

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of the Insurance Company - National Insurance Co. Ltd.

Date: 01-04-2023

Information as at

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - **Ericson Insurance TPA Pvt Ltd**

Validity of agreement with the TPA: **from 03/07/2018 to 14/07/2024**

(Data shall be consolidated at insurer level in case of in-house claim settlements and
at the level of concerned TPA in case of services rendered by TPA)

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

Description	Individual	Group	Government
Number of policies serviced	331	39	0
Number of lives serviced	621	297673	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
WEST BENGAL	KOLKATA
MAHARASHTRA	MUMBAI
WEST BENGAL	HOOGHLY
WEST BENGAL	HOWRAH
KARNATAKA	BENGALURU
WEST BENGAL	24 PARGANAS (N)
DELHI	NEW DELHI
WEST BENGAL	SOUTH 24 PARGANAS
TAMIL NADU	CHENNAI
WEST BENGAL	BIRBHUM
WEST BENGAL	COOCH BEHAR
WEST BENGAL	BARDDHAMAN
KERALA	THRISSUR
TELANGANA	HYDERABAD
UTTAR PRADESH	NOIDA
ODISHA	JAGATSINGHPUR
DELHI	SOUTH DELHI
MAHARASHTRA	PUNE

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1219
ii.	Number of claims received during the year	45453
iii.	Number of claims paid during the year (specify % also in brackets)	36030 (77%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	8254 (18%)
v.	Number of claims outstanding at the end of the year	2388

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	100.00%	92.31%	99.78%	96.46%
2	Within 1-2 hours	0.00%	7.69%	0.22%	3.54%
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	100.00%	100.00%	100.00%	100.00%

Percentage to be calculated on total of the 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 hospitals

*** 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 (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	365	72.85%	38576	88.11%	0	0.00%	38941	87.93%
Between 1-3 months	136	27.15%	5207	11.89%	0	0.00%	5343	12.07%
Between 3 to 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	501	100.00%	43783	100.00%	0	0.00%	44284	100.00%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	19
3	Grievances resolved during the year	19
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time


National Insurance Company LTD.