

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS ON MARCH 31, 2020)**

NAME OF THE INSURANCE COMPANY: **ADITYA BIRLA HEALTH INSURANCE CO. LIMITED**

- a. Specify in-house claim settlement (if, data is in respect of in-house claim settlement) / specify name of the TPA with whom Insurer entered into service level agreement (if data related to the health services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in house claim settlements and at the level of the concerned TPA in case of Services rendered by TPA]

- (i) Validity of agreements with the TPA

Aditya Birla Health Insurance Co. Limited has In-house claims settlement team and also works with TPAs.

S No	TPA Name	From	To
1	Family Health Plan Insurance TPA Pvt Ltd	9/29/2016	open ended
2	Mediassist Insurance TPA Pvt. Ltd.	9/1/2019	8/31/2022
3	Paramount health Services and Insurance TPA Pvt. Ltd.	9/26/2016	open ended
4	United Healthcare Parekh Insurance TPA Pvt. Ltd.	1/4/2017	open ended
5	Health India TPA service Pvt Ltd.	10/10/2016	open ended
6	Vipul Medcorp Insurance TPA Pvt Ltd.	10/13/2016	open ended
7	Vidal Health TPA Pvt Ltd.	10/7/2016	open ended
8	Raksha TPA Pvt. Ltd.	11/11/2016	open ended
9	Medsave Health Insurance TPA Ltd.	1/6/2017	open ended
10	E Meditek Insurance TPA Ltd.	10/17/2016	open ended
11	Dedicated Healthcare Services TPA (India) Pvt Ltd	12/15/2016	open ended

- b. Number of policies and lives serviced in respect of which public disclosures are made

Description	Individual	Group	Government	Total
Number of Policies Serviced	4,37,651	1,554	-	4,39,205
Number of Lives Serviced	8,01,401	1,09,35,015	-	1,17,36,416

Aditya Birla Health Insurance Co. Limited

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Registered Office:

One Indiabulls Centre, Tower 1, 9th Floor,
Jupiter Mills Compound, 841, Senapati Bapat Marg,
Elphinstone Road, Mumbai - 400013
CIN: U66000MH2015PLC263677
IRDAI Registration No. 153



- c. Information with regards to the geographical area in which services are rendered by the TPAs/Insurer (State Name- District Name shall be provided) in respect of which public disclosure are made.

State	District
Andaman And Nicobar Islands	South Andaman
Andhra Pradesh	Adilabad
Andhra Pradesh	Ananthapur
Andhra Pradesh	Chittoor
Andhra Pradesh	Cuddapah
Andhra Pradesh	East Godavari
Andhra Pradesh	Guntur
Andhra Pradesh	Krishna
Andhra Pradesh	Kurnool
Andhra Pradesh	Medak
Andhra Pradesh	Nalgonda
Andhra Pradesh	Nellore
Andhra Pradesh	Prakasam
Andhra Pradesh	Srikakulam
Andhra Pradesh	Visakhapatnam
Andhra Pradesh	West Godavari
Andhra Pradesh	YSR district
Assam	Bongaigaon
Assam	Cachar
Assam	Dibrugarh
Assam	Goalpara
Assam	Jorhat
Assam	Kamrup
Assam	Kheri
Assam	Nagaon
Assam	Nalbari
Assam	Sibsagar
Assam	Sonitpur
Assam	Tinsukia
Bihar	Begusarai
Bihar	Bhagalpur
Bihar	Bhojpur

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Health Insurance

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ADITYA BIRLA
CAPITAL

PROTECTING · INVESTING · FINANCING · ADVISING

Bihar	Darbhanga
Bihar	East Champaran
Bihar	Gaya
Bihar	Gopalganj
Bihar	Katihar
Bihar	Madhubani
Bihar	Munger
Bihar	Muzaffarpur
Bihar	nalanda
Bihar	Patna
Bihar	Purnia
Bihar	Rohtas
Bihar	Saran
Bihar	Vaishali
Chandigarh	Chandigarh
Chattisgarh	Bilaspur(CGH)
Chattisgarh	Dhamtari
Chattisgarh	Durg
Chattisgarh	Korba
Chattisgarh	Raigarh (CG)
Chattisgarh	Raipur
Dadra and Nagar Haveli	Dadra & Nagar Haveli
Dadra and Nagar Haveli	Valsad
Delhi	Central Delhi
Delhi	Delhi
Delhi	East Delhi
Delhi	Karimganj
Delhi	North Delhi
Delhi	North West Delhi
Delhi	South Delhi
Delhi	South West Delhi
Delhi	West Delhi
Goa	goa
Goa	north goa
Goa	South Goa

