

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

a. TPA Name: Heritage Health Insurance TPA Private Limited

Validity of Agreement from 21/03/2020 to 20/03/2023

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

Description	Individual	Group	Government
Number of policies serviced	0	2	0
Number of lives serviced	0	474	0

c. Information with regards to the geographical area in which services are rendered by the TPA (States names-District names shall be provided) in respect of which public disclosures are made: Refer Annexure 1

d. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year:1

ii. Number of claims received during the year:15

iii. Number of claims paid during the year: 15

iv. Number of Claims repudiated during the year: 1

v. Number of claims outstanding at the end of the year:0

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 Discharge	TAT for Pre-auth	TAT for Discharge
1	Within <1 hour	0%	0%	60%	70%
2	Within 1-2 hours	0%	0%	0%	20%
3	Within 2-6 hours	0%	0%	10%	10%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	30%	0%
Total		0%	0%	100%	100%

\*Percentage is 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 to the hospitals.

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

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	0	0	15	94%	0	0	15	94%
Between 1- 3 Months	0	0	1	6%	0	0	1	6%
Between 3- 6 Months	0	0	0	0%	0	0	0	0%
More than 6 months	0	0	0	0%	0	0	0	0%
Total	0	0	16	100%	0	0	16	100%


\* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

S no	Description	Number of Grievances
1	Grievances Outstanding at 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:

Date:

 Digitally signed by  
Date:

Designation MD & CEO

Bharti AXA General Insurance Company Limited

## Annexure :1

Head Office				
S.No	District	Address	State	Contact
1	Kolkata	Nicco House, 5th Floor, 2, Hare Street, Kolkata -700 001	West Bengal	Telephone Number: 033-40145100; 22487179/81, Fax Number: 033- 22310287 / 22310285

Registered Office				
S.No	District	Address	State	Contact
1	Kolkata	Mcleod House, 3 Netaji Subhas Road, Kolkata – 700 001	West Bengal	Telephone Number: (033) 2248 2411 Fax Number (033) 2248 0482

Branch Offices				
S.No	District	Address	State	Contact
1	Kolkata	Nicco House, 3rd Floor, 2, Hare Street, Kolkata -700 001	West Bengal	Telephone Number: 033-40557600 Fax Number: 033-40557660
2	Kolkata	Mallik House, 2nd Floor, 7, Hare Street, Kolkata -700 001	West Bengal	Telephone Number: 033-40145200 Fax Number: 033-40145202
3	Bhubaneswar	OCHC Complex, 1st Floor, South Block, Near Ram Mandir Janpath, Unit-III, Kharavela Nagar, Bhubaneswar-751001	Orissa	Telephone Number: 0674-2393107 , Fax Number: 0674-2393107
4	Guwahati	Maniram Dewan Lane, House No.: 2, 2nd Floor, G.S.road, Ulubari, Guwahati-781007	Assam	Telephone Number: 09864978397/09864111038
5	Patna	Room No 210, 2nd Floor, Hari Narayan Complex, Exhibition Road, Patna, Bihar-800001	Bihar	Telephone Number: 09122617013
6	Ranchi	Shakambari Bhawan, 1st Floor, Above SBI ATM, Opp. Chutia P.S, Ranchi – 834001	Jharkhand	Telephone Number: 08051060367
7	Chennai	Prince Center, S-206, II Floor, No.709-710, Mount Road, Thousand Lights, Chennai -600006	Tamil Nadu	Telephone Number: 044- 42604135/28290410, Fax Number: 044- 42604136
8	Coimbatore	3/121, DPF Street, Ramasamy Naidu Layout, Pappanaicken Palayam, Coimbatore - 641037	Tamil Nadu	Telephone Number: 0422- 4337117/2247117

9	Thrissur	Room No. 25/651/11, Ambika Arcade, Ground Floor, M G Road, Thrissur - 680001	Kerala	Telephone Number: 0487- 2321198
10	Kochi	Chiramel Chambers, Kurisupally Road, Ravipuram, Kochi-682015	Kerala	Telephone Number: 0484-4051199
11	Hyderabad	510, 5Th Floor, Babukhan Estate, Basheerbagh, Hyderabad -500029	Telangana	Telephone Number: 040-23244264 / 23214390, Fax Number: 040-23244203
12	Vishakha Patnam	D/No 8-1-75, Behind Visaka Eye, Chinmaya Marg,Pedda Waltair, Vishakha Patnam -530017	Andhra Pradesh	Telephone Number: 0891-2713917 , Fax Number: 0891-2713918
13	Bangaluru	657, Badami Arcade, 2nd Floor, Above State Bank of India, 2nd Main, 7th Block, BSK 3rd Stage, Bangaluru-560085	Karnataka	Telephone Number: 080-26423736/46
14	Ahmedabad	406, Swapneel 5, Nr. Commerce Six Road, Navrangpura, Ahmedabad -380009	Gujarat	Telephone Number: 079 40272801 /02/03/04, Fax Number: (079) 2640 2341
15	Mumbai	Champion Building, Ground Floor, 15 Parsi Panchayat Road, Andheri (East), Mumbai 400069	Maharashtra	Telephone Number::022- 69062500, Fax Number: 022-66716299
16	Surat	601,6th Floor, Meridian Tower, B/S Apple Hospital, Udhna Darwaja, Surat -395002	Gujarat	Telephone Number: 0261-4000046/403, Fax Number: 0261-4031545
17	Baroda	705/706,7th Floor, Centre Point, R C Dutt Road, Alkapuri, Baroda, Gujarat, Baroda - 390007	Gujarat	Telephone Number: 0265-2353527/28
18	Pune	476, Shubham Co Operative Housing Society, Kunte Chouk, Narayan Peth, Pune - 411030	Maharashtra	Telephone Number: 08600041120
19	New Delhi	411, 4Th Floor, Laxmi Deep Building, Laxminagar District Center, Laxminagar, New Delhi -110092	Delhi	Telephone Number: 011-43009540/41/42, Fax Number: 011-43009545
20	Indore	110, 1St Floor Banshi Trade Centre, 581 - M.G.Road, Indore - 452001	Madhya Pradesh	Telephone Number: 0731-4001370/72, Fax Number: 0731-4001371
21	Lucknow	Puneet Tandon, 2nd Floor, 90, Ishwari Dayal, Arya Samaj Mandir Road, Ganesh Ganj, Lucknow - 226018	Uttar Pradesh	Telephone Number: 0522-4248870
22	Jaipur	413-416, 4th Floor, JTM Mall (Manglam Textile Market), Near By Jagatpura Flyover, Jaipur, Rajasthan 302017	Rajasthan	Telephone Number: 0141-2375635