

FORM NO.NL – 48
Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2023
Name of the Insurance Company: Reliance General Insurance Co. Ltd.

a. Validity of the SLA with the TPA			
Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Family Health Plan Insurance TPA Ltd	013	44737	45832

b. Number of policies and lives serviced in respect of which public disclosure is made:				
Description	Individual	Group	Government	Total
No of policies serviced	0	17	0	17
No of lives serviced	0	14,675	0	14,675

c. Geographical Area of services Renderd in respect of which public disclosure is 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	Delhi	NEW DELHI	0	0	2	707	0	0
2	Jharkhand	RANCHI	0	0	1	61	0	0
3	Karnataka	BANGALORE	0	0	5	6,721	0	0
4	Karnataka	BANGALORE RURAL	0	0	1	1,922	0	0
5	Orissa	JAJAPUR *	0	0	1	665	0	0
6	Telangana	HYDERABAD	0	0	2	1,010	0	0
7	West Bengal	KOLKATA	0	0	5	3,586	0	0
8	West Bengal	NORTH TWENTY FOUR PARGANAS	0	0	0	3	0	0
TOTAL			0	0	17	14,675	0	0

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	
Family Health Plan Insurance TPA Ltd	109	1,261	1,045	76%	111	8%	214	Group & Individual
TOTAL	109	1,261	1,045	76%	111	8%	214	TOTAL

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%	72%	56%
2	Within 1-2 Hours	0%	0%	19%	14%
3	Within 2-6 Hours	0%	0%	8%	5%
4	Within 6-12 Hours	0%	0%	0%	1%
5	Within 12-24 Hours	0%	0%	1%	13%
6	>24 Hours	0%	0%	0%	11%
Total		0%	0%	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	0	0%	968	84%	0	0%	968	84%
Between 1-3 Months	0	0%	159	14%	0	0%	159	14%
Between 3-6 Months	0	0%	13	1%	0	0%	13	1%
More than 6 Months	0	0%	16	1%	0	0%	16	1%
Total	0	0%	1156	100%	0	0%	1156	100%

*Percentage shall be calculated on total of respective column

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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Place : Hyderabad
Date: 26-Apr-23

Place : Mumbai
Date: 30th June'23

  Medha Sandeep Ghugre Chief Administrative Officer
Name of the TPA: Family Health Plan Limited

Signature of CEO/Whole Time Director Name of the Insurer: Reliance General Insurance Company Limited
