

Care Health Insurance Ltd.

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2023

a. Name of TPA	License number	Validity of the SLA with the TPA	
		Valid From DD/MM/YYYY	To DD/MM/YYYY
Family Health Plan Insurance TPA Ltd	013	01/04/2022	31/03/2023

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
No of policies serviced	0	49	0	49
No of lives serviced	0	80,931	0	80,931

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

Sr. No.	Name of State	Name of District	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	Delhi	NEW DELHI	0	0	0	1	0	0
2	Delhi	SOUTH *	0	0	1	600	0	0
3	Haryana	GURGAON	0	0	0	69	0	0
4	Karnataka	BANGALORE	0	0	16	9,023	0	0
5	Maharashtra	MUMBAI	0	0	11	28,388	0	0
6	Maharashtra	PUNE	0	0	1	634	0	0
7	Maharashtra	THANE	0	0	2	15,212	0	0
8	Tamil Nadu	CHENNAI	0	0	10	2,596	0	0
9	Telangana	HYDERABAD	0	0	3	17,723	0	0
10	Telangana	RANGAREDDI	0	0	2	5,770	0	0
11	Uttar Pradesh	BULANDSHAHR	0	0	0	10	0	0
12	Uttar Pradesh	GAUTAM BUDDHA N	0	0	0	203	0	0
13	Uttar Pradesh	LUCKNOW	0	0	0	87	0	0
14	UTTARAKHAND	HARDWAR	0	0	1	76	0	0
15	West Bengal	KOLKATA	0	0	2	539	0	0
TOTAL			0	0	49	80,931	0	0

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year	
Family Health Plan Insurance TPA Ltd	286	4,050	2,845	66%	350	8%	1,141	Group & Individual
TOTAL	286	4,050	2,845	66%	350	8%	1,141	TOTAL

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%	0%	50%	39%
2	Within 1-2 Hours	0%	0%	32%	36%
3	Within 2-6 Hours	0%	0%	15%	23%
4	Within 6-12 Hours	0%	0%	1%	1%
5	Within 12-24 Hours	0%	0%	2%	1%
6	>24 Hours	0%	0%	0%	0%
Total		0%	0%	100%	100%

*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 TPA

f. Turn Around Time (TAT) in respect 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	0	0%	2691	84%	0	0%	2691	84%
Between 1-3 Months	0	0%	483	15%	0	0%	483	15%
Between 3-6 Months	0	0%	18	1%	0	0%	18	1%
More than 6 Months	0	0%	3	0%	0	0%	3	0%
Total	0	0%	3195	100%	0	0%	3195	100%

*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	0
2	Grievances received during the year	1
3	Grievances resolved during the year	1
4	Grievances outstanding at the end of the year	0

Medha S. Ghugre



Medha Sandeep Ghugre
Chief Administrative Officer