

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.		TPA	ITGI- In House
i		Validity	NA

b

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	426672	1513	0
Number of lives serviced	676742	377,445	0

c

Geographical Area	PAN India
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d

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	3,799
ii	Number of claims received during the year	42,632
iii	Number of claims paid during the year	35,686
iv	Number of claims repudiated during the year	8,193
v	Number of claims outstanding at the year	4,119

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	78%	73%	77%	74%
2	With in 1-2 Hours	17%	21%	19%	21%
3	With in 2-6 Hours	4%	6%	4%	5%
4	With in 6-12 Hours	0%	0%	0%	0%
5	With in 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
Total		100%	100%	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

from the date of receipt of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	19556	67%	10097	68%	0	0%	29653	68%
Between 1-3 months	4438	15%	1885	13%	0	0%	6323	14%
Between 3 to 6 months	2535	9%	1619	11%	0	0%	4154	9%
More than 6 months	2498	9%	1251	8%	0	0%	3749	9%
Total	29027	100%	14852	100%	0	0%	43879	100%

g Data of grievances received against the TPA

S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	265
3	Grievances resolved during	265
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co

IFFCO Tokio General Insurance Co. Ltd.

a.	TPA	FAMILY HEALTH PLAN INSURANCE TPA LIMITED
i	Validity	From 01-04-2014 to be continuous till notice from either of the parties

b.

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	266	1
Number of lives serviced	0	495478	3406928

c.

Geographical Area	PAN India
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d.

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	6,743
ii	Number of claims received during the year	205,734
iii	Number of claims paid during the year	202,619
iv	Number of claims repudiated during the year	9,921
v	Number of claims outstanding at the year	52

e.

Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	80%	60%
2	With in 1-2 Hours	NA	NA	16%	27%
3	With in 2-6 Hours	NA	NA	4%	12%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	0%	0%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f.

Turn Around Time in case of payment/ repudiation of claims

Description to be reckoned from the date of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	5	71%	32,630	74%	77,802	46%	110,437	52%
Between 1-3 months	0	0%	6,259	14%	40,494	24%	46,753	22%
Between 3 to 6 months	2	29%	2,985	7%	40,814	24%	43,801	21%
More than 6 months	0	0%	2,000	5%	9,549	6%	11,549	5%
Total	7	100%	43,874	100%	168,659	100%	212,540	100%

g.

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	6
3	Grievances resolved during	6
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co

IFFCO Tokio General Insurance Co. Ltd.

a.	TPA	Good Health TPA Services Ltd	
i	Validity	From 17-04-2014 to be continuous till notice from either of the parties	

b.

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	56	
Number of lives serviced	0	65988	

c.

Geographical Area	PAN India
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d.

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	53
ii	Number of claims received during the year	3,736
iii	Number of claims paid during the year	3,464
iv	Number of claims repudiated during the year	321
v	Number of claims outstanding at the year	7

e.

Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	86%	95%
2	With in 1-2 Hours	NA	NA	14%	5%
3	With in 2-6 Hours	NA	NA	0%	0%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	0%	0%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f.

Turn Around Time in case of payment/ repudiation of claims

Description to be reckoned from the date of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NA	NA	3518	93%	0	0%	3518	93%
Between 1-3 months	NA	NA	179	5%	0	0%	179	5%
Between 3 to 6 months	NA	NA	67	2%	0	0%	67	2%
More than 6 months	NA	NA	21	1%	0	0%	21	1%
Total	NA	NA	3785	100%	0	0%	3785	100%

g.

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	1
3	Grievances resolved during	1
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co

IFFCO Tokio General Insurance Co. Ltd.

a.	TPA	HealthIndia Insurance TPA Services Pvt. Ltd.
i	Validity	From 04-01-2015 to be continuous till notice from either of the parties

b.

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	171	0
Number of lives serviced	0	154933	0

c.

Geographical Area	PAN India
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d.

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	114
ii	Number of claims received during the year	8,757
iii	Number of claims paid during the year	8,500
iv	Number of claims repudiated during the year	361
v	Number of claims outstanding at the year	11

e.

Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	63%	58%
2	With in 1-2 Hours	NA	NA	19%	22%
3	With in 2-6 Hours	NA	NA	10%	14%
4	With in 6-12 Hours	NA	NA	1%	1%
5	With in 12-24 Hours	NA	NA	2%	1%
6	>24 Hours	NA	NA	5%	4%
Total		NA	NA	100%	100%

f.

Turn Around Time in case of payment/ repudiation of claims

Description to be reckoned from the date of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NA	NA	6887	78%	0	0%	6887	78%
Between 1-3 months	NA	NA	1589	18%	5	8%	1594	18%
Between 3 to 6 months	NA	NA	210	2%	5	8%	215	2%
More than 6 months	NA	NA	116	1%	49	83%	165	2%
Total	NA	NA	8802	100%	59	100%	8861	100%

g.

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	7
3	Grievances resolved during	7
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	MDIndia Healthcare Service (TPA) Pvt. Ltd.	
i	Validity	From 03-04-2014 to be continuous till notice from either of the parties	

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	48	0
Number of lives serviced	0	346,565	0

Geographical Area	PAN India
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Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	915
ii	Number of claims received during the year	20,771
iii	Number of claims paid during the year	18,052
iv	Number of claims repudiated during the year	3,705
v	Number of claims outstanding at the year	6

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	45%	46%
2	With in 1-2 Hours	NA	NA	46%	42%
3	With in 2-6 Hours	NA	NA	6%	4%
4	With in 6-12 Hours	NA	NA	1%	4%
5	With in 12-24 Hours	NA	NA	1%	2%
6	>24 Hours	NA	NA	1%	2%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

date of receipt of last necessary	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claim	Percentage
Within 1 month	NA	NA	15354	71%	0	0%	15354	71%
Between 1-3 months	NA	NA	4376	20%	0	0%	4376	20%
Between 3 to 6 months	NA	NA	1765	8%	0	0%	1765	8%
More than 6 months	NA	NA	262	1%	0	0%	262	1%
Total	NA	NA	21757	100%	0	0%	21757	100%

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at th	0
2	Grievances received during	21
3	Grievances resolved during	21
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co	IFFCO Tokio General Insurance Co. Ltd.		
a.	TPA	Medi Assist Healthcare Services Ltd.	
i	Validity	From 01-04-2014 to be continuous till notice from either of the parties	

b

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	268	1
Number of lives serviced	0	641,745	3553802

c

Geographical Area	PAN India
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d

Data of number of claims processed	
i	Outstanding Number of claims at the beginning of the year 1,701
ii	Number of claims received during the year 89,920
iii	Number of claims paid during the year 85,585
iv	Number of claims repudiated during the year 6,118
v	Number of claims outstanding at the year 36

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	90%	68%
2	With in 1-2 Hours	NA	NA	7%	24%
3	With in 2-6 Hours	NA	NA	2%	7%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	0%	0%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

date of receipt of last necessary	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claim	Percentage
Within 1 month	NA	NA	23874	61%	16697	32%	40571	44%
Between 1-3 months	NA	NA	10558	27%	17815	34%	28373	31%
Between 3 to 6 months	NA	NA	3384	9%	17673	34%	21057	23%
More than 6 months	NA	NA	1613	4%	89	0%	1702	2%
Total	NA	NA	39429	100%	52274	100%	91703	100%

g

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at th	0
2	Grievances received during	14
3	Grievances resolved during	14
4	Grievances outstanding at t	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	MedSave Health Insurance TPA Ltd.	
i	Validity	From 12-09-2014 to be continuous till notice from either of the parties	

b

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	6	0
Number of lives serviced	0	12,096	0

c

Geographical Area	PAN India
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d

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	136
ii	Number of claims received during the year	429
iii	Number of claims paid during the year	492
iv	Number of claims repudiated during the year	88
v	Number of claims outstanding at the year	-

