

**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	Medi Assist Insurance TPA Private Limited		
Remarks	All unit must be in actuals		
a. Validity of agreement with TPA	01/10/2017 - 25/07/2022		
b. Number of Policies and lives serviced in respect of which public disclosure are made			
Description	Individual	Group	Government
Number of Policies serviced	0	2	0
Number of lives Serviced	0	2511	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		0	0
Arunachal Pradesh		0	0
Assam		0	0
Bihar		0	0
Chhattisgarh		0	0
Goa		0	1
Gujarat		0	-1
Haryana		0	0
Himachal Pradesh		0	0
Jharkhand		0	0
Karnataka		0	2365
Kerala		0	0
Madhya Pradesh		0	0
Maharashtra		0	1
Manipur		0	0
Meghalaya		0	0
Mizoram		0	0
Nagaland		0	0
Orissa		0	0
Punjab		0	1
Rajasthan		0	0
Sikkim		0	0
Tamil Nadu		2	37
Telangana		0	0
Tripura		0	0
Uttar Pradesh		0	0
Uttarakhand		0	0
West Bengal		0	107
Andaman & Nicobar Is.		0	0
Chandigarh		0	0
Dadra & Nagra Haveli		0	0
Daman & Diu		0	0
Delhi		0	0
Jammu & Kashmir		0	0
Ladakh		0	0
Lakshadweep		0	0
Puducherry		0	0
<b>Total</b>		<b>2</b>	<b>2511</b>

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d. Data of Number of Claims processed									
Outstanding Number of claims at the beginig of the year		2106							
Number of claims received during the year		52970							
Number of claims paid during the year		43742							
Number of claims paid during the year (%)		82.6%							
Number of claims repudiated during the year		8722							
Number of claims repudiated during the year (%)		16.5%							
Number of claims outstanding at the end of the year		2612							
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	0	0%	0	0%	18370	87%	7619	80%
3	Within 1-2 hours	0	0%	0	0%	2737	13%	1889	20%
4	Within 2-6 hours	0	0%	0	0%	22	0%	8	0%
5	Within 6-12 hours	0	0%	0	0%	4	0%	0	0%
6	Within 12-24 hours	0	0%	0	0%	1	0%	1	0%
7	> 24 hours	0	0%	0	0%	1	0%	1	0%
8	Total	0	0%	0	0%	21135	100%	9518	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		0	0.0%	41945	95.9%	0	0.0%	41945	95.9%
Between 1-3 Months		0	0.0%	1772	4.1%	0	0.0%	1772	4.1%
Between 3-6 Months		0	0.0%	16	0.0%	0	0.0%	16	0.0%
More than 6 Months		0	0.0%	9	0.0%	0	0.0%	9	0.0%
<b>Total</b>		<b>0</b>	<b>0.0%</b>	<b>43742</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>	<b>43742</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		0	0.0%	8168	93.6%	0	0.0%	8168	93.6%
Between 1-3 Months		0	0.0%	550	6.3%	0	0.0%	550	6.3%
Between 3-6 Months		0	0.0%	2	0.0%	0	0.0%	2	0.0%
More than 6 Months		0	0.0%	2	0.0%	0	00.0%	2	0.0%
<b>Total</b>		<b>0</b>	<b>0.0%</b>	<b>8722</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>	<b>8722</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	2
2	Grievance Received during the year	3
3	Grievance Resolved during the year	3
4	Grievance Outstanding at end of the year	2

For HDFC ERGO General Insurance Company Limited



Ritesh Kumar  
MD & CEO