

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2020

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
VIDAL		01-Apr-20	31-Mar-21

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

Description	Individual	Group	Government	Total
No of policies serviced	–	83	–	83
No of lives serviced	–	15,613	–	15,613

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

Sr. No.	Name of State	Name of District	Name of Location	No. of policies se	No. of lives serviced
1	Karnataka		Benglaru	11	1067
2	Tamilnadu		Chennai	10	3260
3	Delhi		Delhi	5	2269
4	Telangana		Hyderabad	35	4370
5	Kerala		Kochi	10	1895
6	West Bengal		Kolkatta	1	182
7	Maharashtra		Mumbai	7	2000
8	Maharashtra		Pune	4	570

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
VIDAL	137	468	367	78%	17	4%	180

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			62.3%	57.8%
2	Within 1-2 Hours			18.2%	13.8%
3	Within 2-6 Hours			6.5%	19.8%
4	Within 6-12 Hours			2.6%	0.9%
5	Within 12-24 Hours			3.9%	0.9%
6	>24 Hours			6.5%	6.9%
Total				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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	–	–	368	95.83%	–	–	368	95.83%
Between 1-3 Months	–	–	15	3.91%	–	–	15	3.91%
Between 3-6 Months	–	–	0	0.00%	–	–	0	0.00%
More than 6 Months	–	–	1	0.26%	–	–	1	0.26%
Total	–	–	384	100.00%	–	–	384	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	–
2	Grievances received during the year	6
3	Grievances resolved during the year	6
4	Grievances outstanding at the end of the year	0

Chief Executive Officer