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	66%	47%
2	With in 1-2 Hours	NA	NA	27%	37%
3	With in 2-6 Hours	NA	NA	7%	16%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	0%	0%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

from the date of receipt of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claim	Percentage
Within 1 month	NA	NA	355	61%	NA	NA	355	61%
Between 1-3 months	NA	NA	126	22%	NA	NA	126	22%
Between 3 to 6 months	NA	NA	54	9%	NA	NA	54	9%
More than 6 months	NA	NA	45	8%	NA	NA	45	8%
Total	NA	NA	580	100%	NA	NA	580	100%

g Data of grievances received against the TPA

S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	0
3	Grievances resolved during	0
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	Paramount Health Services & Insurance TPA Private Limited	
i.	Validity	From 25-03-2014 to be continuous till notice from either of the parties	

b

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	416	0
Number of lives serviced	0	652,208	0

c

Geographical Area	PAN India
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Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	1,434
ii	Number of claims received during the year	39,471
iii	Number of claims paid during the year	37,832
iv	Number of claims repudiated during the year	3,159
v	Number of claims outstanding at the year	55

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	84%	69%
2	With in 1-2 Hours	NA	NA	13%	25%
3	With in 2-6 Hours	NA	NA	2%	5%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	0%	0%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

from the date of receipt of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claim	Percentage
Within 1 month	0	0%	33689	82%	0	0%	33689	82%
Between 1-3 months	0	0%	5013	12%	0	0%	5013	12%
Between 3 to 6 months	0	0%	1313	3%	0	0%	1313	3%
More than 6 months	0	0%	967	2%	9	100%	976	2%
Total	0	0%	40982	100%	9	100%	40991	100%

g

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	11
3	Grievances resolved during	11
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	Raksha Health Insurance TPA Pvt.Ltd.	
i	Validity	From 31-03-2014 to be continuous till notice from either of the parties	

b

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	85	0
Number of lives serviced	0	106.655	0

c

Geographical Area	PAN India
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d

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	299
ii	Number of claims received during the year	7,950
iii	Number of claims paid during the year	7,645
iv	Number of claims repudiated during the year	672
v	Number of claims outstanding at the year	3

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	92%	94%
2	With in 1-2 Hours	NA	NA	8%	6%
3	With in 2-6 Hours	NA	NA	0%	0%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	0%	0%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

from the date of receipt of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NA	NA	5907	71%	NA	NA	5907	71%
Between 1-3 months	NA	NA	1670	20%	NA	NA	1670	20%
Between 3 to 6 months	NA	NA	484	6%	NA	NA	484	6%
More than 6 months	NA	NA	256	3%	NA	NA	256	3%
Total	NA	NA	8317	100%	NA	NA	8317	100%

g

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	1
3	Grievances resolved during	1
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	UnitedHealthCare Parekh Insurance TPA	
i.	Validity	From 24-06-2014 to be continuous till notice from either of the parties	

b

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	12	0
Number of lives serviced	0	32,443	0

c

Geographical Area	PAN India
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d

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	85
ii	Number of claims received during the year	1,609
iii	Number of claims paid during the year	1,625
iv	Number of claims repudiated during the year	85
v	Number of claims outstanding at the year	2

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	37%	41%
2	With in 1-2 Hours	NA	NA	31%	26%
3	With in 2-6 Hours	NA	NA	14%	11%
4	With in 6-12 Hours	NA	NA	18%	22%
5	With in 12-24 Hours	NA	NA	0%	0%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

from the date of receipt of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NA	NA	886	52%	NA	NA	886	52%
Between 1-3 months	NA	NA	547	32%	NA	NA	547	32%
Between 3 to 6 months	NA	NA	209	12%	NA	NA	209	12%
More than 6 months	NA	NA	68	4%	NA	NA	68	4%
Total	NA	NA	1710	100%	NA	NA	1710	100%

g Data of grievances received against the TPA

S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	0
3	Grievances resolved during	0
4	Grievances outstanding at the	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	Vidal Health TPA	
i.	Validity	From 28-04-2014 to be continuous till notice from either of the parties	

b

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	63	1
Number of lives serviced	0	61,661	6889487

c

Geographical Area	PAN India
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d

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	2,609
ii	Number of claims received during the year	237,404
iii	Number of claims paid during the year	233,374
iv	Number of claims repudiated during the year	6,745
v	Number of claims outstanding at the year	8