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Gujarat	Ahmedabad
Gujarat	Amreli
Gujarat	Anand
Gujarat	Banas Kantha
Gujarat	Bharuch
Gujarat	Bhavnagar
Gujarat	Dahod
Gujarat	Daman
Gujarat	Gandhi Nagar
Gujarat	Jamnagar
Gujarat	Junagadh
Gujarat	Kheda
Gujarat	kutch
Gujarat	Mahesana
Gujarat	Mehsana
Gujarat	Navsari
Gujarat	Panch Mahals
Gujarat	Patan
Gujarat	Porbandar
Gujarat	Rajkot
Gujarat	Sabarkantha
Gujarat	Surat
Gujarat	Surendra Nagar
Gujarat	Vadodara
Gujarat	Valsad
Haryana	Ambala
Haryana	Bhiwani
Haryana	Chandigarh
Haryana	Faridabad
Haryana	Fatehabad
Haryana	Gurgaon
Haryana	hisar
Haryana	jagadhri
Haryana	Jhajjar
Haryana	Jind

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Haryana	Kaithal
Haryana	Karnal
Haryana	Kurukshetra
Haryana	Mahendragarh
Haryana	Panchkula
Haryana	Panipat
Haryana	Rewari
Haryana	Rohtak
Haryana	Sirsa
Haryana	Sonepat
Haryana	Yamunanagar
Himachal Pradesh	Bilaspur (HP)
Himachal Pradesh	Chamba
Himachal Pradesh	Hamirpur(HP)
Himachal Pradesh	Kangra
Himachal Pradesh	Kullu
Himachal Pradesh	Mandi
Himachal Pradesh	Rewa
Himachal Pradesh	Shimla
Himachal Pradesh	Sirmaur
Himachal Pradesh	Solan
Himachal Pradesh	Una
Jammu & Kashmir	Ananthnag
Jammu & Kashmir	Baramulla
Jammu & Kashmir	Jammu
Jammu & Kashmir	Srinagar
Jharkhand	Bokaro
Jharkhand	Dhanbad
Jharkhand	Hazaribag
Jharkhand	Jamshedpur
Jharkhand	Ranchi
Jharkhand	Sikar
Jharkhand	West Singhbhum
Karnataka	Bagalkot
Karnataka	Bangalore

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Karnataka	Bangalore Rural
Karnataka	BELAGAVI
Karnataka	Bellary
Karnataka	Bidar
Karnataka	Bijapur(KAR)
Karnataka	Chamarajanagar
Karnataka	Chickmagalur
Karnataka	Chikkaballapur
Karnataka	Chitradurga
Karnataka	Dakshina Kannada
Karnataka	Davangere
Karnataka	Dharwad
Karnataka	Gadag
Karnataka	Gulbarga
Karnataka	Hassan
Karnataka	Haveri
Karnataka	Kalburgi
Karnataka	Kodagu
Karnataka	Kolar
Karnataka	koppal
Karnataka	Mandya
Karnataka	Mangaluru
Karnataka	Mysore
Karnataka	Raichur
Karnataka	Ramanagar
Karnataka	Shimoga
Karnataka	Tumkur
Karnataka	Udupi
Karnataka	Uttara Kannada
Karnataka	vijayapura
Kerala	alappuzha
Kerala	Calicut
Kerala	Ernakulam
Kerala	Idukki
Kerala	Kannur

