

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co	IFFCO Tokio General Insurance Co. Ltd.	Period: 2019-20
a.	TPA	ITGI- In House
i	Validity	NA

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	223963	592	0
Number of lives serviced	433323	3,07,812	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	2,182
ii	Number of claims received during the year	52,470
iii	Number of claims paid during the year	43,844
iv	Number of claims repudiated during the year	7,009
v	Number of claims outstanding at the year	3,799

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	15%	31%	15%	32%
2	With in 1-2 Hours	16%	33%	17%	34%
3	With in 2-6 Hours	23%	30%	25%	29%
4	With in 6-12 Hours	4%	1%	3%	1%
5	With in 12-24 Hours	20%	2%	19%	2%
6	>24 Hours	22%	2%	21%	2%
Total		100%	100%	100%	100%

f Turn Around 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	19859	68%	15849	74%	4	3%	35712	70%
Between 1-3 months	6471	22%	4570	21%	28	21%	11069	22%
Between 3 to 6 months	1643	6%	780	4%	15	11%	2438	5%
More than 6 months	1329	5%	217	1%	88	65%	1634	3%
Total	29302	100%	21416	100%	135	100%	50853	100%

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

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co **IFFCO Tokio General Insurance Co. Ltd.** Period: 2019-20

a.	TPA	FAMILY HEALTH PLAN INSURANCE TPA LIMITED	
i.	Validity	04-01-2014 to no end date	

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	256	
Number of lives serviced	0	367842	7086093

c **Geographical Area** PAN India

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	1,765
ii	Number of claims received during the year	1,38,373
iii	Number of claims paid during the year	1,22,793
iv	Number of claims repudiated during the year	10,602
v	Number of claims outstanding at the year	6,743

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%	67%
2	With in 1-2 Hours	NA	NA	19%	23%
3	With in 2-6 Hours	NA	NA	5%	8%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	1%	1%
6	>24 Hours	NA	NA	0%	1%
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	0	0	57,771	86%	15,113	23%	72,884	55%
Between 1-3 months	0	0	5,423	8%	35,087	53%	40,510	30%
Between 3 to 6 months	0	0	3,146	5%	15,776	24%	18,922	14%
More than 6 months	0	0	845	1%	234	0%	1,079	1%
Total	0	0	67,185	100%	66,210	100%	1,33,395	100%

Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	5
3	Grievances resolved during	5
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co. **IFFCO Tokio General Insurance Co. Ltd.** Period: **2019-20**

a.	i	TPA	Good Health TPA Services Ltd
		Validity	17-04-2014 to no end date

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	9	
Number of lives serviced	0	19395	

c **Geographical Area** PAN India

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	62
ii	Number of claims received during the year	820
iii	Number of claims paid during the year	754
iv	Number of claims repudiated during the year	75
v	Number of claims outstanding at the year	53

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%	94%
2	With in 1-2 Hours	NA	NA	16%	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

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 Claim	Percentage
Within 1 month	NA	NA	717	86%	0	0	717	86%
Between 1-3 months	NA	NA	33	4%	0	0	33	4%
Between 3 to 6 months	NA	NA	33	4%	0	0	33	4%
More than 6 months	NA	NA	46	6%	0	0	46	6%
Total	NA	NA	829	100%	0	0	829	100%

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.** Period: 2019-20

a.	TPA	HealthIndia Insurance TPA Services Pvt. Ltd.
i	Validity	04-01-2015 to no end date

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	157	
Number of lives serviced	0	112501	1163486

c **Geographical Area** PAN India

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	483
ii	Number of claims received during the year	12,688
iii	Number of claims paid during the year	12,626
iv	Number of claims repudiated during the year	431
v	Number of claims outstanding at the year	114

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	39%	46%
2	With in 1-2 Hours	NA	NA	31%	34%
3	With in 2-6 Hours	NA	NA	30%	20%
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	5093	92%	866	12%	5959	46%
Between 1-3 months	NA	NA	238	4%	6191	82%	6429	49%
Between 3 to 6 months	NA	NA	112	2%	231	3%	343	3%
More than 6 months	NA	NA	87	2%	239	3%	326	2%
Total	NA	NA	5530	100%	7527	100%	13057	100%

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.		Period: 2019-20
a.		TPA	MDIndia Healthcare Service (TPA) Pvt. Ltd.	
	i	Validity	04-05-2014 to no end date	

b

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	40	0
Number of lives serviced	0	2,91,130	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	229
ii	Number of claims received during the year	40,889
iii	Number of claims paid during the year	34,928
iv	Number of claims repudiated during the year	5,275
v	Number of claims outstanding at the year	915

