

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES
RENDERED (INFORMATION AS AT 31/03/2021)

Name of the Insurance Company: SBI General Insurance Company Ltd.

a. TPA Name: Family Health Plan Insurance TPA Pvt Ltd

Validity of Agreement from 22/09/2019 to 21/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	-	247	-
Number of lives serviced	-	316861	-

c. Information with regards to the geographical area in which services are rendered by the TPA (States Names-District names shall be provided) in respect of which public disclosures are made:

TPA Name	Family Health Plan Insurance TPA Limited
Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes

Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttrakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

- i. Outstanding number of claims at the beginning of the year: 885
- ii. Number of claims received during the year: 23248

iii. Number of claims paid during the year: 19243 (79.74%)

iv. Number of Claims repudiated during the year: 3572 (14.80%)

v. Number of claims outstanding at the end of the year: 1318 (5.46%)

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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	0%	0%	83%	64%
2	Within 1-2 hours	0%	0%	13%	21%
3	Within 2-6 hours	0%	0%	4%	13%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	1%
6	>24 hours	0%	0%	0%	1%
Total		0%	0%	100%	100%

*Percentage is 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 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
within 1 months	-	-	22399	98.18%	-	-	22399	98.18%
Between 1- 3 Months	-	-	385	1.69%	-	-	385	1.69%
Between 3- 6 Months	-	-	25	0.11%	-	-	25	0.11%
More than 6 months	-	-	6	0.03%	-	-	6	0.03%
Total	-	-	22815	100%	-	-	22815	100%

* Percentage is 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 beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place: Mumbai

Date: 31/03/2021

