

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: Vidal Health Insurance Pvt TPA Ltd.

a. Validity of agreement with TPA 7th October 2016 until termination.

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	11	0	0
No of lives serviced	0	3585	0	0

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

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Karnataka	Bengaluru	6	3135
2	Tamil Nadu	Chennai	5	450

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
109	140	118	84%	8	6%	57

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%	85.4%	88.9%
2	Within 1-2 Hours	0.00%	0.00%	8.3%	8.3%
3	Within 2-6 Hours	0.00%	0.00%	6.3%	2.8%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	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

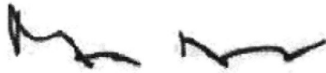
f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

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%	120	95.24%	0	0.00%	120	95.24%
Between 1-3 Months	0	0.00%	5	3.97%	0	0.00%	5	3.97%
Between 3-6 Months	0	0.00%	1	0.00%	0	0.00%	1	0.00%
More than 6 Months	0	0.00%	0	0.79%	0	0.00%	0	0.79%
Total	0	0.00%	126	100%	0	0.00%	126	100%

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