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	74%	60%
2	With in 1-2 Hours	NA	NA	11%	17%
3	With in 2-6 Hours	NA	NA	5%	14%
4	With in 6-12 Hours	NA	NA	1%	1%
5	With in 12-24 Hours	NA	NA	1%	1%
6	>24 Hours	NA	NA	7%	8%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

from the date of receipt of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NA	NA	9524	76%	98284	43%	107808	45%
Between 1-3 months	NA	NA	1182	9%	57000	25%	58182	24%
Between 3 to 6 months	NA	NA	785	6%	58391	26%	59176	25%
More than 6 months	NA	NA	1047	8%	13906	6%	14953	6%
Total	NA	NA	12538	100%	227581	100%	240119	100%

g

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	3
3	Grievances resolved during	3
4	Grievances outstanding at the	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	Vipul MedCorp Insurance TPA Private Limited	
i	Validity	From 01-04-2014 to be continuous till notice from either of the parties	

b

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	238	0
Number of lives serviced	0	167,935	0

c

Geographical Area	PAN India
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Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	578
ii	Number of claims received during the year	6,234
iii	Number of claims paid during the year	6,245
iv	Number of claims repudiated during the year	624
v	Number of claims outstanding at the year	7

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	83%	75%
2	With in 1-2 Hours	NA	NA	13%	17%
3	With in 2-6 Hours	NA	NA	4%	7%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	0%	0%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

from the date of receipt of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NA	NA	5813	85%	NA	NA	5813	85%
Between 1-3 months	NA	NA	587	9%	NA	NA	587	9%
Between 3 to 6 months	NA	NA	225	3%	NA	NA	225	3%
More than 6 months	NA	NA	244	4%	NA	NA	244	4%
Total	NA	NA	6869	100%	NA	NA	6869	100%

g Data of grievances received against the TPA

S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	3
3	Grievances resolved during	3
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	SAFEWAY INSURANCE TPA PVT LTD	
i	Validity	25th-Feb-2020 to 24th-Feb 2023	

b

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	0	0
Number of lives serviced	0	41	0

c

Geographical Area	PAN India
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d

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	6
ii	Number of claims received during the year	23
iii	Number of claims paid during the year	23
iv	Number of claims repudiated during the year	6
v	Number of claims outstanding at the year	-

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	100%	100%
2	With in 1-2 Hours	NA	NA	0%	0%
3	With in 2-6 Hours	NA	NA	0%	0%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	0%	0%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

from the date of receipt of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claim	Percentage
Within 1 month	NA	NA	6	26%	0	0%	6	21%
Between 1-3 months	NA	NA	5	22%	0	0%	5	17%
Between 3 to 6 months	NA	NA	10	43%	0	0%	10	34%
More than 6 months	NA	NA	2	9%	6	100%	8	28%
Total	NA	NA	23	100%	6	100%	29	100%

g Data of grievances received against the TPA

S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	0
3	Grievances resolved during	0
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	East West Assist Private Limited	
i	Validity	11th-Jan-2019 to 10th-Jan-2022	

b

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	0	0
Number of lives serviced	0	246	0

c

Geographical Area	PAN India
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d

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	7
ii	Number of claims received during the year	2,757
iii	Number of claims paid during the year	2,722
iv	Number of claims repudiated during the year	49
v	Number of claims outstanding at the year	-

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	68%	92%
2	With in 1-2 Hours	NA	NA	12%	3%
3	With in 2-6 Hours	NA	NA	7%	1%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	13%	4%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

from the date of receipt of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NA	NA	2390	86%	NA	NA	2390	86%
Between 1-3 months	NA	NA	255	9%	NA	NA	255	9%
Between 3 to 6 months	NA	NA	83	3%	NA	NA	83	3%
More than 6 months	NA	NA	43	2%	NA	NA	43	2%
Total	NA	NA	2771	100%	NA	NA	2771	100%

g Data of grievances received against the TPA

S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	1
3	Grievances resolved during	1
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	PARK MEDICLAIM TPA PVT LTD	
i	Validity	19th-June-2018 to 18th-June-2021	

b

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	11	0
Number of lives serviced	0	11,840	0

c

Geographical Area	PAN India
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d

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	8
ii	Number of claims received during the year	577
iii	Number of claims paid during the year	577
iv	Number of claims repudiated during the year	7
v	Number of claims outstanding at the year	1

