

PUBLIC DISCLOSURE ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF
HEALTH SERVICES RENDERED
(INFORMATION AS AT 31 MARCH 2021)

Name of the Insurance Company: ADITYA BIRLA HEALTH INSURANCE CO LIMITED.
Financial Year: FY 2020-21.
TPA Name: Vipul Medcorp Insurance TPA Pvt Ltd.

a. Validity of agreement with TPA 13th October 2016 to open ended.

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

Description	Individual	Group	Government	Total
No of policies serviced	0	35	0	0
No of lives serviced	0	13,635	0	0

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: Refer Annexure 1

d. Data of number of claims processed:

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
173	1950	1874	-	279	-	96

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	0.00%	0.00%	84%	77%
2	Within 1-2 Hours	0.00%	0.00%	11%	16%
3	Within 2-6 Hours	0.00%	0.00%	0.00%	0.00%
4	Within 6-12 Hours	0.00%	0.00%	4%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	>24 Hours	0.00%	0.00%	0.00%	0.00%
Total		0.00%	0.00%	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. Turnaround Time in case of payment / repudiation of claims:

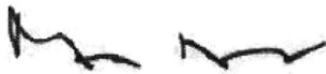
Description	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)
Within 1 Month	0	0.00%	1825	97%	0	0.00%	1825	92%
Between 1-3 Months	0	0.00%	40	2%	0	0.00%	40	6%
Between 3-6 Months	0	0.00%	7	0.00%	0	0.00%	7	2%
More than 6 Months	0	0.00%	2	0.00%	0	0.00%	2	0.00%
Total	0	0.00%	1874	100%	0	0.00%	1874	100%

* percentage is calculated on total of the 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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

For Aditya Birla Health Insurance Company Limited



Signature of CEO and Whole Time Director

Aditya Birla Health Insurance Co. Limited

Annexure : 1

Head Office					
S.No	TPA Name	Location	Address	State	Contact
1	Vipul Medcorp Insurance Tpa Pvt Ltd	Gurugram	515, UDYOG VIHAR PHASE-5, GURUGRAM-122016	Haryana	Dr. Deepika Arora(Vice President) = 8527981555, Nishikant Yadav - 7700901104

Registered Office					
S.No	TPA Name	Location	Address	State	Contact
1	Vipul Medcorp Insurance Tpa Pvt Ltd	Delhi	Flat No.219, 2nd Floor Ansal Chamber- II, Bhikaji Cama Place, New Delhi-110066	Delhi	Dr. Deepika Arora(Vice President) = 8527981555, Nishikant Yadav - 7700901104

Aditya Birla Health Insurance Co. Limited
(T) +91 22 6279 9500
Care.healthinsuramce@adityabirlacapital.com | www.adityabirlahealthinsurnace.com
Trademark / Logo Aditya Birla Capital Logo is owned by Aditya Birla Management Corporation Private Limited and is used by Aditya Birla Health Insurance Co. Limited under Licensed User Agreement(s)

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



S. No	TPA Name	Location	Address	State	Contact	E-MAIL
1	Vipul Medcorp Insurance Tpa Pvt Ltd	Head Office	515, Udyog Vihar, Phase 5,	HARYANA	Phones : 0124-4833900	E-Mail : info@vipulmedcorp.com
			Gurgaon, Haryana			-
			Pin Code : 122016			
			E-Mail : info@vipulmedcorp.com			
2	Vipul Medcorp Insurance Tpa Pvt Ltd	Delhi	219, Ansal Chamber II,	DELHI		
			Bhikaji Cama Place, New Delhi			

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S. No	TPA Name	Location	Address	State	Contact	E-MAIL
			Pin Code : 110066		Phones : 011-46074578-81	E-Mail : delhi@vipulmedcorp.com
3	Vipul Medcorp Insurance Tpa Pvt Ltd	Amritsar	122-123, First Floor, Deep Complex Court Road,	PUNJAB		-
			Amritsar			
			Pin Code: 143001		Phones : 0183-5056482	E-mail : amritsar@vipulmedcorp.com
4	Vipul Medcorp Insurance Tpa Pvt Ltd	Chandigarh	S.C.I. No. 98, First Floor, Industrial Area	HARYANA		-
			Phase-2, Chandigarh			-
			Pin Code :160002		Phones : 0172-4629601,02,03	E-mail Id :chandigarh@vipulmedcorp.com