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Kerala	Kasargod
Kerala	kochi
Kerala	kollam
Kerala	kottayam
Kerala	Kozhikode
Kerala	Malappuram
Kerala	Palakkad
Kerala	pathanamthitta
Kerala	Thiruvananthapuram
Kerala	Thrissur
Kerala	wayanad
Madhya Pradesh	Anuppur
Madhya Pradesh	Balaghat
Madhya Pradesh	Barwani
Madhya Pradesh	Bhopal
Madhya Pradesh	Chhindwara
Madhya Pradesh	Churu
Madhya Pradesh	Damoh
Madhya Pradesh	Dewas
Madhya Pradesh	Dhar
Madhya Pradesh	East Nimar
Madhya Pradesh	Guna
Madhya Pradesh	Gwalior
Madhya Pradesh	Hoshangabad
Madhya Pradesh	Indore
Madhya Pradesh	Jabalpur
Madhya Pradesh	Katni
Madhya Pradesh	mandsaur
Madhya Pradesh	Morena
Madhya Pradesh	Neemuch
Madhya Pradesh	Raisen
Madhya Pradesh	Ratlam
Madhya Pradesh	Rewa
Madhya Pradesh	Sagar
Madhya Pradesh	Satna

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Madhya Pradesh	Sehore
Madhya Pradesh	Shahdol
Madhya Pradesh	Shajapur
Madhya Pradesh	Ujjain
Madhya Pradesh	Umaria
Madhya Pradesh	Vidisha
Madhya Pradesh	West Nimar
Maharashtra	Ahmed Nagar
Maharashtra	Akola
Maharashtra	Amravati
Maharashtra	Aurangabad
Maharashtra	Baramati
Maharashtra	Beed
Maharashtra	Bhandara
Maharashtra	Buldhana
Maharashtra	Chandrapur
Maharashtra	Dhule
Maharashtra	Gondia
Maharashtra	Jalgaon
Maharashtra	Jalna
Maharashtra	Kolhapur
Maharashtra	Latur
Maharashtra	mandsaur
Maharashtra	Mumbai
Maharashtra	Nagpur
Maharashtra	Nanded
Maharashtra	Nandurbar
Maharashtra	Nashik
Maharashtra	Osmanabad
Maharashtra	Parbhani
Maharashtra	Pune
Maharashtra	Raigarh(MH)
Maharashtra	Ratnagiri
Maharashtra	Sangli
Maharashtra	Satara

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Maharashtra	Sindhudurg
Maharashtra	Solapur
Maharashtra	Thane
Maharashtra	Wardha
Maharashtra	Yavatmal
Manipur	Imphal West
Meghalaya	East Khasi Hills
Meghalaya	Ri Bhoi
Magaland	Dimapur
Odisha	Angul
Odisha	Balangir
Odisha	Baleswar
Odisha	Bargarh
Odisha	Bhadrak
Odisha	Cuttack
Odisha	Gajapati
Odisha	Ganjam
Odisha	jajpur
Odisha	Jharsuguda
Odisha	Khorda
Odisha	Koraput
Odisha	Mayurbhanj
Odisha	Puri
Odisha	Sambalpur
Odisha	Sundergarh
Pondicherry	Karaikal
Puducherry	Puducherry
Punjab	Amritsar
Punjab	Barnala
Punjab	Bathinda
Punjab	bhatinda
Punjab	Faridkot
Punjab	fatehgarh sahib
Punjab	Firozpur
Punjab	Gurdaspur

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Punjab	Hoshiarpur
Punjab	Jalandhar
Punjab	Kapurthala
Punjab	Ludhiana
Punjab	Mansa
Punjab	Moga
Punjab	Mohali
Punjab	Muktsar
Punjab	Nawanshahr
Punjab	Patiala
Punjab	Rupnagar
Punjab	Sangrur
Punjab	Tarn Taran
Rajasthan	Ajmer
Rajasthan	Alwar
Rajasthan	Banswara
Rajasthan	Baran
Rajasthan	Barmer
Rajasthan	Bharatpur
Rajasthan	Bhilwara
Rajasthan	Bikaner
Rajasthan	Bundi
Rajasthan	Chittorgarh
Rajasthan	Churu
Rajasthan	Dausa
Rajasthan	Dholpur
Rajasthan	Hanumangarh
Rajasthan	Jaipur
Rajasthan	Jaisalmer
Rajasthan	Jalor
Rajasthan	Jhalawar
Rajasthan	Jhujhunu
Rajasthan	Jodhpur
Rajasthan	Karauli
Rajasthan	Kota

