

a.	Name of Insurer/TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Niva Bupa Health Insurance Company Limited (formerly known as Max Bupa Health Insurance Company Limited)	-	-	-
	Medi Assist Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/945/2022	1-Oct-2019	30-Sep-2025
	Raksha Health Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/944/2022	20-Nov-2019	19-Nov-2025
	Family Health Plan Insurance TPA Limited	HCP_Legal_86_2020	1-Aug-2020	31-Jul-2026
	Vidal Health Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/723/2022	1-Aug-2020	31-Jul-2026
	Paramount Health Services & Insurance TPA Pvt Ltd	HCP_Legal_87_2020	4-Aug-2020	3-Aug-2026
	Health India TPA Services Pvt Ltd	Themis/Claims, UW & Products/193/2021	7-May-2021	6-May-2027
	Safeway Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/151/2021	9-Sep-2021	7-Sep-2027
	Good Health Insurance TPA Limited	HCP_Legal_89_2020	1-Aug-2020	31-Jul-2026
	Volo Health Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/694/2022	10-May-2022	9-May-2025
	Medsave Health Insurance TPA Limited	Themis/Claims, UW & Products/699/2022	22-Jul-2022	21-Jul-2025
	Genins India Insurance TPA Limited	Themis/Claims, UW & Products/770/2022	1-Nov-2022	31-Oct-2025
	Park Mediclaim Insurance TPA Private Limited	Themis/Claims, UW & Products/943/2022	9-Dec-2022	8-Dec-2025
	Ericson Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/859/2022	1-Dec-2022	7-Dec-2025
	MD India Health Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/1905/2023	1-Jun-2023	31-May-2026
	Link-K Insurance TPA Pvt Ltd	Themis/Claims, UW & Products/2248/2023	14-Jan-2024	13-Jan-2027

b(i). Number of policies and lives serviced in respect of which public disclosure is made by the Insurer:

Description	Individual	Group	Government
No of policies serviced	2228698	6594	
No of lives serviced	5095175	12500849	

b(ii). Number of policies and lives serviced in respect of which public disclosure is made by Medi Assist Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced		109	
No of lives serviced		725468	

b(iii). Number of policies and lives serviced in respect of which public disclosure is made by Raksha Health Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced		4	
No of lives serviced		10795	

b(iv). Number of policies and lives serviced in respect of which public disclosure is made by Family Health Plan Insurance TPA Limited:

Description	Individual	Group	Government
No of policies serviced		24	
No of lives serviced		75238	

b(v). Number of policies and lives serviced in respect of which public disclosure is made by Vidal Health Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced		33	
No of lives serviced		126003	

b(vi). Number of policies and lives serviced in respect of which public disclosure is made by Paramount Health Services & Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced		86	
No of lives serviced		30890	

b(vii). Number of policies and lives serviced in respect of which public disclosure is made by Health India TPA Services Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced		71	
No of lives serviced		42445	

b(viii). Number of policies and lives serviced in respect of which public disclosure is made by Safeway Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced		9	
No of lives serviced		4481	

b(ix). Number of policies and lives serviced in respect of which public disclosure is made by Good Health Insurance TPA Limited:

Description	Individual	Group	Government
No of policies serviced		4	
No of lives serviced		3885	

b(x). Number of policies and lives serviced in respect of which public disclosure is made by Volo Health Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced		14	
No of lives serviced		11918	

b(xi). Number of policies and lives serviced in respect of which public disclosure is made by Medsave Health Insurance TPA Limited:

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

b(xii). Number of policies and lives serviced in respect of which public disclosure is made by Genins India Insurance TPA Limited:

Description	Individual	Group	Government
No of policies serviced		1	
No of lives serviced		70	

b(xiii). Number of policies and lives serviced in respect of which public disclosure is made by Park Mediclaim Insurance TPA Private Limited:

Description	Individual	Group	Government
No of policies serviced		1	
No of lives serviced		1095	

b(xiv). Number of policies and lives serviced in respect of which public disclosure is made by Ericson Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
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No of policies serviced		19	
No of lives serviced		11972	

b (xv). Number of policies and lives serviced in respect of which public disclosure is made by MDIndia Health Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced		15	
No of lives serviced		90563	

b (xvi). Number of policies and lives serviced in respect of which public disclosure is made by Link-K Insurance TPA Pvt Ltd:

