

Public Disclosures on Quantitive and Qualitative Parameters of Health services rendered

-Info as on 31<sup>st</sup> March,2020

a)

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
R CARE (Inhouse TPA of Reliance General Insurance company Limited)	NA	NA	NA

b) No of policies and lives served

Description	Individual	Group	Government
Number of policies serviced	3,89,456	69,468	10,678
Number of lives serviced	5,41,115	73,89,625	1,28,43,736

**RGI Notes:**

1. Provided figures for Health includes (Health, Personal Accident, Domestic Travel and Overseas Travel )
2. IRDA Count i.e. Master Policy Count provided under the head No of Policies Serviced
3. Provided figures are pertains to Inhouse TPA

**c) Geographical Area of services Rendered in respect of which public disclosure is made:**

Sr. No.	Name of State	No. of policies serviced	No. of lives serviced
1	Andhra Pradesh	3015	9223
2	Arunachal Pradesh	0	0
3	Assam	520	1484
4	Bihar	617	3227
5	Chhattisgarh	1037	4365
6	Goa	479	2720
7	Gujarat	34650	196814
8	Haryana	4914	30483
9	Himachal Pradesh	557	891
10	Jammu & Kashmir	329	2905
11	Jharkhand	1754	17302
12	Karnataka	32128	381621
13	Kerala	16933	7239159
14	Madhya Pradesh	3138	23059
15	Maharashtra	232308	5354038
16	Manipur	0	0
17	Meghalaya	0	0
18	Mizoram	0	0
19	Nagaland	0	0
20	Odisha	996	2704806
21	Punjab	20113	56169
22	Rajasthan	6550	40503
23	Sikkim	0	0
24	Tamil Nadu	21151	546896
25	Telangana	12473	190222
26	Tripura	115	251
27	Uttar Pradesh	8735	28964
28	Uttarakhand	1491	6132
29	West Bengal	19412	3157050
30	Andaman & Nicobar Is.	0	0
31	Chandigarh	5640	23378
32	Dadra & Nagra Haveli	0	0
33	Daman & Diu	0	0
34	Delhi	40031	751618
35	Lakshadweep	0	0
36	Puducherry	516	1196

**An ISO 9001:2015 Certified Company**

Reliance General Insurance Company Limited

Registered & Corporate Office : Reliance Centre, South Wing, 4<sup>th</sup> Floor, Off Western Express Highway, Santacruz (East), Mumbai - 400 055.

Corporate Identity Number (CIN) : U66603MH2000PLC128300. Trade Logo displayed above belongs to Anil Dhirubhai

Ambani Ventures Private Limited and used by Reliance General Insurance Company Limited under License.

Tel : +91 22 4303 1000 | Fax: +91 22 4303 4662 | Website : www.reliancegeneral.co.in

A RELIANCE CAPITAL COMPANY

	<b>Total</b>	<b>469602</b>	<b>20774476</b>
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**RGI Notes:**

1. provided figures for Health includes ( Health, Personal Accident, Domestic Travel and Oversease Trave )
2. Statewise data provided basis IRDAstate
3. IRDA Count i.e. Master Policy Count provided under the head No of Policies Serviced

**d) Data of Number of claim processed**

Outstanding number of claims at the beginning of the year	<b>1,56,301</b>
Number of claim received during the year	<b>13,25,238</b>
Number of claim paid during the year	<b>11,25,705</b>
Number of claim repudiated during the year	<b>86,862</b>
Number of claim outstanding at the end of the year	<b>2,68,972</b>

**RGI Notes:**

1. Provided figures for Health includes ( Health, Personal Accident, Domestic Travel and Oversease Trave )
2. Statewise data provided basis IRDAstate
3. In Data of Number of claim processed provided claim count
4. Provided figures are pertains to Inhouse TPA

**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 Pre-Auth	TAT for Discharge
1	With in <1 Hour	73%	77%	78%
2	With in 1-2 Hours	21%	18%	17%
3	With in 2-6 Hours	4%	3%	5%
4	With in 6-12 Hours	1%	1%	0%
5	With in 12-24 Hours	0%	0%	0%
6	>24 Hours	0%	0%	0%
	Total TAT	100%	100%	100%

**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 months	16228	63%	78376	80%	1089176	100%	1183780
Between 1 - 3 Months	6886	27%	15684	16%	71	0%	22621	2%
Between 3 to 6 months	1692	7%	2294	2%	23	0%	4009	0%
More than 6 months	784	3%	1341	1%	22	0%	2157	0%
<b>Total</b>	<b>25580</b>	<b>100%</b>	<b>97695</b>	<b>100%</b>	<b>1089292</b>	<b>100%</b>	<b>1212567</b>	<b>100%</b>

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

**RGI Notes:**

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1. provided figures for Health includes ( Health, Personal Accident, Domestic Travel and Oversease Trave )
2. Number of Claims contains the total claim count of Claims paid, Closed and Repudiated

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

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	141
3	Grievances resolved during the year	141
4	Grievances outstanding at the end of the year	0



CEO, Reliance General Insurance Company Limited.

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