

**PUBLIC DISCLOSURE ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF  
HEALTH SERVICES RENDERED**

**(INFORMATION AS AT 31 MARCH 2021)**

Name of the Insurance Company: ADITYA BIRLA HEALTH INSURANCE CO LIMITED.  
Financial Year: FY 2020-21  
TPA Name: Health India insurance TPA service Pvt Ltd.

a. Validity of agreement with TPA 10<sup>th</sup> October 2016 until termination

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

Description	Individual	Group	Government	Total
No of policies serviced	0	0	0	0
No of lives serviced	0	0	0	0

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
NIL	NIL	NIL	NIL	NIL

d. Data of Number of Claims processed:

No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement Ratio (%)	No. of claims repudiated during the year	Claims repudiation (%)	No. of claims outstanding at the end of the year
0	1	1	100.00%	0	0.00%	0

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

Sr. 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	0.00%	0.00%	0.00%	0.00%
2	Within 1-2 Hours	0.00%	0.00%	0.00%	0.00%
3	Within 2-6 Hours	0.00%	0.00%	0.00%	0.00%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	>24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0.00%	0.00%	0.00%	0.00%

\*percentage to be 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 in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

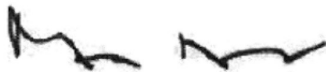
f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)
Within 1 Month	0	0.00%	1	100%	0	0.00%	1	100%
Between 1-3 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Between 3-6 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	0	0.00%	1	100%	0	0.00%	1	100%

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of 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

For Aditya Birla Health Insurance Company Limited



Signature of CEO and Whole Time Director

Aditya Birla Health Insurance Co. Limited