

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2022

Name of the Insurance Company: Reliance General Insurance

a. Specify whether In – house Claim settlement or Services rendered by TPA: TPA

Name of the TPA: Vipul MedCorp Insurance TPA Pvt. Ltd

Validity of agreement with TPA	
From	To
05/04/2020	04/04/2023

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

Description	Individual	Group	Government
No of policies serviced	0	0	-
No of lives serviced	0	0	-

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

Sl no	Name of State	Name of Districts	No of policies serviced	No of lives serviced
1	-	-	-	-

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio (%)	No. of claims repudiated during the year	Claims repudiation (%)	No. of claims outstanding at the end of the year
Vipul MedCorp	378	140	470	95.9%	18	3%	21

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

Sl no	Description	Individual Policies		Group Policies	
		(in %)		(in %)	
		TAT for pre-auth	TAT for discharge	TAT for pre-auth	TAT for discharge
		**	***	**	***
1	Within <1 Hour	-	-	91%	86%
2	Within 1-2 Hours	-	-	9%	10%
3	Within 2-6 Hours	-	-	0%	2%
4	Within 6-12 Hours	-	-	0%	2%
5	Within 12-24 Hours	-	-	0%	0%
6	>24 Hours	-	-	0%	0%
Total		-	-	100%	100%

* Percentage to be 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 in the hospital)

*** Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA.

f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
within 1 month	-	-	409	84%	-	-	409	84%
Between 1 – 3 Months	-	-	60	12%	-	-	60	12%
Between 3 to 6 Months	-	-	17	3%	-	-	17	3%
More than 6 months	-	-	2	0%	-	-	2	0%
Total	-	-	488	100%	-	-	488	100%

* Percentage shall be calculated on total of respective column.

Processing TAT (TAT Recv-App/DRW/Denied)

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
within 1 month	-	-	484	99%	-	-	484	99%
Between 1 – 3 Months	-	-	4	1%	-	-	4	1%
Between 3 to 6 Months	-	-	0	0%	-	-	0	0%
More than 6 months	-	-	0	0%	-	-	0	0%
Total	-	-	488	100%	-	-	488	100%

* Percentage shall be calculated on total of respective column.

g. Data of grievances received against the TPA:

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

For Vipul MedCorp Insurance TPA Pvt. Ltd



Rajan Subramaniam
CEO