

**Public Disclosures on quantitative and qualitative Parameters of Health services rendered**  
Information as at 31/03/2021

	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
a. <b>Name of TPA</b> Family Health Plan Insurance TPA Ltd	013	1-Jan-20	31-Dec-22

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

Description	Individual	Group	Government	Total
No of policies serviced	16,268	8,004	0	24,272
No of lives serviced	32,912	2,97,621	0	3,30,533

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	Andaman & Nicobar Is	ANDAMANS	0	0	1	7	0	0
2	Andhra Pradesh	ANANTAPUR	2	2	6	140	0	0
3	Andhra Pradesh	CHITTOOR	0	0	14	3696	0	0
4	Andhra Pradesh	CUDDAPAH	1	4	5	43	0	0
5	Andhra Pradesh	EAST GODAVARI	0	0	19	470	0	0
6	Andhra Pradesh	GUNTUR	0	0	33	414	0	0
7	Andhra Pradesh	HYDERABAD	0	0	1	305	0	0
8	Andhra Pradesh	KRISHNA	0	0	47	540	0	0
9	Andhra Pradesh	KURNOOL	0	0	9	65	0	0
10	Andhra Pradesh	NELLORE	0	0	17	152	0	0
11	Andhra Pradesh	PRAKASAM	1	4	7	56	0	0
12	Andhra Pradesh	SRIKAKULAM	0	0	2	21	0	0
13	Andhra Pradesh	VISAKHAPATNAM	2	6	47	511	0	0
14	Andhra Pradesh	VIZIANAGARAM	0	0	1	8	0	0
15	Andhra Pradesh	WEST GODAVARI	2	6	12	127	0	0
16	Assam	BONGAIGAON	0	0	1	7	0	0
17	Assam	CACHAR	0	0	3	27	0	0
18	Assam	DARRANG	0	0	1	12	0	0
19	Assam	DHEMAJI	0	0	3	19	0	0
20	Assam	DIBRUGARH	0	0	2	14	0	0
21	Assam	JORHAT	1	1	1	7	0	0
22	Assam	KAMRUP	3	8	23	378	0	0
23	Assam	NAGAON	1	1	0	0	0	0
24	Assam	SIBSAGAR	0	0	1	8	0	0
25	Assam	TINSUKIA	0	0	1	8	0	0
26	Bihar	ARARIA	2	2	0	0	0	0
27	Bihar	AURANGABAD	0	0	4	33	0	0
28	Bihar	BEGUSARAI	0	0	1	7	0	0
29	Bihar	BHAGALPUR	0	0	1	7	0	0
30	Bihar	DARBHANGA	1	4	0	0	0	0
31	Bihar	GAYA	0	0	7	57	0	0
32	Bihar	KATIHAR	0	0	1	12	0	0
33	Bihar	KISHANGANJ	0	0	1	8	0	0
34	Bihar	MADHEPURA	1	2	0	0	0	0
35	Bihar	MADHUBANI	0	0	1	7	0	0
36	Bihar	MUZAFFARPUR	0	0	9	80	0	0
37	Bihar	NALANDA	0	0	1	8	0	0
38	Bihar	PATNA	6	11	41	1071	0	0
39	Bihar	PURNIA	0	0	2	18	0	0
40	Bihar	ROHTAS	0	0	1	7	0	0
41	Bihar	SAMASTIPUR	1	4	0	0	0	0
42	Bihar	SARAN	2	6	0	0	0	0
43	Bihar	SITAMARHI	2	2	0	0	0	0
44	Bihar	VAISHALI	1	1	2	10	0	0
45	Chandigarh	CHANDIGARH	1	2	39	3203	0	0
46	Chhattisgarh	BASTAR	0	0	2	13	0	0
47	Chhattisgarh	BILASPUR	0	0	2	895	0	0
48	Chhattisgarh	DURG	0	0	6	204	0	0
49	Chhattisgarh	KORBA	2	2	1	7	0	0
50	Chhattisgarh	RAIGARH	0	0	5	40	0	0
51	Chhattisgarh	RAIPUR	0	0	65	1298	0	0
52	Chhattisgarh	RAJNANDGAON	0	0	3	21	0	0
53	Chhattisgarh	SURGUJA	0	0	3	22	0	0