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Rajasthan	Nagaur
Rajasthan	Pali
Rajasthan	Rajsamand
Rajasthan	Sawai Madhopur
Rajasthan	Sikar
Rajasthan	Sirohi
Rajasthan	Sri Ganganagar
Rajasthan	Tonk
Rajasthan	South Tripura
Sikkim	east sikkim
Tamil Nadu	Ariyalur
Tamil Nadu	Chennai
Tamil Nadu	Coimbatore
Tamil Nadu	Cuddalore
Tamil Nadu	Dharmapuri
Tamil Nadu	Dindigul
Tamil Nadu	Erode
Tamil Nadu	Kancheepuram
Tamil Nadu	KANYAKUMARI
Tamil Nadu	karaikkudi
Tamil Nadu	Karur
Tamil Nadu	Krishnagiri
Tamil Nadu	Madurai
Tamil Nadu	Nagapattinam
Tamil Nadu	Namakkal
Tamil Nadu	Nellore
Tamil Nadu	Nilgiris
Tamil Nadu	Perambalur
Tamil Nadu	Pudukottai
Tamil Nadu	Ramanathapuram
Tamil Nadu	Salem
Tamil Nadu	Sivaganga
Tamil Nadu	Thanjavur
Tamil Nadu	Theni
Tamil Nadu	Thiruvallur

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Tamil Nadu	Thoothukudi
Tamil Nadu	TIRUCHIRAPPALLI
Tamil Nadu	Tirunelveli
Tamil Nadu	tiruppur
Tamil Nadu	Tiruvallur
Tamil Nadu	Tiruvanamalai
Tamil Nadu	Tiruvarur
Tamil Nadu	Tuticorin
Tamil Nadu	Vellore
Tamil Nadu	Villupuram
Tamil Nadu	Virudhunagar
Telangana	Adilabad
Telangana	Akola
Telangana	Hyderabad
Telangana	K.V.Rangareddy
Telangana	Karim Nagar
Telangana	Khammam
Telangana	Mahaboob Nagar
Telangana	Medak
Telangana	medchal
Telangana	Nalgonda
Telangana	Nizamabad
Telangana	Warangal
Tripura	West Tripura
Uttar Pradesh	Agra
Uttar Pradesh	Aligarh
Uttar Pradesh	Amroha
Uttar Pradesh	Auraiya
Uttar Pradesh	Azamgarh
Uttar Pradesh	Bagpat
Uttar Pradesh	Bahraich
Uttar Pradesh	Balrampur
Uttar Pradesh	Barabanki
Uttar Pradesh	Bareilly
Uttar Pradesh	Basti

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Uttar Pradesh	bhadohi
Uttar Pradesh	bijnour
Uttar Pradesh	Budaun
Uttar Pradesh	Bulandshar
Uttar Pradesh	Chandauli
Uttar Pradesh	Deoria
Uttar Pradesh	Etawah
Uttar Pradesh	Faizabad
Uttar Pradesh	Farrukhabad
Uttar Pradesh	Fatehpur
Uttar Pradesh	Firozabad
Uttar Pradesh	Gautam Buddha Nagar
Uttar Pradesh	Ghaziabad
Uttar Pradesh	Gonda
Uttar Pradesh	Gorakhpur
Uttar Pradesh	Hardoi
Uttar Pradesh	Hathras
Uttar Pradesh	Jaunpur
Uttar Pradesh	Jhansi
Uttar Pradesh	Kanpur Dehat
Uttar Pradesh	Kanpur Nagar
Uttar Pradesh	Kaushambi
Uttar Pradesh	Kheri
Uttar Pradesh	Kishanganj
Uttar Pradesh	Lucknow
Uttar Pradesh	Maharajganj
Uttar Pradesh	Mathura
Uttar Pradesh	Mau
Uttar Pradesh	Meerut
Uttar Pradesh	Mirzapur
Uttar Pradesh	Moradabad
Uttar Pradesh	Muzaffarnagar
Uttar Pradesh	Raebareli
Uttar Pradesh	Rampur
Uttar Pradesh	Saharanpur

