

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT 31st MARCH '2022)**

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

a. Name of the TPA (If services rendered by TPA) - **Medi Assist Insurance TPA Pvt. Ltd.**

Validity of agreement with the TPA: **from 10/04/2021 to 09/04/2024**

(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	-	5	-
Number of lives serviced	-	12,202	-

**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	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
Telangana	Hyderabad	-	-	4	11,695	-	-
Maharashtra	Pune	-	-	1	507	-	-
<b>Total</b>		-	-	<b>5</b>	<b>12,202</b>	-	-

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

i.	Outstanding number of claims at the beginning of the year	-
ii.	Number of claims received during the year	720
iii.	Number of claims paid during the year (specify % also in brackets)	633 (88%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	27 (4%)
v.	Number of claims outstanding at the end of the year	60

**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	-	-	99.47%	99.39%
2	Within 1-2 hours	-	-	0.27%	0.31%
3	Within 2-6 hours	-	-	0.27%	0.31%
4	Within 6-12 hours	-	-	-	-
5	Within 12-24 hours	-	-	-	-
6	>24 hours	-	-	-	-
	<b>Total</b>	-	-	100%	100%

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	-	-	522	79%	-	-	522	79%
Between 1-3 months	-	-	93	14%	-	-	93	14%
Between 3 to 6 months	-	-	33	5%	-	-	33	5%
More than 6 months	-	-	12	2%	-	-	12	2%
<b>Total</b>	-	-	<b>660</b>	<b>100%</b>	-	-	<b>660</b>	<b>100%</b>

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