54	Dadra & Nagar Haveli	DADRA & NAGAR HAVELI	0	0	14	240	0	0
55	Daman & Diu	DAMAN	0	0	9	458	0	0
56	Delhi	CENTRAL	0	0	4	39	0	0
57	Delhi	EAST	1	1	0	0	0	0
58	Delhi	NEW DELHI	87	167	404	6184	0	0
59	Delhi	NORTH EAST	0	0	1	0	0	0
60	Delhi	NORTH WEST	0	0	7	102	0	0
61	Delhi	SOUTH	0	0	1	34	0	0
62	Delhi	WEST	1	2	2	14	0	0
63	Goa	NORTH GOA	0	0	7	1450	0	0
64	Goa	SOUTH GOA	1	4	4	92	0	0
65	Gujarat	AHMADABAD	11	28	212	5296	0	0
66	Gujarat	AMRELI	0	0	4	25	0	0
67	Gujarat	ANAND	0	0	1	7	0	0
68	Gujarat	BANAS KANTHA	0	0	3	23	0	0
69	Gujarat	BHARUCH	1	3	25	380	0	0
70	Gujarat	BHAVNAGAR	1	2	10	89	0	0
71	Gujarat	DADRA & NAGAR HAVELI	2	2	0	0	0	0
72	Gujarat	GANDHINAGAR	3	8	11	132	0	0
73	Gujarat	JAMNAGAR	0	0	8	53	0	0
74	Gujarat	JUNAGADH	0	0	9	72	0	0
75	Gujarat	KACHCHH	0	0	55	2453	0	0
76	Gujarat	KHEDA	0	0	3	46	0	0
77	Gujarat	MAHESANA	4	11	17	317	0	0
78	Gujarat	NAVSARI	0	0	2	0	0	0
79	Gujarat	PANCH MAHALS	0	0	3	21	0	0
80	Gujarat	RAJKOT	0	0	108	1707	0	0
81	Gujarat	SURAT	14	38	161	2856	0	0
82	Gujarat	SURENDRANAGAR	0	0	6	85	0	0
83	Gujarat	TAPI	0	0	2	2	0	0
84	Gujarat	VADODARA	13	24	107	1708	0	0
85	Gujarat	VALSAD	2	4	30	850	0	0
86	Haryana	AMBALA	0	0	15	211	0	0
87	Haryana	BHIWANI	0	0	10	85	0	0
88	Haryana	FARIDABAD	10	21	159	3647	0	0
89	Haryana	GURGAON	15	22	124	37922	0	0
90	Haryana	HISAR	4	5	10	170	0	0
91	Haryana	JHAJJAR	0	0	3	32	0	0
92	Haryana	JIND	0	0	12	97	0	0
93	Haryana	KAITHAL	0	0	6	79	0	0
94	Haryana	KARNAL	3	6	6	63	0	0
95	Haryana	KURUKSHETRA	0	0	7	91	0	0
96	Haryana	MAHENDRAGARH	0	0	8	170	0	0
97	Haryana	PANCHKULA	3	3	3	34	0	0
98	Haryana	PANIPAT	0	0	27	323	0	0
99	Haryana	REWARI	1	2	7	284	0	0
100	Haryana	ROHTAK	1	3	12	145	0	0
