

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT 31st MARCH '2023)**

Name of the Insurance Company: **ACKO General Insurance Limited**

- a.** Name of the TPA (If services rendered by TPA) - **Family Health Plan Insurance TPA Limited**  
 Licence no **013**  
 Validity of agreement with the TPA: **from 16/11/2022 to 15/11/2025**

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

Description	Individual	Group	Government
Number of policies serviced	5,606	416	-
Number of lives serviced	13,574	6,50,210	-

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

Sr. No.	Name of the State	Name of the Districts	Individual		Group		Government	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	Andaman & Nicobar Is.	Port Blair	1	2	-	-	-	-
2	Andhra Pradesh	KRISHNA	1	3	-	-	-	-
3	Andhra Pradesh	Amaravati	188	446	-	-	-	-
4	Arunachal Pradesh	Itanagar	-	-	-	-	-	-
5	Assam	Dispur	21	45	-	-	-	-
6	Bihar	PATNA	-	-	1	3,532	-	-
7	Bihar	PATNA	51	120	-	-	-	-
8	Chandigarh	Chandigarh	10	26	-	-	-	-
9	Chandigarh	Chandigarh	1	2	-	-	-	-
10	Chhattisgarh	Raipur	33	81	-	-	-	-
11	Dadra & Nagra Haveli	Silvassa	1	1	-	-	-	-
12	Daman & Diu	Daman	-	-	-	-	-	-
13	Delhi	New Delhi	413	969	-	-	-	-
14	Delhi	CENTRAL	-	-	2	1,918	-	-
15	Delhi	EAST	-	-	-	108	-	-
16	Delhi	NEW DELHI	-	-	17	19,614	-	-
17	Delhi	NORTH EAST	2	5	-	-	-	-
18	Delhi	NORTH WEST	1	2	-	-	-	-
19	Delhi	SOUTH	-	-	5	6,414	-	-
20	Delhi	SOUTH WEST	-	-	2	1,276	-	-

21	Delhi	WEST	1	3	-	-	-	-
22	Goa	Panaji	13	26	-	-	-	-
23	Gujarat	AHMADABAD	-	-	4	572	-	-
24	Gujarat	ANAND	1	1	-	-	-	-
25	Gujarat	GANDHINAGAR	-	-	-	-	-	-
26	Gujarat	JAMNAGAR	1	3	-	-	-	-
27	Gujarat	RAJKOT	1	3	-	-	-	-
28	Gujarat	VADODARA	3	7	-	-	-	-
29	Gujarat	Others	242	644	-	-	-	-
30	Haryana	GURGAON	3	10	72	97,488	-	-
31	Haryana	PANCHKULA	-	-	-	-	-	-
32	Haryana	Others	218	532	-	-	-	-
33	Himachal Pradesh	SHIMLA	-	-	1	665	-	-
34	Himachal Pradesh	Others	7	20	-	-	-	-
35	Jammu & Kashmir	Others	7	9	-	-	-	-
36	Jharkhand	Others	26	55	-	-	-	-
37	Karnataka	BANGALORE	10	21	107	1,31,675	-	-
38	Karnataka	Others	1,424	3,487	-	-	-	-
39	Kerala	Trivandrum	149	338	-	-	-	-
40	Lakshadweep	Kavaratti	-	-	-	-	-	-
41	Madhya Pradesh	Bhopal	47	93	-	-	-	-
42	Maharashtra	AHMADNAGAR	1	3	-	-	-	-
43	Maharashtra	MUMBAI	1	2	72	63,917	-	-
44	Maharashtra	NAGPUR	1	4	1	396	-	-
45	Maharashtra	PUNE	1	2	30	44,456	-	-
46	Maharashtra	THANE	5	11	7	25,927	-	-
47	Maharashtra	Others	1,030	2,472	-	-	-	-
48	Manipur	Imphal	1	3	-	-	-	-
49	Meghalaya	Shillong	-	-	-	-	-	-
50	Mizoram	Aizawl	-	-	-	-	-	-
51	Nagaland	Kohima	1	2	-	-	-	-
52	Odisha	Bhubaneswar	64	155	-	-	-	-
53	Puducherry	Others	13	24	-	-	-	-
54	Punjab	SAS NAGAR (MOHALI)	-	-	-	1,540	-	-
55	Punjab	SAS NAGAR (MOHALI)	33	67	-	-	-	-
56	Rajasthan	ALWAR	1	4	1	2,741	-	-
57	Rajasthan	JAIPUR	-	-	1	207	-	-
58	Rajasthan	Jaipur	49	121	-	-	-	-
59	Sikkim	Gangtok	1	4	-	-	-	-
60	Tamil Nadu	CHENNAI	-	-	13	17,052	-	-
61	Tamil Nadu	COIMBATORE	-	-	3	5,769	-	-
62	Tamil Nadu	KANCHEEPURAM	1	3	1	165	-	-
63	Tamil Nadu	KANNIYAKUMARI	-	-	2	1,449	-	-
64	Tamil Nadu	THANJAVUR	1	4	-	-	-	-
65	Tamil Nadu	TIRUNELVELI	-	-	1	60	-	-
66	Tamil Nadu	Chennai	462	1,186	-	-	-	-
67	Telangana	HYDERABAD	2	5	42	1,09,826	-	-
68	Telangana	RANGAREDDI	2	8	2	14,168	-	-
69	Telangana	HYDERABAD	585	1,496	2	11,561	-	-
70	Tripura	Agartala	2	2	-	-	-	-
71	Uttar Pradesh	BUDAUN	-	-	1	22,530	-	-

72	Uttar Pradesh	GAUTAM BUDDHA NAGAR	-	-	19	56,526	-	-
73	Uttar Pradesh	KANPUR NAGAR	-	-	1	33	-	-
74	Uttar Pradesh	LUCKNOW	-	-	3	5,248	-	-
75	Uttar Pradesh	RAE BARELI	1	4	-	-	-	-
76	Uttar Pradesh	Others	319	702	-	-	-	-
77	UTTARAKHAND	HARDWAR	-	-	1	398	-	-
78	UTTARAKHAND	Others	13	32	-	-	-	-
79	West Bengal	KOLKATA	1	3	2	2,979	-	-
80	West Bengal	Others	139	301	-	-	-	-
<b>TOTAL</b>			<b>5,606</b>	<b>13,574</b>	<b>416</b>	<b>6,50,210</b>	<b>-</b>	<b>-</b>

**d. Data of number of claims processed:**

i.	Outstanding number of claims at the beginning of the year	1745
ii.	Number of claims received during the year	33215
iii.	Number of claims paid during the year (specify % also in brackets)	32068 (92%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1297 (4%)
v.	Number of claims outstanding at the end of the year	1595

**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	84%	82%	84%	77%
2	Within 1-2 hours	8%	15%	12%	17%
3	Within 2-6 hours	8%	2%	3%	3%
4	Within 6-12 hours	1%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	1%
6	>24 hours	0%	1%	0%	2%
	<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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	169	98%	32,296	97%	-	0%	32,465	97%
Between 1-3 months	4	2%	662	2%	-	0%	666	2%
Between 3 to 6 months	-	0%	158	0%	-	0%	158	0%
More than 6 months	-	0%	76	0%	-	0%	76	0%
<b>Total</b>	173	100%	33,192	100%	-	0%	33,365	100%

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	3
3	Grievances resolved during the year	3
4	Grievances outstanding at the end of the year	0

Place: Bengaluru  
Date: June 28, 2023

Signature of CEO  
Name of Insurer: Acko General Insurance Limited