

**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 Ltd.

a. **TPA name:** Raksha Health Insurance TPA Pvt. Ltd.

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

Description	Individual	Group	Government	Total
No. of policies serviced	0	71	0	71
No. of lives serviced	0	19859	0	19859

c. **Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:**

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Andhra Pradesh	HYDERABAD	19	6,359
Assam	GUWAHATI	-	-
Chandigarh	LUDHIANA	-	-
Chattisgarh	RAIPUR	-	-
Gujarat	VADODARA	-	-
Gujarat	AHMEDABAD	-	-
Haryana	FARIDABAD (N.C.R)	7	1,951
Karnataka	BANGALURU	13	3,659
Kerala	COCHIN	3	690
Madhya Pradesh	INDORE	-	-
Madhya Pradesh	BHOPAL	-	-
Maharashtra	MUMBAI - ANDHERI	9	2,000
Maharashtra	PUNE	1	82
Orissa	BHUBANESWAR	-	-
Punjab	CHANDIGARH	1	1,042
Rajasthan	JAIPUR	1	317
TamilNadu	CHENNAI	17	3,759
Uttar Pradesh	LUCKNOW	-	-
Uttarakhand	DEHRADUN	-	-
West Bengal	KOLKATTA	-	-
Total		71	19,859

d. **Data of number of claims processed:**

No. of claims outstanding at the beginning of year : 2020-21	No. of claims received during the year : 2020-21	No. of claims paid during the year 2020-21 also to specify % in brackets	No. of claims repudiated during the year : 2020-21 also to specify % in brackets	No. of claims outstanding at the end of the year
82	683	668	59	38

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	0.00%	0.00%	95.19%	96.53%
2	Within 1-2 Hours	0.00%	0.00%	4.81%	3.47%
3	Within 2-6 Hours	0.00%	0.00%	0.00%	0.00%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0.00%	0.00%	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 to 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	-	0.00%	717	98.62%	-	0.00%	717	98.62%
Between 1-3 Months	-	0.00%	10	1.38%	-	0.00%	10	1.38%
Between 3-6 Months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 Months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total	-	0.00%	727	100.00%	-	0.00%	727	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	NIL
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	NIL

Place :

Date :

Pawan Kumar Bhalla
Managing Director
Raksha Health Insurance TPA Pvt. Ltd.