101	Haryana	SIRSA	0	0	1	7	0	0
102	Haryana	SONIPAT	1	3	44	630	0	0
103	Haryana	YAMUNANAGAR	2	6	14	125	0	0
104	Himachal Pradesh	HAMIRPUR	1	1	1	10	0	0
105	Himachal Pradesh	KANGRA	2	3	4	83	0	0
106	Himachal Pradesh	SIRMAUR	0	0	1	18	0	0
107	Himachal Pradesh	SOLAN	1	1	18	225	0	0
108	Himachal Pradesh	UNA	0	0	2	31	0	0
109	Jammu & Kashmir	JAMMU	0	0	4	28	0	0
110	Jammu & Kashmir	KATHUA	0	0	2	35	0	0
111	Jammu & Kashmir	UDHAMPUR	0	0	1	9	0	0
112	Jharkhand	BOKARO	3	6	0	0	0	0
113	Jharkhand	DEOGHAR	0	0	2	29	0	0
114	Jharkhand	DHANBAD	2	2	6	131	0	0
115	Jharkhand	DUMKA	0	0	1	8	0	0
116	Jharkhand	GIRIDIH	0	0	3	23	0	0
117	Jharkhand	GUMLA	0	0	1	7	0	0
118	Jharkhand	HAZARIBAG	0	0	2	14	0	0
119	Jharkhand	KODARMA	1	4	0	0	0	0
120	Jharkhand	PASHCHIMI SINGHBHUM	0	0	2	20	0	0
121	Jharkhand	PURBI SINGHBHUM	0	0	1	19	0	0
122	Jharkhand	RAMGARH	0	0	5	30	0	0
123	Jharkhand	RANCHI	4	7	32	336	0	0
124	Karnataka	BAGALKOT	0	0	1	7	0	0
125	Karnataka	BANGALORE	83	143	478	29639	0	0
126	Karnataka	BANGALORE RURAL	0	0	13	178	0	0
127	Karnataka	BELGAUM	3	11	28	289	0	0
128	Karnataka	BELLARY	1	3	22	342	0	0
129	Karnataka	BIJAPUR	0	0	10	79	0	0
130	Karnataka	Chikkaballapur	0	0	3	22	0	0
131	Karnataka	CHIKMAGALUR	0	0	1	7	0	0
132	Karnataka	CHITRADURGA	0	0	2	17	0	0
133	Karnataka	DAKSHINA KANNADA	3	5	30	478	0	0
134	Karnataka	DAVANAGERE	0	0	1	10	0	0
135	Karnataka	DHARWAD	2	3	22	196	0	0
136	Karnataka	GULBARGA	0	0	6	55	0	0
137	Karnataka	HASSAN	0	0	2	23	0	0
138	Karnataka	KOLAR	2	2	3	34	0	0
139	Karnataka	MANDYA	2	2	2	24	0	0
140	Karnataka	MYSORE	8	19	11	91	0	0
141	Karnataka	RAICHUR	0	0	2	36	0	0
142	Karnataka	SHIMOGA	1	4	18	145	0	0
143	Karnataka	TUMKUR	2	4	10	594	0	0

