

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. Service Level Agreement details

	Valid From DD/MM/YYYY	To DD/MM/YYYY
	01.01.2020	31.12.2022

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	142	0	142
No of lives serviced	0	35248	0	35248

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

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	DELHI	DELHI	57	7381
2	CHANDIGARH	CHANDIGARH	3	920
3	GUJRAT	AHMEDABAD	1	1189
4	KARNATKA	BANGALORE	60	7087
5	MAHARASTRA	PUNE & MUMBAI	14	1141
6	TAMILNADU	CHENNAI	6	17493
7	ANDHRA PRADESH	HYDERABAD	1	37

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
MEDSAVE HEALTH INSURANCE TPA LTD.	83	1717	1414	78.56%	178	9.89%	208

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	NA	NA	70.00%	47.00%
2	Within 1-2 Hours	NA	NA	25.00%	39.00%
3	Within 2-6 Hours	NA	NA	5.00%	14.00%
4	Within 6-12 Hours	NA	NA	0.00%	0.00%
5	Within 12-24 Hours	NA	NA	0.00%	0.00%
6	>24 Hours	NA	NA	0.00%	0.00%
Total		NA	NA	100.00%	100.00%

*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)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	NA	NA	1491	93.66%	NA	NA	1491	93.66%
Between 1-3 Months	NA	NA	75	4.71%	NA	NA	75	4.71%
Between 3-6 Months	NA	NA	22	1.38%	NA	NA	22	1.38%
More than 6 Months	NA	NA	4	0.25%	NA	NA	4	0.25%
Total	NA	NA	1592	100.00%	NA	NA	1592	100.00%

*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	54
3	Grievances resolved during the year	54
4	Grievances outstanding at the end of the year	0


Chief Executive Officer

MD & CEO
 Bharti AXA General Insurance Company Limited