Description	Individual	Group	Government
No of policies serviced		1	
No of lives serviced		48	

Sr. No.	Name of State	Name of District	No. of policies serviced *	No. of lives serviced
1	Andhra Pradesh	All District	59273	789309
2	Arunachal Pradesh	All District	820	9729
3	Assam	All District	22524	470363
4	Bihar	All District	55115	594800
5	Chhattisgarh	All District	26379	227101
6	Goa	All District	7727	39330
7	Gujarat	All District	123495	961948
8	Haryana	All District	143090	949052
9	Himachal Pradesh	All District	10151	69679
10	Jharkhand	All District	22595	176908
11	Karnataka	All District	161720	1552666
12	Kerala	All District	108735	1042000
13	Madhya Pradesh	All District	72757	745706
14	Maharashtra	All District	317538	2122290
15	Manipur	All District	840	4375
16	Meghalaya	All District	1046	120912
17	Mizoram	All District	1486	9608
18	Nagaland	All District	519	8954
19	Odisha	All District	34747	360797
20	Punjab	All District	119135	477712
21	Rajasthan	All District	102311	681138
22	Sikkim	All District	710	9928
23	Tamil Nadu	All District	88874	1023800
24	Telangana	All District	110957	998659
25	Tripura	All District	2388	76181
26	Uttar Pradesh	All District	290376	1974884
27	Uttarakhand	All District	31772	154995
28	West Bengal	All District	71197	1123630
29	Andaman & Nicobar Is.	All District	568	3108
30	Chandigarh	All District	10657	34525
31	Dadra & Nagra Haveli	All District	707	6226
32	Daman & Diu	All District	500	4189
33	Delhi	All District	225161	712340
34	Jammu & Kashmir	All District	7724	38723
35	Ladakh	All District	77	268
36	Lakshadweep	All District	80	247
37	Puducherry	All District	1541	19944

* All policies active during the financial year are included in this count

c(ii). Geographical Area of services Rendered in respect of which public disclosure is made **Medi Assist Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	109	725468

c(iii). Geographical Area of services Rendered in respect of which public disclosure is made **Raksha Health Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	4	10795

c(iv). Geographical Area of services Rendered in respect of which public disclosure is made **Family Health Plan Insurance TPA Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	24	75238

c(v). Geographical Area of services Rendered in respect of which public disclosure is made **Vidal Health Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	33	126003

c(vi). Geographical Area of services Rendered in respect of which public disclosure is made **Paramount Health Services & Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	86	30890

c(vii). Geographical Area of services Rendered in respect of which public disclosure is made **Health India TPA Services Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	71	42445

c(viii). Geographical Area of services Rendered in respect of which public disclosure is made **Safeway Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	9	4481

c(ix). Geographical Area of services Rendered in respect of which public disclosure is made **Good Health Insurance TPA Limited:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	4	3885

c(x). Geographical Area of services Rendered in respect of which public disclosure is made **Volo Health Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	14	11918

c(xi). Geographical Area of services Rendered in respect of which public disclosure is made **Medsave Health Insurance TPA Limited:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	0	0

c(xii). Geographical Area of services Rendered in respect of which public disclosure is made **Genins India Insurance TPA Limited:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	70

c(xiii). Geographical Area of services Rendered in respect of which public disclosure is made **Park Mediclaim Insurance TPA Private Limited:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	1095

c(xiv). Geographical Area of services Rendered in respect of which public disclosure is made **Ericson Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	19	11972

c(xv). Geographical Area of services Rendered in respect of which public disclosure is made **MDIndia Health Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	15	90563

c(xvi). Geographical Area of services Rendered in respect of which public disclosure is made **Link-K Insurance TPA Pvt Ltd:**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	PAN India	PAN India	1	48

d(i). Data of number of claims processed by the Insurer **(Inhouse)**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Inhouse (Health&PA)	12,575	938815	864965	92%	70715	8%	15710