144	Kerala	ALAPPUZHA	0	0	3	28	0	0
145	Kerala	ERNAKULAM	2	7	41	841	0	0
146	Kerala	IDUKKI	0	0	2	17	0	0
147	Kerala	KANNUR	0	0	4	56	0	0
148	Kerala	KOLLAM	0	0	5	161	0	0
149	Kerala	KOTTAYAM	0	0	4	94	0	0
150	Kerala	KOZHIKODE	0	0	11	147	0	0
151	Kerala	MALAPPURAM	9	24	5	141	0	0
152	Kerala	PALAKKAD	0	0	3	39	0	0
153	Kerala	PATHANAMTHITTA	0	0	3	27	0	0
154	Kerala	THIRUVANANTHAPURAM	4	9	31	652	0	0
155	Kerala	THRISSUR	0	0	11	90	0	0
156	Kerala	WAYANAD	0	0	1	10	0	0
157	Madhya Pradesh	BETUL	4	4	1	7	0	0
158	Madhya Pradesh	BHIND	0	0	1	11	0	0
159	Madhya Pradesh	BHOPAL	2	3	46	467	0	0
160	Madhya Pradesh	CHHINDWARA	0	0	2	50	0	0
161	Madhya Pradesh	DATIA	0	0	1	8	0	0
162	Madhya Pradesh	DEWAS	0	0	9	92	0	0
163	Madhya Pradesh	DHAR	1	4	6	54	0	0
164	Madhya Pradesh	EAST NIMAR	0	0	5	40	0	0
165	Madhya Pradesh	GUNA	0	0	2	19	0	0
166	Madhya Pradesh	GWALIOR	1	4	16	137	0	0
167	Madhya Pradesh	HARDA	0	0	2	15	0	0
168	Madhya Pradesh	INDORE	5	10	135	3292	0	0
169	Madhya Pradesh	JABALPUR	2	5	10	70	0	0
170	Madhya Pradesh	JHABUA	0	0	2	49	0	0
171	Madhya Pradesh	MANDSAUR	0	0	1	9	0	0
172	Madhya Pradesh	PANNA	0	0	1	16	0	0
173	Madhya Pradesh	RAISEN	0	0	1	7	0	0
174	Madhya Pradesh	RAJGARH	0	0	2	18	0	0
175	Madhya Pradesh	RATLAM	1	3	4	30	0	0
176	Madhya Pradesh	REWA	0	0	2	42	0	0
177	Madhya Pradesh	SAGAR	0	0	2	115	0	0
178	Madhya Pradesh	SATNA	0	0	2	21	0	0
179	Madhya Pradesh	SEHORE	0	0	4	50	0	0
180	Madhya Pradesh	SHAHDOL	0	0	1	7	0	0
181	Madhya Pradesh	SINGROLI	0	0	1	10	0	0
182	Madhya Pradesh	TIKAMGARH	0	0	1	8	0	0
183	Madhya Pradesh	UJJAIN	0	0	5	46	0	0
184	Madhya Pradesh	VIDISHA	0	0	3	21	0	0
185	Madhya Pradesh	WEST NIMAR	0	0	2	14	0	0
186	Maharashtra	AHMADNAGAR	6	14	14	333	0	0
187	Maharashtra	AKOLA	0	0	3	33	0	0
188	Maharashtra	AMRAVATI	0	0	1	9	0	0
