

**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: MediAssist Insurance TPA Pvt. Ltd

a. Validity of agreement with TPA 5th October 2016 to 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	8,36,057	435	0	8,36,492
No of lives serviced	8,19,175	4,89,229	0	13,08,404

C. Information with regards to geographical area in which services are rendered by the TPA / Insurer:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Pan India	Pan India	8,36,492	13,08,404

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
1465	18,669	16,904	84%	1849	9%	1381

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%	85.9%	71%
2	Within 1-2 Hours	0.00%	0.00%	11.7%	24.4%
3	Within 2-6 Hours	0.00%	0.00%	2.1%	4.3%
4	Within 6-12 Hours	0.00%	0.00%	0.3%	0.2%
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%	100%	100%

*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 in case of payment /repudiation of claims:

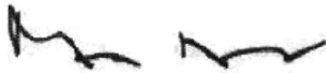
Description	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)
Within 1 Month	27	90%	18127	97%	0	0.00%	18154	97%
Between 1-3 Months	1	3%	531	3%	0	0.00%	532	3%
Between 3-6 Months	1	3%	53	0.00%	0	0.00%	54	0.00%
More than 6 Months	1	3%	12	0.00%	0	0.00%	13	0.00%
Total	30	100%	18723	100%	0	0.00%	18753	100%

*percentage shall be calculated on total of respective column

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	8
3	Grievances resolved during the year	8
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