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	32%	17%
2	With in 1-2 Hours	NA	NA	44%	28%
3	With in 2-6 Hours	NA	NA	20%	52%
4	With in 6-12 Hours	NA	NA	4%	3%
5	With in 12-24 Hours	NA	NA	0%	0%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

from the date of receipt of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NA	NA	231	40%	NA	NA	231	40%
Between 1-3 months	NA	NA	235	40%	NA	NA	235	40%
Between 3 to 6 months	NA	NA	92	16%	NA	NA	92	16%
More than 6 months	NA	NA	26	4%	NA	NA	26	4%
Total	NA	NA	584	100%	NA	NA	584	100%

g

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	0
3	Grievances resolved during	0
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	HERITAGE HEALTH INSURANCE TPA PVT LTD.	
i	Validity	20th-Sep-2018 to 19th-Sep-2021	

b

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	1	0
Number of lives serviced	0	519	0

c

Geographical Area	PAN India
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d

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	1
ii	Number of claims received during the year	27
iii	Number of claims paid during the year	28
iv	Number of claims repudiated during the year	-
v	Number of claims outstanding at the year	-

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	83%	92%
2	With in 1-2 Hours	NA	NA	17%	8%
3	With in 2-6 Hours	NA	NA	0%	0%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	0%	0%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

from the date of receipt of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NA	NA	25	89%			25	89%
Between 1-3 months	NA	NA	1	4%			1	4%
Between 3 to 6 months	NA	NA	0	0%			0	0%
More than 6 months	NA	NA	2	7%			2	7%
Total	NA	NA	28	100%			28	100%

g

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	0
3	Grievances resolved during	0
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	Genins India Insurance TPA Ltd.	
i	Validity	28th-May-2018 to 27th-May-2021	

b

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	1	0
Number of lives serviced	0	175	0

c

Geographical Area	PAN India
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d

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	1
ii	Number of claims received during the year	10
iii	Number of claims paid during the year	11
iv	Number of claims repudiated during the year	-
v	Number of claims outstanding at the year	-

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	89%	78%
2	With in 1-2 Hours	NA	NA	11%	22%
3	With in 2-6 Hours	NA	NA	0%	0%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	0%	0%
6	>24 Hours	NA	NA	0%	0%
Total		NA	NA	100%	100%

f Turn Around Time in case of payment/ repudiation of claims

from the date of receipt of	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NA	NA	10	91%	NA	NA	10	91%
Between 1-3 months	NA	NA	0	0%	NA	NA	0	0%
Between 3 to 6 months	NA	NA	0	0%	NA	NA	0	0%
More than 6 months	NA	NA	1	9%	NA	NA	1	9%
Total	NA	NA	11	100%	NA	NA	11	100%

g

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	0
3	Grievances resolved during	0
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co		IFFCO Tokio General Insurance Co. Ltd.	
a.	TPA	Alankit Health care TPA Ltd.	
i	Validity	05th-April-2018 to 04th-April-2021	

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	0	0
Number of lives serviced	0	100	0

c	Geographical Area PAN India
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Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	5
ii	Number of claims received during the year	43
iii	Number of claims paid during the year	48
iv	Number of claims repudiated during the year	1
v	Number of claims outstanding at the year	-

e Turn Around Time for Cashless Claims (in respect of number of claims)

S.NO.	Description	Retail		Group	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	NA	NA	NA	NA
2	With in 1-2 Hours	NA	NA	NA	NA
3	With in 2-6 Hours	NA	NA	NA	NA
4	With in 6-12 Hours	NA	NA	NA	NA
5	With in 12-24 Hours	NA	NA	NA	NA
6	>24 Hours	NA	NA	NA	NA
Total		NA	NA	NA	NA

f Turn Around Time in case of payment/ repudiation of claims

reckoned from the	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	NA	NA	3	6%	NA	NA	3	6%
Between 1-3 months	NA	NA	21	43%	NA	NA	21	43%
Between 3 to 6 months	NA	NA	16	33%	NA	NA	16	33%
More than 6 months	NA	NA	9	18%	NA	NA	9	18%
Total	NA	NA	49	100%	NA	NA	49	100%

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the year	0