189	Maharashtra	AURANGABAD	2	5	9	185	0	0
190	Maharashtra	BHANDARA	0	0	1	146	0	0
191	Maharashtra	BULDANA	0	0	2	14	0	0
192	Maharashtra	CHANDRAPUR	1	1	5	45	0	0
193	Maharashtra	DHULE	0	0	9	171	0	0
194	Maharashtra	GADCHIROLI	0	0	1	7	0	0
195	Maharashtra	JALGAON	3	4	11	157	0	0
196	Maharashtra	JALNA	0	0	1	21	0	0
197	Maharashtra	KOLHAPUR	3	5	21	240	0	0
198	Maharashtra	LATUR	1	1	1	10	0	0
199	Maharashtra	MUMBAI	21	39	775	47560	0	0
200	Maharashtra	MUMBAI (SUBURBAN)	35	57	10	196	0	0
201	Maharashtra	NAGPUR	4	4	54	862	0	0
202	Maharashtra	NANDED	0	0	14	216	0	0
203	Maharashtra	NASHIK	5	9	53	1136	0	0
204	Maharashtra	OSMANABAD	0	0	3	88	0	0
205	Maharashtra	PARBHANI	0	0	1	40	0	0
206	Maharashtra	PUNE	34	73	586	21976	0	0
207	Maharashtra	RAIGARH	1	4	3	149	0	0
208	Maharashtra	RATNAGIRI	1	3	0	0	0	0
209	Maharashtra	SANGLI	2	4	16	412	0	0
210	Maharashtra	SATARA	0	0	13	209	0	0
211	Maharashtra	SINDHUDURG	1	1	0	0	0	0
212	Maharashtra	SOLAPUR	4	9	10	181	0	0
213	Maharashtra	THANE	27	49	428	15532	0	0
214	Maharashtra	YAVATMAL	0	0	1	11	0	0
215	Manipur	IMPHAL EAST	0	0	1	16	0	0
216	Manipur	IMPHAL WEST	0	0	3	50	0	0
217	Manipur	TAMENGLONG	0	0	1	8	0	0
218	Meghalaya	EAST KHASI HILLS	1	2	0	0	0	0
219	Nagaland	Kohima	0	0	2	17	0	0
220	Not Available	Not Available	15521	31457	0	0	0	0
221	Orissa	ANUGUL	0	0	1	0	0	0
222	Orissa	BALESHWAR	0	0	2	58	0	0
223	Orissa	Bhubaneshwar	0	0	46	482	0	0
224	Orissa	CUTTACK	0	0	6	55	0	0
225	Orissa	DHENKANAL	0	0	1	12	0	0
226	Orissa	GANJAM	0	0	7	87	0	0
227	Orissa	JAAPUR	1	3	0	0	0	0
228	Orissa	KENDUJHAR	0	0	4	60	0	0
229	Orissa	KHORDHA	1	1	2	21	0	0
230	Orissa	KORAPUT	0	0	1	7	0	0
231	Orissa	MAYURBHANJ	0	0	2	30	0	0
232	Orissa	NABARANGAPUR	2	4	0	0	0	0
233	Orissa	RAYAGADA	1	1	0	0	0	0
234	Orissa	SAMBALPUR	0	0	5	89	0	0
235	Orissa	SUNDARGARH	1	2	6	83	0	0

