

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

Name of the Insurance Company: Bharti AXA General Insurance Company Limited

Name of TPA	Validity of Agreement	Valid From DD/MM/YYYY	To DD/MM/YYYY
Health India Insurance TPA Services Pvt Ltd.		01-01-2017	31-12-2019

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

Description	Individual	Group	Government
No of policies serviced	0	353	0
No of lives serviced	0	81511	0

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

Head Office/Registered Office/Branch Offices				
S.No	District	Address	State	Contact
1	Mumbai (Suburban) and Mumbai	Neelkanth Corporate IT Park ,4th floor, 406 to 413 , Kirol road, Vidyavihar (w), Mumbai-400086.	Maharashtra	8450922018
2	Ahmadabad	Office No. 606, 6th Floor, Sheth Corporate Tower, Nagari Hospital to Gujarat College Road, Opp Gujarat College, Ellis Bridge, Ahmedabad – 380006.	Gujarat	7208978369/9910190528
3	Banglore	A2, SPL Habitat, 2nd floor, No.138, Gangadhar Chetty Rd, Nr. Ulsoor Lake Gurudwara, Ulsoor, Bangalore- 560042	Karnataka	9844911118/9632112140
4	Chennai	JVL PLAZA 5TH FLOOR, No 626 Anna Salai, Teynampet, CHENNAI 600 018	Tamil Nadu	9884247903 / 044 48655011
5	Ernakulam	66/1976, 1st Floor, Rubiyam Bldg, Near Veeekshanam Press, Arangath Road, Cochin-682018	Kerala	9846898790
6	Gurgaon	PLOT NO – 312 ,2ND FLOOR, PHASE 2, UDYOG VIHAR-OPPOSITE TO ICICI BANK UDYOG VIHAR, GURUGRAM, HARYANA -122016	Haryana	9811422811 / 7738833646
7	Unnao	D.No 7-1-28/9A, Sai Towers, 1st floor, Nr. Lal Bunglow, Opp. Lane Indo-US Super speciality Hospital, Dharam, Karem Road, Ameerpet, Hyderabad - 500016	Andhra Pradesh	7400084825/9136101809
8	Kolkata	1G, Sukh Sagar , 1st Floor, 2/5 Sarat Bose Road, Kolkata 700 020	West Bengal	8240546636/9830749216
9	Kolhapur	CS, 2903, Deeplaxmi Apartment, mahadwar road, Kolhapur-416012	Maharashtra	8956558956
10	Lucknow	2nd Floor, Deekay Tower, B-3/10, Vibhuti Khand, Gomti Nagar, Opposite Roadways Workshop, Lucknow - 226 010	Uttar Pradesh	7007673036/7525981888
11	Nagpur	Flat No.301, Third Floor, Meera Apartments, HDFC Bank Building, opp: Yashwant Stadium, Dhantoli, Nagpur-440012	Maharashtra	7498487220
12	Pune	Office No.32&33, Sangam Commercial Complex Phase II 46, Dr Ambedkar Road, Sangam Bridge, Pune-411001	Maharashtra	7738899947 / 7400431522
13	Surat	506 , 507 & 508 Titanium Square, Opp. Income Tax Office , Adajan Gam Char Rasta, Adajan , Surat – 395009	Gujarat	9909143052 / 9427112554 / 7208978361
14	Solapur	319, Second Floor, Above Megatech Computer System & Services, Near Laxmi Co-op Bank Head Office, Deshmukh Wada, South Kasaba, Solapur 413007	Maharashtra	9112201022
15	Madurai	NO-27, 1ST FLOOR, OLD AGRAHARM, CHOCKKIKULAM, MADURAI -625002	Tamil Nadu	9894675537
16	Jaipur	B-1, 1st Floor, 56, Malsisar Apartment, Hawa Sarak, Civil Lines, Opposite Hilton Hotel , Jaipur -302006.	Rajasthan	7742532303 / 8104242716
17	Nashik	Shop No. 2 , Second Floor, Silver Plaza, Opp. BSNL Office ,Canada Corner, Sharnpur Road , Nashik- 422002	Maharashtra	7776862524
18	Vadodara	152/153, B TOWER, ATLANTIC K-10, BEHIND VODAFONE OFFICE, NR. GENDA CIRCLE, ALKAPURI, VADODARA 390007	Gujarat	7208978373
19	Murshidabad	S.NO 218 Radhaswami Colony, Jatwada Road , Harsool, Aurangabad -431001	Maharashtra	9112201024
20	Patna	Maitri Apartment, Flat No-203, 2nd Floor, In front of Ashiyana Nursing Home, Ashiyana Digha Road ,Patna-800014	Bihar	7562887161
21	Bhopal	Office No. 8, 131/15, 2nd floor, Soma Tower, MP Nagar Zone 2, Bhopal Pin – 462011	Madhya Pradesh	9806188734/8770746568

22	Indore	Sarthak Galaxy, Opposite to Rau Railway Station, By Pass Circle, Rau - Pithampur Road, Rau, Indore, Madhya Pradesh 453331	Madhya Pradesh	9752825573
23	Dehradun	Flat No. 204, 1st Floor, Afjal building, Paras Nagar, Sec - 1, Devendra Nagar, Raipur-492001	Chattisgarh	9340490136
24	Valsad	308, 3rd Floor, Trade Centre, Opp. Adina Palace, Station Road, Valsad-396001	Gujarat	9376229867
25	sundargarh	EL-130 Basanti colony, Rourkela, Odisha 769012	Odisha	7008873570
26	Rajkot	2nd Floor, Malay Trade Centre, Opp:- Jeevan Commercial Bank, Dheber Road One-Way, Rajkot-360001	Gujarat	9737582955
27	Jalgaon	VISHWAGAURAV APPARTMENT, BLOCK NO.2, GROUND FLOOR, NEAR KANTAI NETRALAYA, NIMKHEDI ROAD, JALGAON-425001.	Maharashtra	9420068176 / 9112201025
28	Satara	GANGA NIVAS, 23 BHAWANI PETH, SATARA-415002	Maharashtra	9112201023
29	Chandigarh	S.C.O-186, 1ST Floor, Sector 38-C, D, Chandigarh 160036	Chandigarh	8168082220

d. Data of number of claims processed:

- i. Outstanding number of claims at the beginning of the year:- 442
- ii. Number of claims received during the year:-4673
- iii. Number of claims paid during the year:- 4066
- iv. Number of Claims repudiated during the year:- 747
- v. Number of claims outstanding at the end of the year:- 302

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%	62%	48%
2	Within 1-2 Hours	0%	0%	21%	25%
3	Within 2-6 Hours	0%	0%	11%	22%
4	Within 6-12 Hours	0%	0%	1%	2%
5	Within 12-24 Hours	0%	0%	2%	1%
6	>24 Hours	0%	0%	4%	1%
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%	5281	80%	0	0%	5281	80%
Between 1-3 Months	0	0%	1062	16%	0	0%	1062	16%
Between 3-6 Months	0	0%	201	3%	0	0%	201	3%
More than 6 Months	0	0%	76	1%	0	0%	76	1%
Total	0	0%	6620	100%	0	0%	6620	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	10
3	Grievances resolved during the year	10
4	Grievances outstanding at the end of the year	0

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