insurance TPA Ltd	013	21-Mar-20	20-Mar-23

B. Number of policies and lives serviced in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	0	26	0
Number of lives serviced	0	35009	0

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

Sr. No.	Name of State	Name of District	Individual		Group		Government	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	Andhra Pradesh	CHITTOOR	0	0	0	9	0	0
2	Delhi	NEW DELHI	0	0	1	46	0	0
3	Jharkhand	BOKARO	0	0	0	23	0	0
4	Karnataka	BANGALORE	0	0	17	30,936	0	0
5	Kerala	THIRUVANANTHAPURAM	0	0	1	434	0	0
6	Maharashtra	PUNE	0	0	0	37	0	0
7	Rajasthan	JAIPUR	0	0	0	6	0	0
8	Telangana	HYDERABAD	0	0	2	2,307	0	0
9	West Bengal	KOLKATA	0	0	5	1,211	0	0
<b>TOTAL</b>			<b>0</b>	<b>0</b>	<b>26</b>	<b>35,009</b>	<b>0</b>	<b>0</b>

D. Data of number of claims processed:

1. Outstanding number of claims at the beginning of the year:
2. Number of claims received during the year:
3. Number of claims paid during the year: ---- (also to specify % in brackets)
4. Number of Claims repudiated during the year: --- (also to specify % in brackets)
5. Number of claims outstanding at the end of the year: ---

<b>TPA</b>	<b>No. of claims outstanding at the beginning of year</b>	<b>No. of claims received during the year</b>	<b>No. of claims paid during the year</b>	<b>Settlement ratio(%)</b>	<b>No. of claims repudiated during the year</b>	<b>Claims repudiation %</b>	<b>No. of claims outstanding at the end of the year</b>
Family Health Plan Insurance TPA Ltd	439	3891	3691	85%	426	10%	213

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	<b>Within &lt;1 hour</b>	0%	0%	71%	64%
2	<b>Within 1-2 hours</b>	0%	0%	22%	24%
3	<b>Within 2-6 hours</b>	0%	0%	5%	10%
4	<b>Within 6-12 hours</b>	0%	0%	0%	0%
5	<b>Within 12-24 hours</b>	0%	0%	0%	1%
6	<b>&gt;24 hours</b>	0%	0%	0%	1%
<b>Total</b>			<b>0%</b>	<b>0%</b>	<b>100%</b>

\*Percentage to be calculated on total of the 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	Number of Claims	Percentage	Number of Claims	Percentage	No of claims	Percentage
within 1 months	0	0%	4017	98%	0	0%	4017	98%
Between 1 – 3 Months	0	0%	90	2%	0	0%	90	2%
Between 3 to 6 Months	0	0%	9	0%	0	0%	9	0%
More than 6 months	0	0%	1	0%	0	0%	1	0%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>4117</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>4117</b>	<b>100%</b>

\*Percentage shall be calculated on total of the respective column

G. Data of grievances received against the TPA:

S. no.	Description	Number of Grievances
1	Grievance outstanding at the beginning of year	0
2	Grievances received during the year	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	0

On behalf of Reliance General Insurance Company Limited

Rakesh Jain  
ED & Chief Executive Officer