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	55%	47%
2	With in 1-2 Hours	NA	NA	39%	46%
3	With in 2-6 Hours	NA	NA	6%	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

reckoned from the date	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	37206	93%			37206	93%
Between 1-3 months	NA	NA	2266	6%			2266	6%
Between 3 to 6 months	NA	NA	550	1%			550	1%
More than 6 months	NA	NA	181	0%			181	0%
Total	NA	NA	40203	100%			40203	100%

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Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at the	0
2	Grievances received during	8
3	Grievances resolved during	8
4	Grievances outstanding at	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co.	IFFCO Tokio General Insurance Co. Ltd.	Period: 2019-20
a.	TPA	Medi Assist Healthcare Services Ltd.
i	Validity	26-05-2014 to no end date

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies service	0	231	0
Number of lives serviced	0	5,86,937	682466

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	2,064
ii	Number of claims received during the year	50,779
iii	Number of claims paid during the year	46,662
iv	Number of claims repudiated during the year	4,480
v	Number of claims outstanding at the year	1,701

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	88%	76%
2	With in 1-2 Hours	NA	NA	9%	20%
3	With in 2-6 Hours	NA	NA	2%	4%
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	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	33709	79%	6233	74%	39942	78%
Between 1-3 months	NA	NA	6019	14%	1931	23%	7950	16%
Between 3 to 6 months	NA	NA	1896	4%	132	2%	2028	4%
More than 6 months	NA	NA	1142	3%	80	1%	1222	2%
Total	NA	NA	42766	100%	8376	100%	51142	100%

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

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co. **IFFCO Tokio General Insurance Co. Ltd.** Period: 2019-20

a.	TPA	MedSave Health Insurance TPA Ltd.
i	Validity	09-12-2014 to no end date

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	23	0
Number of lives serviced	0	37,033	0

c **Geographical Area** PAN India

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	372
ii	Number of claims received during the year	3,645
iii	Number of claims paid during the year	3,455
iv	Number of claims repudiated during the year	426
v	Number of claims outstanding at the year	136

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	78%	73%
2	With in 1-2 Hours	NA	NA	18%	22%
3	With in 2-6 Hours	NA	NA	4%	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

Description to be reckoned	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	2963	76%	NA	NA	2963	76%
Between 1-3 months	NA	NA	470	12%	NA	NA	470	12%
Between 3 to 6 months	NA	NA	249	6%	NA	NA	249	6%
More than 6 months	NA	NA	199	5%	NA	NA	199	5%
Total	NA	NA	3881	100%	NA	NA	3881	100%

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.		Period: 2019-20
a.		TPA	Paramount Health Services & Insurance TPA Private Limited	
	i	Validity	25-03-2014 to no end date	

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	372	0
Number of lives serviced	0	4,91,608	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	3,297
ii	Number of claims received during the year	52,269
iii	Number of claims paid during the year	48,493
iv	Number of claims repudiated during the year	5,639
v	Number of claims outstanding at the year	1,434

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	57%	54%
2	With in 1-2 Hours	NA	NA	24%	30%
3	With in 2-6 Hours	NA	NA	12%	14%
4	With in 6-12 Hours	NA	NA	2%	1%
5	With in 12-24 Hours	NA	NA	4%	0%
6	>24 Hours	NA	NA	1%	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	5	83%	47913	91%	10	1%	47928	89%
Between 1-3 months	1	17%	2470	5%	36	3%	2507	5%
Between 3 to 6 months	0	0%	1015	2%	1046	88%	2061	4%
More than 6 months	0	0%	1540	3%	96	8%	1636	3%
Total	6	100%	52938	100%	1188	100%	54132	100%

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.	Period: 2019-20
a.	TPA	Raksha Health Insurance TPA Pvt.Ltd.
i	Validity	31-03-2014 to no end date

b

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	91	0
Number of lives serviced	0	84,997	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	556
ii	Number of claims received during the year	11,011
iii	Number of claims paid during the year	10,122
iv	Number of claims repudiated during the year	1,146
v	Number of claims outstanding at the year	299

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	98%	95%
2	With in 1-2 Hours	NA	NA	2%	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	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	10104	90%	NA	NA	10104	90%
Between 1-3 months	NA	NA	776	7%	NA	NA	776	7%
Between 3 to 6 months	NA	NA	210	2%	NA	NA	210	2%
More than 6 months	NA	NA	178	2%	NA	NA	178	2%
Total	NA	NA	11268	100%	NA	NA	11268	100%