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(ii). Data of number of claims processed by **Medi Assist Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Medi Assist Insurance TPA P Ltd	1656	40600	34536	92%	3105	8%	4615

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(iii). Data of number of claims processed by **Raksha Health Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Raksha TPA	264	279	437	81%	101	19%	5

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(iv). Data of number of claims processed by **Family Health Plan Insurance TPA Limited:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
FHPL TPA	776	8697	8581	91%	807	9%	85

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(v). Data of number of claims processed by **Vidal Health Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Vidal TPA	1066	19405	18965	95%	907	5%	599

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(vi). Data of number of claims processed by **Paramount Health Services & Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Paramount TPA	374	1626	1746	90%	191	10%	63

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(vii). Data of number of claims processed by **Health India TPA Services Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Health India TPA	764	9839	9268	89%	1145	11%	190

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(viii). Data of number of claims processed by **Safeway Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Safeway TPA	58	278	284	88%	40	12%	12

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(ix). Data of number of claims processed by **Good Health Insurance TPA Limited:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Good Health TPA	22	19	35	88%	5	12%	1

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)
^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(x). Data of number of claims processed by **Ericson Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Ericson Insurance TPA Pvt Ltd	32	363	319	86%	51	14%	25

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)
^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(xi). Data of number of claims processed by **Volo Health Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Volo Health Insurance TPA Pvt Ltd	821	3572	3607	86%	592	14%	194

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)
^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(xii). Data of number of claims processed by **Genins TPA:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Genins TPA	0	3	2	100%	0	0%	1

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)
^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(xiii). Data of number of claims processed by **Park Mediclaim TPA:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Park Mediclaim TPA	6	142	109	86%	18	14%	21

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)
^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(xiv). Data of number of claims processed by **Medsave TPA:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Medsave TPA	5	0	0	0%	1	100%	4

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)
^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(xv). Data of number of claims processed by **MDIndia Health Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
MDIndia TPA	16	1645	1225	93%	97	7%	339

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)
^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

d(xvi). Data of number of claims processed by **Link-K Insurance TPA Pvt Ltd:**

TPA	No. of claims outstanding at the beginning of year 2024-25	No. of claims received during the year 2024-25	No. of claims paid during the year 2024-25	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation ratio %	No. of claims outstanding at the end of the year 2024-25
Link-K Insurance TPA Pvt Ltd	0	0	0	0%	0	0%	0

* Settlement Ratio = No. of claims paid during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)
^ Repudiation Ratio = No. of claims repudiated during the year / (No. of claims outstanding at the beginning of year + No. of claims received during the year - No. of claims outstanding at the end of the year)

e (i). Turn Around Time (TAT) for cashless claims by Insurer (in respect of number of claims): **Inhouse**

TAT INCLUSIVE OF TIME TAKEN BY INSURER FOR APPROVAL OF AUTHORISATIONS

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	95%	45%	92%	37%
2	Within 1-2 Hours	3%	47%	6%	52%
3	Within 2-6 Hours	2%	6%	1%	11%
4	Within 6-12 Hours	0%	1%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
Total		100%	100%	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

e(ii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Medi Assist Insurance TPA Pvt Ltd**

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%	97.1%	79.8%
2	Within 1-2 Hours	0.00%	0.00%	2.3%	16.9%
3	Within 2-6 Hours	0.00%	0.00%	0.5%	3.0%
4	Within 6-12 Hours	0.00%	0.00%	0.0%	0.2%
5	Within 12-24 Hours	0.00%	0.00%	0.1%	0.1%
6	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0%	0%	100.00%	100.00%

*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

e(iii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Raksha Health Insurance TPA Pvt Ltd**

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%	86.52%	61.32%
2	Within 1-2 Hours	0.00%	0.00%	6.34%	30.88%
3	Within 2-6 Hours	0.00%	0.00%	7.15%	7.27%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.52%

5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0%	0%	100.00%	100.00%

*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 to the hospital)

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

e(iv). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Family Health Plan Insurance TPA Limited**

