

**PUBLIC DISCLOSURE ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT 31 MARCH 2021)**

Name of the Insurance Company	HDFC ERGO GENERAL INSURANCE COMPANY LIMITED		
Financial Year	FY 2020-21		
TPA Name	INHOUSE		
Remarks	All unit must be in actuals		
a. Validity of agreement with TPA	NIL		
b. Number of Policies and lives serviced in respect of which public disclosure are made			
Description	Individual	Group	Government
Number of Policies serviced	2408398	212016	0
Number of lives Serviced	5347673	4112750	0
C. Information with regards to geographical area in which services are rendered by the TPA / Insurer (State names - District names shall be provided) in respect of which public disclosures are made			
Name Of State	Name of District	No of policies Serviced	No of Lives Serviced
Andhra Pradesh		92210	201082
Arunachal Pradesh		740	1921
Assam		26856	73603
Bihar		28794	231678
Chhattisgarh		18687	83268
Goa		4697	15584
Gujarat		337500	917812
Haryana		149524	625046
Himachal Pradesh		6785	20891
Jharkhand		14362	69255
Karnataka		139768	1228098
Kerala		61170	198658
Madhya Pradesh		75439	311758
Maharashtra		518451	1824777
Manipur		1027	2532
Meghalaya		1223	2641
Mizoram		245	828
Nagaland		524	1299
Orissa		31257	188195
Punjab		92089	355350
Rajasthan		107723	398183
Sikkim		747	1899
Tamil Nadu		147902	342539
Telangana		125504	357721
Tripura		1709	7220
Uttar Pradesh		244869	808071
Utrakhand		19727	60341
West Bengal		113623	394195
Andaman & Nicobar Is.		245	779
Chandigarh		7322	29944
Dadra & Nagra Haveli		2056	4599
Daman & Diu		1403	2821
Delhi		240069	684821
Jammu & Kashmir		4269	9269
Ladakh		18	42
Lakshadweep		11	19
Puducherry		1869	3684
<b>Total</b>		<b>2620414</b>	<b>9460423</b>

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d. Data of Number of Claims processed									
Outstanding Number of claims at the beginig of the year		4237							
Number of claims received during the year		401708							
Number of claims paid during the year		315938							
Number of claims paid during the year (%)		78.6%							
Number of claims repudiated during the year		48470							
Number of claims repudiated during the year (%)		12.1%							
Number of claims outstanding at the end of the year		41537							
e. Turn Around Time (TAT) for Cashless Claims (in respect of number of claims) :									
Inhouse		Individual policies in %				Group Policies in %			
Sr. No	Description	TAT for Pre auth		TAT for Discharge		TAT for Pre auth		TAT for Discharge	
1	TAT Band	Claim	%	Claim	%	Claim	%	Claim	%
2	Within < 1 hour	177844	68%	75488	65%	35875	75%	15153	73%
3	Within 1-2 hours	71085	27%	34265	29%	9902	21%	4677	23%
4	Within 2-6 hours	12927	5%	6310	5%	1831	4%	836	4%
5	Within 6-12 hours	293	0%	97	0%	60	0%	21	0%
6	Within 12-24 hours	276	0%	74	0%	62	0%	20	0%
7	> 24 hours	73	0%	41	0%	39	0%	23	0%
8	Total	262498	100%	116275	100%	47769	100%	20730	100%
f (i). Turn Around Time in case of payment of claims									
		Individual		Group		Government		Total	
Description to be recorded from the date of receipt of last necessary document		No of claims	Percentage	No of claims	Percentage	No of claims	Percentage	No of claims	Percentage
Within 1 Month		203092	82.0%	57276	100.0%	0	0	260368	82.4%
Between 1-3 Months		40099	16.2%	9843	0.0%	0	0	49942	15.8%
Between 3-6 Months		3758	1.5%	1134	0.0%	0	0	4892	1.5%
More than 6 Months		593	0.2%	143	0.0%	0	0	736	0.2%
<b>Total</b>		<b>247542</b>	<b>100.0%</b>	<b>68396</b>	<b>100.0%</b>	<b>0</b>	<b>0</b>	<b>315938</b>	<b>100.0%</b>
f (ii). Turn Around Time in case of repudiation of claims									
Inhouse									
		Individual		Group		Government		Total	
Description to be recorded from the date of receipt of last necessary document		No of claims	Percentage	No of claims	Percentage	No of claims	Percentage	No of claims	Percentage
Within 1 Month		17976	49.7%	4066	33.0%	0	0	22042	45.5%
Between 1-3 Months		11288	31.2%	6078	49.3%	0	0	17366	35.8%
Between 3-6 Months		6591	18.2%	2116	17.2%	0	0	8707	18.0%
More than 6 Months		288	0.8%	67	0.5%	0	0	355	0.7%
<b>Total</b>		<b>36143</b>	<b>100.0%</b>	<b>12327</b>	<b>100.0%</b>	<b>0</b>	<b>0</b>	<b>48470</b>	<b>100.0%</b>

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g. Data of grievances received Including the TPA		
S. No	Description	Number of Grievances
1	Grievance Outstanding at beginning of the year	11
2	Grievance Received during the year	338
3	Grievance Resolved during the year	338
4	Grievance Outstanding at end of the year	11

For HDFC ERGO General Insurance Company Limited

Ritesh Kumar  
MD & CEO