236	Pondicherry	PONDICHERRY	0	0	9	175	0	0
237	Punjab	AMRITSAR	4	4	4	37	0	0
238	Punjab	BATHINDA	0	0	7	64	0	0
239	Punjab	FARIDKOT	1	1	0	0	0	0
240	Punjab	GURDASPUR	1	1	5	46	0	0
241	Punjab	HOSHIARPUR	4	10	1	12	0	0
242	Punjab	JALANDHAR	0	0	10	86	0	0
243	Punjab	KAPURTHALA	1	5	4	69	0	0
244	Punjab	LUDHIANA	7	13	101	1552	0	0
245	Punjab	MANSA	0	0	1	7	0	0
246	Punjab	MOGA	0	0	1	27	0	0
247	Punjab	NAWANSHAHR	1	4	4	66	0	0
248	Punjab	PATIALA	0	0	7	135	0	0
249	Punjab	RUPNAGAR	1	2	13	162	0	0
250	Punjab	SANGRUR	0	0	7	72	0	0
251	Punjab	SAS NAGAR (MOHALI)	0	0	13	1397	0	0
252	Rajasthan	AJMER	0	0	28	616	0	0
253	Rajasthan	ALWAR	5	7	15	334	0	0
254	Rajasthan	BARMER	0	0	1	10	0	0
255	Rajasthan	BHARATPUR	0	0	2	14	0	0
256	Rajasthan	BHILWARA	0	0	11	110	0	0
257	Rajasthan	BIKANER	0	0	7	64	0	0
258	Rajasthan	BUNDI	0	0	1	11	0	0
259	Rajasthan	CHITTAURGARH	0	0	2	15	0	0
260	Rajasthan	CHURU	0	0	1	7	0	0
261	Rajasthan	DUNGARPUR	0	0	1	12	0	0
262	Rajasthan	GANGANAGAR	1	1	5	57	0	0
263	Rajasthan	JAIPUR	11	29	115	2293	0	0
264	Rajasthan	JALOR	0	0	1	13	0	0
265	Rajasthan	JODHPUR	0	0	20	189	0	0
266	Rajasthan	KOTA	3	4	4	48	0	0
267	Rajasthan	NAGOUR	0	0	8	66	0	0
268	Rajasthan	SAWAI MADHOPUR	0	0	1	28	0	0
269	Rajasthan	SIKAR	0	0	3	32	0	0
270	Rajasthan	SIROHI	0	0	1	7	0	0
271	Rajasthan	UDAIPUR	0	0	5	61	0	0
272	Sikkim	EAST	1	1	0	0	0	0
273	Sikkim	WEST	0	0	4	32	0	0
274	Tamil Nadu	CHENNAI	21	40	350	7622	0	0
275	Tamil Nadu	COIMBATORE	4	6	150	2041	0	0
276	Tamil Nadu	CUDDALORE	0	0	6	61	0	0
277	Tamil Nadu	DHARMAPURI	1	1	3	45	0	0
278	Tamil Nadu	DINDIGUL	0	0	6	55	0	0
279	Tamil Nadu	ERODE	0	0	35	375	0	0
280	Tamil Nadu	KANCHEEPURAM	1	2	3	25	0	0
281	Tamil Nadu	KANNIYAKUMARI	0	0	2	81	0	0
282	Tamil Nadu	KARUR	0	0	1	7	0	0
283	Tamil Nadu	krishnagiri	0	0	14	244	0	0
284	Tamil Nadu	MADURAI	0	0	19	337	0	0
285	Tamil Nadu	NAMAKKAL	1	2	3	21	0	0
286	Tamil Nadu	PUDUKKOTTAI	0	0	5	76	0	0
287	Tamil Nadu	RAMANATHAPURAM	0	0	2	16	0	0
288	Tamil Nadu	SALEM	0	0	28	219	0	0
289	Tamil Nadu	SIVAGANGA	0	0	2	63	0	0
290	Tamil Nadu	THANJAVUR	0	0	6	43	0	0
291	Tamil Nadu	THENI	0	0	2	14	0	0
292	Tamil Nadu	THIRUVALLUR	0	0	58	842	0	0
293	Tamil Nadu	THIRUVARUR	0	0	1	7	0	0
294	Tamil Nadu	THOOTHUKKUDI	0	0	1	7	0	0
295	Tamil Nadu	TIRUCHIRAPPALLI	0	0	17	150	0	0
296	Tamil Nadu	TIRUNELVELI	0	0	7	92	0	0
297	Tamil Nadu	TIRUPUR	1	1	9	65	0	0
298	Tamil Nadu	TIRUVANNAMALAI	0	0	1	7	0	0
299	Tamil Nadu	VELLORE	0	0	7	62	0	0
300	Tamil Nadu	VILUPPURAM	0	0	3	23	0	0
301	Tamil Nadu	VIRUDHUNAGAR	0	0	6	33	0	0
302	Telangana	ADILABAD	1	4	1	7	0	0
303	Telangana	HYDERABAD	38	64	427	38494	0	0
304	Telangana	KARIMNAGAR	1	2	3	29	0	0
305	Telangana	KHAMMAM	0	0	4	41	0	0
306	Telangana	MAHBUBNAGAR	0	0	5	48	0	0
307	Telangana	MEDAK	1	2	23	481	0	0
308	Telangana	NALGONDA	0	0	6	58	0	0
309	Telangana	NIZAMABAD	1	1	1	7	0	0
310	Telangana	RANGAREDDI	3	3	34	1524	0	0
311	Telangana	WARANGAL	2	5	7	102	0	0
312	Tripura	WEST TRIPURA	0	0	1	9	0	0

