

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: Vipul MedCorp Insurance TPA Pvt.Ltd

Validity of Agreement from 01/03/2021 to 28/02/2022

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

Description	Individual	Group	Government
Number of policies serviced	00	88	00
Number of lives serviced	00	17487	00

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: 109

ii. Number of claims received during the year: 523

iii. Number of claims paid during the year: 519

iv. Number of Claims repudiated during the year: 67

v. Number of claims outstanding at the end of the year: 46

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	00	00	67%	66%
2	Within 1-2 hours	00	00	28%	22%
3	Within 2-6 hours	00	00	5%	13%
4	Within 6-12 hours	00	00	0%	0%
5	Within 12-24 hours	00	00	0%	0%
6	>24 hours	00	00	0%	0%
Total		00	00	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 . Turnaround 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	00	00	463	89%	00	00	463	89%
Between 1- 3 Months	00	00	38	7%	00	00	38	7%
Between 3- 6 Months	00	00	7	1%	00	00	7	1%
More than 6 months	00	00	11	2%	00	00	11	2%
Total	00	00	519	100%	00	00	519	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	00
2	Grievances received during the year	00
3	Grievances resolved during the year	00
4	Grievances Outstanding at the end of the year	00

Place:

Date:

 Digitally signed by  
Date:

Designation MD & CEO

Bharti AXA General Insurance Company Limited

## Annexure : 1

Head Office					
S.No	TPA Name	Location	Address	State	Contact
1	Vipul Medcorp Insurance Tpa Pvt Ltd	Gurugram	515, UDYOG VIHAR PHASE-5, GURUGRAM-122016	Haryana	Dr. Deepika Arora(Vice President) = 8527981555, Nishikant Yadav - 7700901104

Registered Office					
S.No	TPA Name	Location	Address	State	Contact
1	Vipul Medcorp Insurance Tpa Pvt Ltd	Delhi	Flat No.219, 2nd Floor Ansal Chamber- II, Bhikaji Cama Place, New Delhi-110066	Delhi	Dr. Deepika Arora(Vice President) = 8527981555, Nishikant Yadav - 7700901104

S.No	TPA Name	Location	Address	State	Contact	E-MAIL
1	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Head Office</b>	515, Udyog Vihar, Phase 5, Gurgaon, Haryana <b>Pin Code : 122 016</b>	HARYANA	<b>Phones : 0124-4833900</b>	<b>E-Mail : info@vipulmedcorp.com</b>
			<b>E-Mail : info@vipulmedcorp.com</b>			
2	Vipul Medcorp Insurance	<b>Delhi</b>	219, Ansal Chamber II,	DELHI		

	Tpa Pvt Ltd					
			Bhikaji Cama Place, New Delhi			
			<b>Pin Code : 110 066</b>		<b>Phones : 011-46074578-81</b>	<b>E-Mail : delhi@vipulmedcorp.com</b>
3	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Amritsar</b>	122-123, First Floor,Deep Complex Court Road, Amritsar	PUNJAB		-
			<b>Pin Code: 143 001</b>		<b>Phones : 0183-5056482</b>	<b>E-mail : amritsar@vipulmedcorp.com</b>
4	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Chandigarh</b>	S.C.I. No. 98, First Floor,Industrial Area Phase-2, Chandigarh	HARYANA		-
			<b>Pin Code :160002</b>		<b>Phones : 0172-4629601,02,03</b>	<b>E-mail Id :chandigarh@vipulmedcorp.com</b>
5	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Dehradun</b>	Shop No. 30, Windlas Shopping Complex	UTTARAKHAND		-
			11-A, Rajpur Road, Near Clock Tower, Dehradun			
			<b>Pin Code : 248001</b>		<b>Phones : 0135-3200004</b>	<b>E-mail Id :dehradun@vipulmedcorp.com</b>
6	Vipul Medcorp Insurance Tpa Pvt	<b>Faridabad</b>	Plot no : 116 M ,first floor	HARYANA		-