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

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co. **IFFCO Tokio General Insurance Co. Ltd.** Period: 2019-20

a.	TPA	UnitedHealthCare Parekh Insurance TPA
i	Validity	24-06-2015 to no end date

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	15	0
Number of lives serviced	0	20,741	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	77
ii	Number of claims received during the year	5,345
iii	Number of claims paid during the year	5,130
iv	Number of claims repudiated during the year	207
v	Number of claims outstanding at the year	85

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	36%	40%
2	With in 1-2 Hours	NA	NA	44%	41%
3	With in 2-6 Hours	NA	NA	20%	18%
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 last	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	4717	88%	NA	NA	4717	88%
Between 1-3 months	NA	NA	409	8%	NA	NA	409	8%
Between 3 to 6 months	NA	NA	121	2%	NA	NA	121	2%
More than 6 months	NA	NA	90	2%	NA	NA	90	2%
Total	NA	NA	5337	100%	NA	NA	5337	100%

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.** Period: 2019-20

a.		TPA	Vidal Health TPA
	i	Validity	28-04-2014 to no end date

b

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	44	1
Number of lives serviced	0	88,769	7994697

c **Geographical Area** PAN India

d

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	339
ii	Number of claims received during the year	1,07,961
iii	Number of claims paid during the year	1,02,809
iv	Number of claims repudiated during the year	2,881
v	Number of claims outstanding at the year	2,609

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	78%	68%
2	With in 1-2 Hours	NA	NA	16%	21%
3	With in 2-6 Hours	NA	NA	5%	11%
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	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	21820	86%	12381	15%	34201	32%
Between 1-3 months	NA	NA	2373	9%	48256	60%	50629	48%
Between 3 to 6 months	NA	NA	853	3%	19656	24%	20509	19%
More than 6 months	NA	NA	267	1%	84	0%	351	0%
Total	NA	NA	25313	100%	80377	100%	105690	100%

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Data of grievances received against the TPA		
S. No	Description	No. of Grievances
1	Grievance outstanding at th	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.		Period: 2019-20
a.		TPA	Vipul MedCorp Insurance TPA Private Limited	
	i	Validity	04-01-2014 to no end date	

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	219	0
Number of lives serviced	0	88,457	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	593
ii	Number of claims received during the year	7,744
iii	Number of claims paid during the year	6,996
iv	Number of claims repudiated during the year	763
v	Number of claims outstanding at the year	578

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	61%	66%
2	With in 1-2 Hours	NA	NA	30%	25%
3	With in 2-6 Hours	NA	NA	8%	8%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	1%	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	5933	76%	NA	NA	5933	76%
Between 1-3 months	NA	NA	843	11%	NA	NA	843	11%
Between 3 to 6 months	NA	NA	478	6%	NA	NA	478	6%
More than 6 months	NA	NA	505	7%	NA	NA	505	7%
Total	NA	NA	7759	100%	NA	NA	7759	100%

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.** Period: 2019-20

a.	TPA	SAFEWAY INSURANCE TPA PVT LTD
i	Validity	25-02-2020 to no end date

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	2	0
Number of lives serviced	0	437	619814

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 325
ii	Number of claims received during the year 6,155
iii	Number of claims paid during the year 6,311
iv	Number of claims repudiated during the year 163
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	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 last	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	0	0%	3304	51%	3304	51%
Between 1-3 months	NA	NA	0	0%	2963	46%	2963	46%
Between 3 to 6 months	NA	NA	0	0%	156	2%	156	2%
More than 6 months	NA	NA	0	0%	51	1%	51	1%
Total	NA	NA	0	0%	6474	100%	6474	100%

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 t	0

GUIDELINES ON PUBLIC DISCLOSURE

Name of the Insurance Co. **IFFCO Tokio General Insurance Co. Ltd.** Period: 2019-20

a.	TPA	East West Assist Private Limited
i	Validity	11-01-2019 to no end date

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	1	0
Number of lives serviced	0	77	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	-
ii	Number of claims received during the year	364
iii	Number of claims paid during the year	350
iv	Number of claims repudiated during the year	7
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	63%	91%
2	With in 1-2 Hours	NA	NA	21%	5%
3	With in 2-6 Hours	NA	NA	11%	4%
4	With in 6-12 Hours	NA	NA	0%	0%
5	With in 12-24 Hours	NA	NA	5%	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 last	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	355	99%	NA	NA	355	99%
Between 1-3 months	NA	NA	2	1%	NA	NA	2	1%
Between 3 to 6 months	NA	NA	0	0%	NA	NA	0	0%
More than 6 months	NA	NA	0	0%	NA	NA	0	0%
Total	NA	NA	357	100%	NA	NA	357	100%