313	Uttar Pradesh	AGRA	3	3	15	116	0	0
314	Uttar Pradesh	ALIGARH	0	0	6	75	0	0
315	Uttar Pradesh	ALLAHABAD	2	6	9	345	0	0
316	Uttar Pradesh	BAHRAICH	1	2	0	0	0	0
317	Uttar Pradesh	BALRAMPUR	1	2	0	0	0	0
318	Uttar Pradesh	BARABANKI	0	0	1	7	0	0
319	Uttar Pradesh	BUDAUN	0	0	1	7	0	0
320	Uttar Pradesh	BULANDSHAHR	0	0	3	21	0	0
321	Uttar Pradesh	CHANDAULI	0	0	2	15	0	0
322	Uttar Pradesh	ETAH	0	0	1	7	0	0
323	Uttar Pradesh	FAIZABAD	0	0	1	30	0	0
324	Uttar Pradesh	FIROZABAD	0	0	1	11	0	0
325	Uttar Pradesh	GAUTAM BUDDHA NAGAR	8	19	21	790	0	0
326	Uttar Pradesh	GHAZIABAD	22	56	181	3048	0	0
327	Uttar Pradesh	GONDA	0	0	2	14	0	0
328	Uttar Pradesh	GORAKHPUR	1	4	4	30	0	0
329	Uttar Pradesh	JAUNPUR	1	2	2	56	0	0
330	Uttar Pradesh	JHANSI	0	0	1	11	0	0
331	Uttar Pradesh	KANPUR NAGAR	2	2	15	126	0	0
332	Uttar Pradesh	KAUSHAMBI	0	0	1	7	0	0
333	Uttar Pradesh	KUSHINAGAR	0	0	2	19	0	0
334	Uttar Pradesh	LUCKNOW	7	15	42	587	0	0
335	Uttar Pradesh	MAHARAJGANJ	0	0	2	14	0	0
336	Uttar Pradesh	MAINPURI	0	0	1	10	0	0
337	Uttar Pradesh	Mathura	1	3	5	48	0	0
338	Uttar Pradesh	MAU	0	0	2	29	0	0
339	Uttar Pradesh	MEERUT	3	3	13	110	0	0
340	Uttar Pradesh	MIRZAPUR	0	0	1	7	0	0
341	Uttar Pradesh	MORADABAD	0	0	19	218	0	0
342	Uttar Pradesh	PILIBHIT	1	1	3	21	0	0
343	Uttar Pradesh	PRATAPGARH	0	0	1	7	0	0
344	Uttar Pradesh	RAE BARELI	0	0	13	123	0	0
345	Uttar Pradesh	SAHARANPUR	2	10	3	28	0	0
346	Uttar Pradesh	SHAHJAHANPUR	0	0	1	8	0	0
347	Uttar Pradesh	SHRAWASTI	1	4	0	0	0	0
348	Uttar Pradesh	SIDDHARTH NAGAR	0	0	1	7	0	0
349	Uttar Pradesh	UNNAO	0	0	3	21	0	0
350	Uttar Pradesh	VARANASI	1	1	12	93	0	0
351	UTTARAKHAND	BAGESHWAR	1	3	0	0	0	0
352	UTTARAKHAND	CHAMPAWAT	1	3	0	0	0	0
353	UTTARAKHAND	DEHRADUN	1	1	8	60	0	0
354	UTTARAKHAND	HARDWAR	1	3	10	164	0	0
355	UTTARAKHAND	NAINITAL	3	4	1	8	0	0
356	UTTARAKHAND	RUDRAPRAYAG	0	0	1	36	0	0
357	UTTARAKHAND	UDHAM SINGH NAGAR	0	0	1	0	0	0
358	West Bengal	BANKURA	0	0	2	17	0	0
359	West Bengal	BARDDHAMAN	0	0	1	42	0	0
360	West Bengal	BIRBHUM	0	0	4	33	0	0
361	West Bengal	DARJILING	2	4	21	338	0	0
362	West Bengal	Hooghly	5	9	21	213	0	0
363	West Bengal	Howrah	3	6	38	454	0	0
364	West Bengal	JALPAIGURI	0	0	11	117	0	0
365	West Bengal	KOCH BIHAR	0	0	2	14	0	0
366	West Bengal	KOLKATA	25	38	261	13345	0	0
367	West Bengal	MALDAH	1	1	5	36	0	0
368	West Bengal	MEDINIPUR	0	0	28	291	0	0
369	West Bengal	MURSHIDABAD	0	0	13	97	0	0
370	West Bengal	NADIA	1	3	9	58	0	0
371	West Bengal	NORTH TWENTY FOUR	5	10	53	556	0	0
372	West Bengal	SOUTH TWENTY FOUR	1	1	5	40	0	0
<b>TOTAL</b>			<b>16,268</b>	<b>32,912</b>	<b>8,004</b>	<b>2,97,621</b>	<b>0</b>	<b>0</b>

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	1,102	8,786	7,115	72%	1,241	13%	1,532

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	53%	52%	55%	44%
2	Within 1-2 Hours	27%	34%	29%	36%
3	Within 2-6 Hours	18%	13%	14%	19%
4	Within 6-12 Hours	0%	0%	1%	0%
5	Within 12-24 Hours	2%	0%	2%	1%
6	>24 Hours	0%	0%	0%	0%
<b>Total</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*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 clams:

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	668	70%	5777	94%	0	0%	6445	91%
Between 1-3 Mont	141	15%	358	6%	0	0%	499	7%
Between 3-6 Mont	27	3%	19	0%	0	0%	46	1%
More than 6 Mont	119	12%	6	0%	0	0%	125	2%
<b>Total</b>	<b>955</b>	<b>100%</b>	<b>6160</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>7115</b>	<b>100%</b>

\*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	12
3	Grievances resolved during the year	11
4	Grievances outstanding at the end of the year	1




G. Bharathamma  
Chief Executive Officer

Sanjeev S.  
MD & CEO  
Bharti AXA General Insurance Company Limited