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S. No	TPA Name	Location	Address	State	Contact	E-MAIL
5	Vipul Medcorp Insurance Tpa Pvt Ltd	Dehradun	Shop No. 30, Windlas Shopping Complex	UTTARA KHAND		-
			11-A, Rajpur Road, Near Clock Tower, Dehradun			
			Pin Code : 248001		Phones : 0135-3200004	E-mail Id :dehradun@vipulmedcorp.com
6	Vipul Medcorp Insurance Tpa Pvt Ltd	Faridabad	Plot no : 116 M ,first floor	HARYANA		-
			NIIT 5, Near by Dayanand College,			

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S. No	TPA Name	Location	Address	State	Contact	E-MAIL
			Pin Code : 121001		Phones : 0129-4004017-18	E-mail Id : faridabad@vipulmedcorp.com
7	Vipul Medcorp Insurance Tpa Pvt Ltd	Indore	#306, 3rd Floor, Shreevaradhan Complex	MADHYA PRADESH		
			4, R.N.T. Marg, Indore			
			Pin Code : 452001		Phones : 0731-4285670-75	E-mail Id : indore@vipulmedcorp.com
8	Vipul Medcorp Insurance Tpa Pvt Ltd	Jaipur	S-10, Shyam Nagar Ajmer Road	RAJASTHAN		
			Jaipur, Rajasthan			

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S. No	TPA Name	Location	Address	State	Contact	E-MAIL
			Pin Code: 302019		Phones : 0141-4182000 to 4182049	E-mail Id :jaipur@vipulmedcorp.com
9	Vipul Medcorp Insurance Tpa Pvt Ltd	Kanpur	313, 3rd Floor, City Centre,	UTTAR PRADESH		-
			The Mall, Kanpur			
			Pin Code: 208003		Phones : 0512-2391013,14	E-mail: akhileshgoswami@vipulmedcorp.com
10	Vipul Medcorp Insurance Tpa Pvt Ltd	Ludhiana	SCO no 121, Fourth Floor, Cabin no. 401,	PUNJAB		
			Feroze Gandhi Market, Ludhiana			

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S. No	TPA Name	Location	Address	State	Contact	E-MAIL
			Pin Code: 141001		Phones : 0161-4633088	E-mail : ludhiana@vipulmedcorp.com
11	Vipul Medcorp Insurance Tpa Pvt Ltd	Noida	Quantum Building, Basement,	UTTAR PRADESH		
			Plot no. C-3, Sector 3, Noida(U.P)			
			Pin Code: 201301		Phones : 0120-2442533	E-mail Id :noida@vipulmedcorp.com
12	Vipul Medcorp Insurance Tpa Pvt Ltd	Bengaluru	# 110, 4th Floor, Sudham Nagar K.H Road,	KARNATAKA		
			Near Suzuki Show Room, Bengaluru			

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S. No	TPA Name	Location	Address	State	Contact	E-MAIL
			Pin Code: 560 027		Phones : 080-40870888,4092770 7,08,09,91,93	E-mail Id: bangalore@vipulmedcorp.com
13	Vipul Medcorp Insurance Tpa Pvt Ltd	Chennai	G.R. Complex, Annexure Building	TAMIL NADU		
			2ND Floor, No. 407 & 408, Anna salai Nandanam Chennai			
			Pin Code: 600 035		Phones : 044 49126666	E-mail id :chennai@vipulmedcorp.com
14	Vipul Medcorp Insurance Tpa Pvt Ltd	Hyderabad	Door No. 6-3-347/22/6, Flat No.201, 2nd Floor,Sri Durga Tulasi Appartments	TELANGANA		
			Dwarakapuri Colony,			

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S. No	TPA Name	Location	Address	State	Contact	E-MAIL
			Panjagutta, Hyderabad			
			Pin Code : 500082		Phones : 040-40021845	E-mail Id : hyderabad@vipulmedcorp.com
15	Vipul Medcorp Insurance Tpa Pvt Ltd	Kochi	Mariam Tower Door No.36/3120-B-3	KERALA		
			Kaloor Kadavanthra Road, Kathrikadavu Kochi			
			Pin Code : 682017		Phones : 0484-2102021, 2330079	E-mail : cochin@vipulmedcorp.com
16	Vipul Medcorp Insurance Tpa Pvt Ltd	Guwahati	1Hatigaon, Dispur, PO Hatigaon,	ASSAM		

