

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE
PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT – 31.03.2022)**

NATIONAL INSURANCE COMPANY LTD.

a. Name of TPA – Genins India Insurance TPA Ltd.

Validity of Agreement with the TPA: 01.08.2020 to 31.07.2022

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

Description	Individual	Group	Government
No of policies serviced	80781	78	2
No of lives serviced	176171	606034	3119832

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

Sr. No.	Name of State	Name of District
1	Bihar	Aurangabad
2	Bihar	Begusarai
3	Bihar	Bhagalpur
4	Bihar	Bhojpur
5	Bihar	Buxar
6	Bihar	Darbhanga
7	Bihar	East Champaran
8	Bihar	Gaya
9	Bihar	Jehanabad
10	Bihar	Katihar
11	Bihar	Khagaria
12	Bihar	Kishanganj
13	Bihar	Madhepura
14	Bihar	Madhubani
15	Bihar	Munger
16	Bihar	Muzaffarpur
17	Bihar	Nalanda
18	Bihar	Patna
19	Bihar	Purnia

20	Bihar	Rohtas
21	Bihar	Samastipur
22	Bihar	Saran
23	Bihar	Sitamarhi
24	Bihar	Vaishali
25	Bihar	West Champaran
26	Chhattisgarh	Bastar
27	Chhattisgarh	Bilaspur
28	Chhattisgarh	Dhamtari
29	Chhattisgarh	Durg
30	Chhattisgarh	Korba
31	Chhattisgarh	Raigarh
32	Chhattisgarh	Raipur
33	Chhattisgarh	Rajnandgaon
34	Delhi	Central Delhi
35	Gujarat	Junagadh
36	Jharkhand	Deoghar
37	Jharkhand	Dumka
38	Jharkhand	Sahibganj
39	Karnataka	Bangalore Urban
40	Karnataka	Kodagu
41	Karnataka	Kolar
42	Karnataka	Mandya
43	Karnataka	Mysore
44	Maharashtra	Akola
45	Maharashtra	Amravati
46	Maharashtra	Bhandara
47	Maharashtra	Chandrapur
48	Maharashtra	Mumbai City
49	Maharashtra	Nagpur
50	Maharashtra	Wardha
51	Maharashtra	Yavatmal
52	Odisha	Bolangir
53	Odisha	Cuttack
54	Odisha	Jajpur
55	Odisha	Jharsuguda
56	Odisha	Kendrapara
57	Odisha	Kendujhar
58	Odisha	Puri
59	Odisha	Sambalpur
60	Odisha	Sundargarh

61	Rajasthan	Alwar
62	Rajasthan	Banswara
63	Rajasthan	Barmer
64	Rajasthan	Bikaner
65	Rajasthan	Chittorgarh
66	Rajasthan	Churu
67	Rajasthan	Ganganagar
68	Rajasthan	Hanumangarh
69	Rajasthan	Jhunjhunu
70	Rajasthan	Jodhpur
71	Rajasthan	Nagaur
72	Rajasthan	Pali
73	Rajasthan	Udaipur
74	Tamil Nadu	Chennai
75	Uttar Pradesh	Agra
76	Uttar Pradesh	Aligarh
77	Uttar Pradesh	Bareilly
78	Uttar Pradesh	Budaun
79	Uttar Pradesh	Bulandshahr
80	Uttar Pradesh	Etah
81	Uttar Pradesh	Etawah
82	Uttar Pradesh	Gautam Buddh Nagar
83	Uttar Pradesh	Ghaziabad
84	Uttar Pradesh	Meerut
85	Uttar Pradesh	Moradabad
86	Uttar Pradesh	Muzaffarnagar
87	Uttar Pradesh	Pilibhit
88	Uttar Pradesh	Shahjahanpur
89	Uttarakhand	Dehradun
90	Uttarakhand	Nainital
91	West Bengal	Howrah
92	West Bengal	Kolkata
93	West Bengal	Murshidabad
94	West Bengal	Nadia
95	West Bengal	North 24 Parganas
96	West Bengal	Paschim Bardhaman
97	West Bengal	South 24 Parganas

d. Data of number of claims processed –

Outstanding number of claims at the beginning of the year	No. of claims received during the year	No. of claims paid during the year	No. of claims repudiated during the year	No. of claims outstanding at the end of year
4652	53114	49443	5118	3205

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	71.18%	81.78%	76.33%	86.40%
2	Within 1-2 Hours	23.03%	14.35%	20.99%	11.86%
3	Within 2-6 Hours	5.79%	3.87%	2.68%	1.74%
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 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 Insurer

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

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	22854	92.91%	18081	88.94%	9554	99.18%	50489	92.54%
Between 1-3 Months	1496	6.08%	1797	8.84%	79	0.82%	3372	6.18%
Between 3-6 Months	177	0.72%	383	1.88%	0	0.00%	560	1.03%
More than 6 Months	71	0.29%	69	0.34%	0	0.00%	140	0.26%
Total	24598	0.00%	20330	100.00%	9633	100.00%	54561	100.00%

*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	4
2	Grievances received during the year	207
3	Grievances resolved during the year	211
4	Grievances outstanding at the end of the year	0

Place:

Date:

Chairman cum Managing Director
National Insurance Company Ltd.