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Uttar Pradesh	Shahjahanpur
Uttar Pradesh	Sitapur
Uttar Pradesh	Udham Singh Nagar
Uttar Pradesh	Unnao
Uttar Pradesh	Varanasi
Uttar Pradesh	Allahabad
Uttarakhand	Almora
Uttarakhand	Dehradun
Uttarakhand	Haridwar
Uttarakhand	Nainital
Uttarakhand	Pashchim Champaran
Uttarakhand	Udham Singh Nagar
West Bengal	Bankura
West Bengal	Bardhaman
West Bengal	BARRACKPORE
West Bengal	Birbhum
West Bengal	Coochbehar
West Bengal	Darjiling
West Bengal	east midnapore
West Bengal	Hooghly
West Bengal	Howrah
West Bengal	Jalpaiguri
West Bengal	Kolkata
West Bengal	Malda
West Bengal	Murshidabad
West Bengal	Nadia
West Bengal	North 24 Parganas
West Bengal	Purulia
West Bengal	south 24 parganas
West Bengal	west midnapore

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d. Data of number of claims processed

i	Outstanding number of claims at the beginning of year	4,082
ii	Number of claims received during the year	100,970
ii	Number of claims paid during the year	79,083 (75.3%)
iv	Number of claims repudiated during the year	20,886 (19.9%)
v	Number of claims outstanding at the end of year	5,083 (4.8%)

e. Turn Around Time (TAT) of cashless claims (in respect of number of claims)

Sr No.	Description	Individual policies		Group policies		Total	
		TAT for preauth	TAT for discharge	TAT for preauth	TAT for discharge	TAT for preauth	TAT for discharge
1	Within 1 hours	4,635	2,845	9,823	11,488	14,458	14,333
2	Within 1 - 2 hours	7,152	6,283	6,608	5,907	13,760	12,190
3	Within 2 - 6 hours	1,649	1,607	3,454	2,950	5,103	4,557
4	Within 6 - 12 hours	-	-	-	-	-	-
5	Within 12 - 24 hours	-	-	-	-	-	-
6	> 24 hours	-	-	-	-	-	-
	Total	13,436	10,735	19,885	20,345	33,321	31,080

Sr No.	Description	Individual policies		Group policies		Total	
		TAT for preauth	TAT for discharge	TAT for preauth	TAT for discharge	TAT for preauth	TAT for discharge
1	Within 1 hours	34%	27%	49%	56%	43%	46%
2	Within 1 - 2 hours	53%	59%	33%	29%	41%	39%
3	Within 2 - 6 hours	12%	15%	17%	14%	15%	15%
4	Within 6 - 12 hours	0%	0%	0%	0%	0%	0%
5	Within 12 - 24 hours	0%	0%	0%	0%	0%	0%
6	> 24 hours	0%	0%	0%	0%	0%	0%
	Total	13,436	10,735	19,885	20,345	33,321	31,080

Aditya Birla Health Insurance Co. Limited

(T) +91 22 6279 9500

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Registered Office:

One Indiabulls Centre, Tower 1, 9th Floor,
Jupiter Mills Compound, 841, Senapati Bapat Marg,
Elphinstone Road, Mumbai - 400013
CIN: U66000MH2015PLC263677
IRDAI Registration No. 153

f. Turn Around time in case of payment/repudiation of claims

Sr No.	Description	Individual		Group		Government		Total	
		Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
1	Within 1 month	33,239	92%	59,982	94%	-	0%	93,221	93%
2	Between 1 - 3 months	2,590	7%	3,651	6%	-	0%	6,241	6%
3	Between 3 - 6 months	110	0%	313	0%	-	0%	423	0%
4	More than 6 months	-	0%	84	0%	-	0%	84	0%
	Total	35,939	100%	64,030	100%	-	0%	99,969	100%

g. Data of Grievance received against the TPA

No TPA related complaints for FY 18-19 and 19-20

Sr No	Description	Number of Grievances
1	Grievance outstanding at the beginning of the year	0
2	Grievance received during the year	0
3	Grievance resolved during the year	0
4	Grievance outstanding at the end of the year	0

Place: Mumbai



Signature of CEO/Whole Time Director

Aditya Birla Health Insurance Co. Limited

Date: September 30, 2020

Aditya Birla Health Insurance Co. Limited

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