

Aditya Birla Health Insurance Co. Limited
Registration No. 153 and Dated 11 July 2016

FORM NL-48

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurance Company - Aditya Birla Health Insurance Co. Limited
Information as at 31-03-2022

- a) Name of the TPA - HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.
Validity of agreement with the TPA: from 10/10/2016 to until terminated

- b) Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	0	24	0
Number of lives serviced	0	7,713	0

- c) Information with regard to the geographical area in which services are rendered by the TPA

Name of the State	Name of the Districts
Maharashtra	Mumbai Suburban
Maharashtra	Mumbai City
Gujarat	Ahmedabad
Karnataka	Bangalore
Tamil Nadu	Chennai
Kerala	Ernakulum
DELHI	DELHI
Andhra Pradesh	Hyderabad
West Bengal	Kolkata
Maharashtra	Kolhapur
Uttar Pradesh	Lucknow
Karnataka	Dakshina Kannada
Maharashtra	Nagpur
Maharashtra	Pune
Gujarat	Surat
Maharashtra	Solapur
Tamil Nadu	Madurai
Rajasthan	Jaipur
Maharashtra	Nashik
Gujarat	Vadodara
Maharashtra	Aurangabad
Bihar	Patna
Madhya Pradesh	Bhopal
Madhya Pradesh	Indore
Chhattisgarh	Raipur
Odisha	Sundargarh
Gujarat	Rajkot
Chandigarh	Chandigarh
Maharashtra	Satara

- d) Data of number of claims processed:

Particulars	No of claims
Outstanding number of claims at the beginning of the year	-
Number of claims received during the year	298
Number of claims paid during the year (specify 43% also in brackets)	239
Number of claims repudiated during the year (specify 2% also in brackets)	27
Number of claims outstanding at the end of the year	32

- e) Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. 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%	0%	90%	92%
2	Within 1-2 hours	0%	0%	8%	5%
3	Within 2-6 hours	0%	0%	1%	3%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 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:

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%	252	95%	0	0%	252	95%
Between 1-3 months	0	0%	14	5%	0	0%	14	5%
Between 3 to 6 months	0	0%	0	0%	0	0%	0	0%
More than 6 months	0	0%	0	0%	0	0%	0	0%
Total	0	0%	266	100%	0	0%	266	100%

- g) Data of grievances received against the TPAs:

Description	No of grievances
Grievances outstanding at the beginning of year	-
Grievances received during the year	10
Grievances resolved during the year	10
Grievances outstanding at the end of the year	-