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%	76.50%	58.31%
2	Within 1-2 Hours	0.00%	0.00%	14.52%	27.58%
3	Within 2-6 Hours	0.00%	0.00%	6.90%	12.58%
4	Within 6-12 Hours	0.00%	0.00%	1.02%	0.74%
5	Within 12-24 Hours	0.00%	0.00%	0.75%	0.61%
6	Above 24 Hours	0.00%	0.00%	0.32%	0.18%
Total		0%	0%	100.00%	100.00%

*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 to the hospital)

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

e(v). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Vidal Health Insurance TPA Pvt Ltd**

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%	83.43%	77.60%
2	Within 1-2 Hours	0.00%	0.00%	12.11%	16.60%
3	Within 2-6 Hours	0.00%	0.00%	4.30%	5.68%
4	Within 6-12 Hours	0.00%	0.00%	0.16%	0.12%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0%	0%	100.00%	100.00%

*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 to the hospital)

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

e(vi). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Paramount Health Services & Insurance TPA Pvt Ltd**

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%	93.82%	48.98%
2	Within 1-2 Hours	0.00%	0.00%	4.00%	40.43%
3	Within 2-6 Hours	0.00%	0.00%	1.00%	10.00%
4	Within 6-12 Hours	0.00%	0.00%	0.13%	0.14%
5	Within 12-24 Hours	0.00%	0.00%	0.79%	0.27%
6	Above 24 Hours	0.00%	0.00%	0.26%	0.14%
Total		0%	0%	100.00%	100.00%

*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 to the hospital)

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

e(vii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Health India TPA Services Pvt Ltd**

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%	93.60%	87.90%
2	Within 1-2 Hours	0.00%	0.00%	4.90%	10.80%
3	Within 2-6 Hours	0.00%	0.00%	1.50%	1.30%
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	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0%	0%	100.00%	100.00%

*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 to the hospital)

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

e(viii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Safeway Insurance TPA Pvt Ltd**

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%	100.00%	97.00%
2	Within 1-2 Hours	0.00%	0.00%	0.00%	3.00%
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	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0%	0%	100.00%	100.00%

*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 to the hospital)

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

e(ix). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Good Health Insurance TPA Limited**

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%	100.00%	25.00%
2	Within 1-2 Hours	0.00%	0.00%	0.00%	75.00%
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	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0%	0%	100.00%	100.00%

*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 to the hospital)

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

e(x). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Ericson Insurance TPA Pvt Ltd**

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%	100%	98.96%
2	Within 1-2 Hours	0.00%	0.00%	0%	0.52%
3	Within 2-6 Hours	0.00%	0.00%	0%	0.52%
4	Within 6-12 Hours	0.00%	0.00%	0%	0%
5	Within 12-24 Hours	0.00%	0.00%	0%	0%
6	Above 24 Hours	0.00%	0.00%	0%	0%
Total		0%	0%	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 to the hospital)

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

e(xi). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Volo Health Insurance TPA Pvt Ltd**

Sr. No.	Description	Individual Policies (in %)	Group Policies (in %)
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Sr. No.	Description	TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	0.00%	0.00%	98.24%	82.71%
2	Within 1-2 Hours	0.00%	0.00%	1.40%	15.19%
3	Within 2-6 Hours	0.00%	0.00%	0.36%	2.10%
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	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0%	0%	100.00%	100.00%

*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 to the hospital)

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

e(xii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Genis TPA**

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%	100.00%	100.00%
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	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0%	0%	100.00%	100.00%

*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 to the hospital)

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

e(xiii). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Park Mediclaim TPA**

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%	66.00%	64.00%
2	Within 1-2 Hours	0.00%	0.00%	34.00%	36.00%
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	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0%	0%	100.00%	100.00%

*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 to the hospital)

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

e(xiv). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Medsave TPA**

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	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0%	0%	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 to the hospital)

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

e(xv). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **MDIndia Health Insurance TPA Pvt Ltd**

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%	89.00%	83.30%
2	Within 1-2 Hours	0.00%	0.00%	10.70%	11.90%
3	Within 2-6 Hours	0.00%	0.00%	0.30%	4.80%
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	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0%	0%	100.00%	100.00%

