

TPA NAME	Family Health Plan Insurance TPA Ltd		
	FY 2022-23	SBI General Insurance	Co. Ltd

Sr. no.	Description	No of claims			
		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	13,917	12,548
2	Within 1-2 hours	0	0	2,625	2,010
3	Within 2-6 hours	0	0	622	653
4	Within 6-12 hours	0	0	102	154
5	Within 12-24 hours	0	0	142	1,391
6	> 24 hours	0	0	92	1,918
	Total	0	0	17,500	18,674

% of claims			
Individual policies (in %)		Group policies (in %)	
TAT for Pre-auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge
0%	0%	80%	67%
0%	0%	15%	11%
0%	0%	4%	3%
0%	0%	1%	1%
0%	0%	1%	7%
0%	0%	1%	10%
0%	0%	100%	100%