	Ltd					
			NIIT 5, Near by Dayanand College,			
			<b>Pin Code : 121001</b>		<b>Phones : 0129-4004017-18</b>	<b>E-mail Id :faridabad@vipulmedcorp.com</b>
7	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Indore</b>	#306, 3rd Floor,Shreevardhan Complex	MADHYA PRADESH		
			4,R.N.T. Marg,Indore			
			<b>Pin Code : 452 001</b>		<b>Phones : 0731-4285670-75</b>	<b>E-mail Id : indore@vipulmedcorp.com</b>
8	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Jaipur</b>	S-10, Shyam Nagar Ajmer Road	RAJASTHAN		
			Jaipur, Rajasthan			
			<b>Pin Code: 302 019</b>		<b>Phones : 0141- 4182000 to 4182049</b>	<b>E-mail Id :jaipur@vipulmedcorp.com</b>
9	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Kanpur</b>	313, 3rd Floor, City Centre,	UTTAR PRADESH		-
			The Mall, Kanpur			
			<b>Pin Code: 208003</b>		<b>Phones : 0512-2391013,14</b>	<b>E-mail: akhileshgoswami@vipulmedcorp.com</b>
10	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Ludhiana</b>	SCO no 121, Fourth Floor, Cabin no. 401,	PUNJAB		

			Feroze Gandhi Market, Ludhiana			
			<b>Pin Code:</b> 141 001		<b>Phones :</b> 0161-4633088	<b>E-mail :</b> ludhiana@vipulmedcorp.com
11	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Noida</b>	Quantum Building, Basement,	UTTAR PRADESH		
			Plot no. C-3, Sector 3, Noida(U.P)			
			<b>Pin Code:</b> 201 301		<b>Phones :</b> 0120-2442533	<b>E-mail Id :</b> noida@vipulmedcorp.com
12	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Bengaluru</b>	# 110, 4th Floor, Sudham Nagar K.H Road,	KARNATAKA		
			Near Suzuki Show Room, Bengaluru			
			<b>Pin Code:</b> 560 027		<b>Phones :</b> 080- 40870888,40927707,08,09,91,93	<b>E-mail Id:</b> bangalore@vipulmedcorp.com
13	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Chennai</b>	G.R. Complex, Annexure Building	TAMIL NADU		
			2ND Floor, No. 407 & 408, Anna salai Nandanam Chennai			
			<b>Pin Code:</b> 600 035		<b>Phones :</b> 044 49126666	<b>E-mail id :</b> chennai@vipulmedcorp.com



14	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Hyderabad</b>	Door No. 6-3-347/22/6, Flat No.201, 2nd Floor,Sri Durga Tulasi Appartments	TELANGANA		
			Dwarakapuri Colony, Panjagutta, Hyderabad			
			<b>Pin Code : 500 082</b>		<b>Phones : 040-40021845</b>	<b>E-mail Id : hyderabad@vipulmedcorp.com</b>
15	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Kochi</b>	Mariam Tower Door No.36/3120-B-3	KERALA		
			Kaloor Kadavanthra Road,Kathrikadavu Kochi			
			<b>Pin Code : 682017</b>		<b>Phones : 0484- 2102021,2330079</b>	<b>E-mail : cochin@vipulmedcorp.com</b>
16	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Guwahati</b>	1Hatigaon, Dispur, PO Hatigaon,	ASSAM		
			Guwahati			
			<b>Pin Code : 781038</b>		<b>Contact Mobile :70021 74341</b>	<b>E-mail :guwahati@vipulmedcorp.com</b>
17	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Kolkata</b>	19, R.N.Mukherjee Road,	WEST BENGAL		
			Main Building (2nd Floor).Kolkata			
			<b>Pin Code : 700 001</b>		<b>Phones : 033- 40205700,40205701</b>	<b>E-mail :kolkata@vipulmedcorp.com</b>

