

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE  
PARAMETERS OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT – 31.03.2021)**

**NATIONAL INSURANCE COMPANY LTD.**

a. Name of TPA – Raksha Health Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA: from 15/06/2020 to 14/06/2022

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

| Description              | Individual | Group  | Government |
|--------------------------|------------|--------|------------|
| No. of policies serviced | 0          | 33     | 0          |
| No. of lives serviced    | 0          | 508787 | 0          |

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

| Name of State  | Name of District  |
|----------------|-------------------|
| Andhra Pradesh | HYDERABAD         |
| Assam          | GUWAHATI          |
| Chandigarh     | LUDHIANA          |
| Chattisgarh    | RAIPUR            |
| Gujarat        | VADODARA          |
| Gujarat        | AHMEDABAD         |
| Haryana        | FARIDABAD (N.C.R) |
| Karnataka      | BANGALURU         |
| Kerala         | COCHIN            |
| Madhya Pradesh | INDORE            |
| Madhya Pradesh | BHOPAL            |
| Maharashtra    | MUMBAI - ANDHERI  |
| Maharashtra    | PUNE              |
| Orissa         | BHUBANESWAR       |
| Punjab         | CHANDIGARH        |
| Rajasthan      | JAIPUR            |
| TamilNadu      | CHENNAI           |
| Uttar Pradesh  | LUCKNOW           |
| Uttarakhand    | DEHRADUN          |
| West Bengal    | KOLKATTA          |



d. Data of number of claims processed –

| No. of claims outstanding at the beginning of year : 2020-21 | No. of claims received during the year : 2020-21 | No. of claims paid during the year 2020-21 also to specify % in brackets | No. of claims repudiated during the year : 2020-21 also to specify % in brackets | No. of claims outstanding at the end of the year |
|--|--|--|--|--|
| 691  | 33111  | 28243  | 2152   | 3407   |

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%                      | 100.00%              | 97.62%*               | 98.16%              |
| 2            | Within 1-2 Hours   | 0.00%                      | 0.00%                | 2.38%                 | 1.84%               |
| 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%               |
| <b>Total</b> |                    | 0.00%                      | 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 :

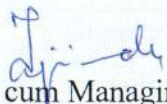
| Description (to reckoned from the date of receipt of last necessary document) | Individual       |            | Group            |            | Government       |            | Total            |            |
|---|------------------|------------|------------------|------------|------------------|------------|------------------|------------|
|   | Number of claims | Percentage | Number of claims | Percentage | Number of claims | Percentage | Number of claims | Percentage |
| Within 1 Month  | 355              | 98.61%     | 29,828           | 99.31%     | -                | 0.00%      | 30,183           | 99.30%     |
| Between 1-3 Months  | 5                | 1.39%      | 207              | 0.69%      | -                | 0.00%      | 212              | 0.70%      |
| Between 3-6 Months  | -                | 0.00%      | -                | 0.00%      | -                | 0.00%      | -                | 0.00%      |
| More than 6 Months  | -                | 0.00%      | -                | 0.00%      | -                | 0.00%      | -                | 0.00%      |
| <b>Total</b>  | 360              | 100.00%    | 30,035           | 100.00%    | -                | 0.00%      | 30,395           | 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 | NIL               |
| 2       | Grievances received during the year             | 27                |
| 3       | Grievances resolved during the year             | 27                |
| 4       | Grievances outstanding at the end of the year   | NIL               |

  
Chairman cum Managing Director  
National Insurance Company Ltd.