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			Guwahati			
			Pin Code : 781038		Contact Mobile :70021 74341	E-mail :guwahati@vipulmed corp.com
17	Vipul Medc orp Insur ance Tpa Pvt Ltd	Kolkata	19, R.N.Mukherjee Road,	WEST BENGAL		
			Main Building (2nd Floor).Kolkata			
			Pin Code : 700 001		Phones : 033-40205700,4020570 1	E-mail :kolkata@vipulmedco rp.com
18	Vipul Medc orp Insur ance Tpa Pvt Ltd	Patna	Yamuna Tower,Campus of Maurya Dental Care	BIHAR		

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S. No	TPA Name	Location	Address	State	Contact	E-MAIL
			Near Jain Mandir, Beside s PWD Office,			
			Gulzar Bagh Station Road, Patna-800007		Phones : 0612-2385894 ,0612-2385895	E-mail Id : patna@vipulmedcorp.com
			Pin Code: 800007			
19	Vipul Medcorp Insurance Tpa Pvt Ltd	Ahemdabad	Second Floor 202, Binali Complex, Opp. Torrent Power Zonal Office, AEC,	GUJARAT		
			Naranpura Ahmedabad, Gujarat			
			Pin Code : 380013		Phones : 079-40051202	E-mail : ahmedabad@vipulmedcorp.com
20	Vipul Medcorp Insurance	Surat	712, 7th Floor, City Center,	GUJARAT		

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S. No	TPA Name	Location	Address	State	Contact	E-MAIL
	Tpa Pvt Ltd					
			Sosyo Circle, Udhana Magdalla Road,			
			Pin Code : 395007		Phones : 0261 - 2630140/2630142	E-mail Id : surat@vipulmedcorp.com
21	Vipul Medcorp Insurance Tpa Pvt Ltd	Vadodara	449-450, Phoenix Complex	GUJARAT		
			Near Suraj Plaza,Sayajigan j Vadodara			
			Pin Code : 390 005		Phones : 0265- 6643222 (10 Lines)	E-mail Id : vadodara@vipulmedcorp.com
22	Vipul Medcorp Insur	Mumbai	Unit no.15, Ground Floor, Shilpin Centre,	MAHARASHTRA		

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S. No	TPA Name	Location	Address	State	Contact	E-MAIL
	ance Tpa Pvt Ltd					
			G. D. Ambekar Marg, Wadala (W), Mumbai			
			Pin Code: 400 031		Phones : 022-40764545 (24 Lines)	E-mail : mumbai@vipulmedcorp.com
23	Vipul Medcorp Insurance Tpa Pvt Ltd	Pune	Office No.45, 5th floor, Lokmanaya House,	MAHARASHTRA		
			Opposite to Shastrinagar Police Station, Paud Road, Kothrud,			
			Pin Code: 411 038		Phones : 020-25394055	E-mail : nsp pune@vipulmedcorp.com

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24	Vipul Medcorp Insurance Tpa Pvt Ltd	Meerut		UTTAR PRADESH		
25	Vipul Medcorp Insurance Tpa Pvt Ltd	Agra/Mathura	85/2, krishnapuri behind society hall, Mathura, UP.			
26	Vipul Medcorp Insurance Tpa Pvt Ltd	Panipat	h. No. 30 Jatal road, near shani mandir, Ramnagar, Panipat	HARYANA	9870860315	shiv1984tyagi@gmail.com
27	Vipul Medcorp Insurance Tpa	Varanasi		UTTAR PRADESH	9761875620/7906269228	vishalvashistha25@gmail.com

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	Pvt Ltd					
28	Vipul Medcorp Insurance Tpa Pvt Ltd	Faizabad		UTTAR PRADESH	9728205179	neerajbatra85@yahoo.co.in
29	Vipul Medcorp Insurance Tpa Pvt Ltd	Lucknow	Centre Court 3c/5,2,3 Floor 5-park Road	UTTAR PRADESH	9415995700	singhvishal1976.vs.vs@gmail.com
30	Vipul Medcorp Insurance Tpa Pvt Ltd	Bhopal		MADHYA PRADESH	7785006200	rajatsrivastava996@gmail.com

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31	Vipul Medcorp Insurance Tpa Pvt Ltd	Udaipur	H.no. 651, "Meera Nikunj", Shivnagar, Ganeshnagar, Pahada, Udaipur (Rajasthan) - 313001	RAJASTHAN	9929079973	utkarsh@vipulmedcorp.com
32	Vipul Medcorp Insurance Tpa Pvt Ltd	Tuticorin		TAMIL NADU	8883636110	tuticorin@vipulmedcorp.com
33	Vipul Medcorp Insurance	Bhubaneswar		ODISHA	7205480082, 8112067048	bhubaneswar@h3u.com

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