*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 to the hospital)

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

e(xvi). Turn Around Time (TAT) for cashless claims (in respect of number of claims): **Link-K Health Insurance TPA Pvt Ltd**

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	Above 24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0%	0%	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 to the hospital)

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

f(i). Turn Around Time (TAT) in respect of payment/ repudiation of claims by Insurer (INHOUSE)

TOTAL CLAIMS PAYMENT TAT - LDR TO PAYMENT DATE / DENIAL DATE							
Description (to 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	782985	100%	151343	99%	NIL	NIL	934328 100%
Between 1-3 Months	436	0%	909	1%	NIL	NIL	1345 0%
Between 3-6 Months	3	0%	2	0%	NIL	NIL	5 0%
More than 6 Months	2	0%	0	0%	NIL	NIL	2 0%
Total	783426	100%	152254	100%	NIL	NIL	935680 100%

*Percentage shall be calculated on total of respective column

f(ii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Medi Assist Insurance TPA Pvt Ltd:**

TOTAL CLAIMS PAYMENT TAT - LDR TO PAYMENT DATE / DENIAL DATE							
Description (to 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	0	0%	37497	99.6%	0	0%	37497 99.6%
Between 1-3 Months	0	0%	141	0.4%	0	0%	141 0.4%
Between 3-6 Months	0	0%	3	0.0%	0	0%	3 0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0 0.0%

Total	0	0	37641	100%	0	0	37641	100%
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*Percentage shall be calculated on total of respective column

f(iii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Raksha Health Insurance TPA Pvt Ltd :**

Description (to 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	0	0%	537	99.8%	0	0%	537	99.8%
Between 1-3 Months	0	0%	1	0.2%	0	0%	1	0.2%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	538	100.0%	0	0	538	100.0%

*Percentage shall be calculated on total of respective column

f(iv). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Family Health Plan Insurance TPA Limited :**

Description (to 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	0	0%	9372	99.8%	0	0%	9372	99.8%
Between 1-3 Months	0	0%	16	0.2%	0	0%	16	0.2%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	9388	100%	0	0	9388	100%

*Percentage shall be calculated on total of respective column

f(v). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Vidal Health Insurance TPA Pvt Ltd :**

Description (to 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	0	0%	19855	99.9%	0	0%	19855	99.9%
Between 1-3 Months	0	0%	17	0.1%	0	0%	17	0.1%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	19872	100.00%	0	0	19872	100.00%

*Percentage shall be calculated on total of respective column

f(vi). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Paramount Health Services & Insurance TPA Pvt Ltd:**

Description (to 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	0	0%	1937	100.0%	0	0%	1937	100.0%
Between 1-3 Months	0	0%	0	0.0%	0	0%	0	0.0%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	1937	100%	0	0%	1937	100%

*Percentage shall be calculated on total of respective column

f(vii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Health India TPA Services Pvt Ltd:**

Description (to 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	0	0%	10350	99.4%	0	0%	10,350	99.4%
Between 1-3 Months	0	0%	58	0.6%	0	0%	58	0.6%
Between 3-6 Months	0	0%	5	0.0%	0	0%	5	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	-	0.0%
Total	0	0	10,413	100.0%	0	0	10413	100%

*Percentage shall be calculated on total of respective column

f(viii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Safeway Insurance TPA Pvt Ltd:**

Description (to 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	0	0%	324	100.0%	0	0%	324	100.0%
Between 1-3 Months	0	0%	0	0.0%	0	0%	0	0.0%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	324	100%	0	0	324	100%

*Percentage shall be calculated on total of respective column

f(ix). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Good Health Insurance TPA Limited:**

Description (to 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	0	0%	40	100.0%	0	0%	40	100.0%
Between 1-3 Months	0	0%	0	0.0%	0	0%	0	0.0%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	40	100%	0	0	40	100%

*Percentage shall be calculated on total of respective column

f(x). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Ericson Insurance TPA Pvt Ltd:**