18	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Patna</b>	Yamuna Tower,Campus of Maurya Dental Care	BIHAR		
			Near Jain Mandir,Besides PWD Office,			
			Gulzar Bagh Station Road,Patna-800007		<b>Phones</b> : 0612-2385894 ,0612- 2385895	<b>E-mail Id</b> :patna@vipulmedcorp.com
			<b>Pin Code</b> : 800 007			
19	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Ahemdabad</b>	Second Floor 202,Binali Complex, Opp.Torrent Power Zonal Office, AEC,	GUJARAT		
			Naranpura Ahmedabad, Gujarat			
			<b>Pin Code</b> : 380 013		<b>Phones</b> : 079-40051202	<b>E-mail</b> : ahmedabad@vipulmedcorp.com
20	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Surat</b>	712, 7th Floor, City Center,	GUJARAT		
			Sosyo Circle, Udhana Magdalla Road,			
			<b>Pin Code</b> : 395007		<b>Phones</b> : 0261 - 2630140/2630142	<b>E-mail Id</b> : surat@vipulmedcorp.com
21	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Vadodara</b>	449-450, Phoenix Complex	GUJARAT		

			Near Suraj Plaza, Sayajiganj Vadodara			
			<b>Pin Code : 390 005</b>		<b>Phones : 0265-6643222 (10 Lines)</b>	<b>E-mail Id : vadodara@vipulmedcorp.com</b>
22	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Mumbai</b>	Unit no.15, Ground Floor, Shilpin Centre,	MAHARASHTRA		
			G. D. Ambekar Marg, Wadala (W), Mumbai			
			<b>Pin Code: 400 031</b>		<b>Phones : 022-40764545 (24 Lines)</b>	<b>E-mail : mumbai@vipulmedcorp.com</b>
23	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Pune</b>	Office No.45, 5th floor, Lokmanaya House,	MAHARASHTRA		
			Opposite to Shastrinagar Police Station, Paud Road, Kothrud,			
			<b>Pin Code: 411 038</b>		<b>Phones : 020-25394055</b>	<b>E-mail : nsppune@vipulmedcorp.com</b>
24	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Meerut</b>		UTTAR PRADESH		
25	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Agra/Mathura</b>	85/2, krishnapuri behind society hall, Mathura, UP.			

26	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Panipat</b>	h. No. 30 Jatal road, near shani mandir, Ramnagar, Panipat	HARYANA	9870860315	<a href="mailto:shiv1984tyagi@gmail.com">shiv1984tyagi@gmail.com</a>
27	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Varanasi</b>		UTTAR PRADESH	9761875620/7906269228	<a href="mailto:vishalvashistha25@gmail.com">vishalvashistha25@gmail.com</a>
28	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Faizabad</b>		UTTAR PRADESH	9728205179	<a href="mailto:neerajbatra85@yahoo.co.in">neerajbatra85@yahoo.co.in</a>
29	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Lucknow</b>	Centre Court 3c/5,2,3 Floor 5-park Road	UTTAR PRADESH	9415995700	<a href="mailto:singhvishal1976.vs.vs@gmail.com">singhvishal1976.vs.vs@gmail.com</a>
30	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Bhopal</b>		MADHYA PRADESH	7785006200	<a href="mailto:rajatsrivastava996@gmail.com">rajatsrivastava996@gmail.com</a>
31	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Udaipur</b>	H.no. 651, "Meera Nikunj", Shiv nagar, Ganesh nagar, Pahada, Udaipur (Rajasthan) - 313001	RAJASTHAN	9929079973	<a href="mailto:utkarsh@vipulmedcorp.com">utkarsh@vipulmedcorp.com</a>
32	Vipul Medcorp Insurance Tpa Pvt Ltd	<b>Tuticorin</b>		TAMIL NADU	8883636110	<a href="mailto:tuticorin@vipulmedcorp.com">tuticorin@vipulmedcorp.com</a>
33	Vipul Medcorp Insurance	<b>Bhubaneswar</b>		ODISHA	7205480082, 8112067048	<a href="mailto:bhubaneswar@h3u.com">bhubaneswar@h3u.com</a>