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.** Period: 2019-20

a.	TPA	PARK MEDICLAIM TPA PVT LTD
i	Validity	19-06-2018 to no end date

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	4	0
Number of lives serviced	0	11,012	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	3
ii	Number of claims received during the year	636
iii	Number of claims paid during the year	627
iv	Number of claims repudiated during the year	4
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	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 last	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	349	55%	NA	NA	349	55%
Between 1-3 months	NA	NA	242	38%	NA	NA	242	38%
Between 3 to 6 months	NA	NA	37	6%	NA	NA	37	6%
More than 6 months	NA	NA	3	0%	NA	NA	3	0%
Total	NA	NA	631	100%	NA	NA	631	100%

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.** Period: 2019-20

a.	TPA	HERITAGE HEALTH INSURANCE TPA PVT LTD.
i	Validity	20-09-2018 to no end date

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	0	0
Number of lives serviced	0	7	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	5
ii	Number of claims received during the year	111
iii	Number of claims paid during the year	108
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	59%	54%
2	With in 1-2 Hours	NA	NA	9%	11%
3	With in 2-6 Hours	NA	NA	17%	15%
4	With in 6-12 Hours	NA	NA	6%	11%
5	With in 12-24 Hours	NA	NA	9%	9%
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 last	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	83	72%			83	72%
Between 1-3 months	NA	NA	22	19%			22	19%
Between 3 to 6 months	NA	NA	1	1%			1	1%
More than 6 months	NA	NA	9	8%			9	8%
Total	NA	NA	115	100%			115	100%

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.** Period: 2019-20

a.	TPA	Genins India Insurance TPA Ltd.
i	Validity	23-05-2018 to no end date

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	1	0
Number of lives serviced	0	182	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	1
ii	Number of claims received during the year	33
iii	Number of claims paid during the year	31
iv	Number of claims repudiated during the year	2
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	71%	100%
2	With in 1-2 Hours	NA	NA	29%	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 last	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	26	79%	NA	NA	26	79%
Between 1-3 months	NA	NA	4	12%	NA	NA	4	12%
Between 3 to 6 months	NA	NA	1	3%	NA	NA	1	3%
More than 6 months	NA	NA	2	6%	NA	NA	2	6%
Total	NA	NA	33	100%	NA	NA	33	100%

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.** Period: 2019-20

a.	TPA	Alankit Health care TPA Ltd.
i	Validity	04-05-2018 to no end date

Description	No. of policies & lives serviced		
	Individual	Group	Government
Number of policies serviced	0	5	0
Number of lives serviced	0	6,398	0

c **Geographical Area** PAN India

Data of number of claims processed		
i	Outstanding Number of claims at the beginning of the year	-
ii	Number of claims received during the year	206
iii	Number of claims paid during the year	201
iv	Number of claims repudiated during the year	-
v	Number of claims outstanding at the year	5

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	98%	95%
2	With in 1-2 Hours	NA	NA	2%	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**

from the date of receipt of last	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	112	56%	NA	NA	112	56%
Between 1-3 months	NA	NA	66	33%	NA	NA	66	33%
Between 3 to 6 months	NA	NA	16	8%	NA	NA	16	8%
More than 6 months	NA	NA	7	3%	NA	NA	7	3%
Total	NA	NA	201	100%	NA	NA	201	100%

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.** Period: 2019-20

a.	TPA	E-Meditek Insurance TPA Limited
i	Validity	Expired

No. of policies & lives serviced			
Description	Individual	Group	Government
Number of policies serviced	0	0	0
Number of lives serviced	0	-	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	36
ii	Number of claims received during the year	15
iii	Number of claims paid during the year	21
iv	Number of claims repudiated during the year	30
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

from the date of receipt of last	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	2	4%			2	4%
Between 1-3 months	NA	NA	11	22%			11	22%
Between 3 to 6 months	NA	NA	38	75%			38	75%
More than 6 months	NA	NA	51	100%			51	100%
Total	NA	NA	3881	100%	NA	NA	3881	100%

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