Description (to 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	0	0%	369	99.7%	0	0%	369	99.7%
Between 1-3 Months	0	0%	1	0.3%	0	0%	1	0.3%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	370	100%	0	0	370	100%

*Percentage shall be calculated on total of respective column

f(xi). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Volo Health Insurance TPA Pvt Ltd:**

Description (to 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	0	0%	4180	99.5%	0	0%	4180	99.5%
Between 1-3 Months	0	0%	19	0.5%	0	0%	19	0.5%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	4199	100%	0	0	4199	100%

*Percentage shall be calculated on total of respective column

f(xii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Genins TPA:**

Description (to 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	0	0%	2	100.0%	0	0%	2	100.0%
Between 1-3 Months	0	0%	0	0.0%	0	0%	0	0.0%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	2	100%	0	0	2	100%

*Percentage shall be calculated on total of respective column

f(xiii). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Park Mediclaim TPA**:

Description (to 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	0	0%	125	98.4%	0	0%	125	98.4%
Between 1-3 Months	0	0%	2	1.6%	0	0%	2	1.6%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	127	100%	0	0	127	100%

*Percentage shall be calculated on total of respective column

f(xiv). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Medsave TPA**:

Description (to 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	0	0%	1	100.0%	0	0	1	100.0%
Between 1-3 Months	0	0%	0	0.0%	0	0	0	0.0%
Between 3-6 Months	0	0%	0	0.0%	0	0	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0	0	0.0%
Total	0	0	1	100%	0	0	1	100%

*Percentage shall be calculated on total of respective column

f(xv). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **MDIndia Health Insurance TPA Pvt Ltd**:

Description (to 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	0	0%	1322	100.0%	0	0%	1322	100.0%
Between 1-3 Months	0	0%	0	0.0%	0	0%	0	0.0%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	1322	100%	0	0	1322	100%

*Percentage shall be calculated on total of respective column

f(xvi). Turn Around Time (TAT) in respect of payment/ repudiation of claims by **Link-K Health Insurance TPA Pvt Ltd**:

Description (to 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	0	0%	0	0.0%	0	0%	0	0.0%
Between 1-3 Months	0	0%	0	0.0%	0	0%	0	0.0%
Between 3-6 Months	0	0%	0	0.0%	0	0%	0	0.0%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0	0	0%	0	0	0	0%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances (by Medi Assist Insurance TPA P Ltd)	No. of Grievances (by Raksha Health Insurance TPA Pvt Ltd)	No. of Grievances (by Family Health Plan Insurance TPA Ltd)	No. of Grievances (by Vidal Health Insurance TPA Pvt Ltd)	No. of Grievances (by Paramount TPA)	No. of Grievances (by Health India TPA)	No. of Grievances (by Safeway TPA)
1	Grievances outstanding at the beginning of year	0	0	0	0	0	0	0
2	Grievances received during the year	9	0	12	4	2	11	0
3	Grievances resolved during the year	9	0	12	4	2	11	0
4	Grievances outstanding at the end of the year	0	0	0	0	0	0	0

Note: The above count is the total of all grievances received by the insurer during 2024-25

Sr. No.	Description	No. of Grievances (by Good Health TPA)	No. of Grievances (by Ericson TPA)	No. of Grievances (by Volo Health Insurance TPA Pvt Ltd)	No. of Grievances (by Genins TPA)	No. of Grievances (by Park MediclaimTPA)	No. of Grievances (by Medsave TPA)	No. of Grievances (by MDIndia Health Insurance TPA Pvt Ltd)	No. of Grievances (by Link-K Health Insurance TPA Pvt Ltd)
1	Grievances outstanding at the beginning of year	0	0	0	0	0	0	0	0
2	Grievances received during the year	0	0	0	0	0	0	0	0
3	Grievances resolved during the year	0	0	0	0	0	0	0	0
4	Grievances outstanding at the end of the year	0	0	0	0	0	0	0	0

Note: The above count is the total of all grievances received by the insurer during 2024-25

Place: Gurgaon

Signature of CEO/Whole Time Director

07th May 2025

Name of the Insurer: Niva Bupa Health Insurance Company Limited