

Health India Insurance TPA Private Limited

Public Disclosures on Quantitative and Qualitative Parameters of health services rendered (Information as at 31 March 2025)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Health India Insurance TPA Private Limited	022	18-Nov-2023	17-Nov-2026

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

Description	Individual	Group	Government	Total
No of policies service	0	19	0	19
No of lives serviced	0	114975	0	114975

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

Name of the State	Name of the Districts
Assam	Kamrup Metropolitan
Assam	Khordha
Bihar	Patna
Chhattisgarh	Raipur
Gujarat	Ahmedabad
Gujarat	Rajkot
Gujarat	Surat
Gujarat	Vadodara
Gujarat	Valsad
Haryana	Gurgaon
JHARKHAND	Ranchi
Karnataka	Bangalore
Karnataka	Dakshina Kannada
Kerala	Ernakulam
Madhya Pradesh	Bhopal
Madhya Pradesh	Indore
Maharashtra	Chhatrapati Sambhaji Nagar
Maharashtra	Kolhapur
Maharashtra	Mumbai
Maharashtra	Nagpur

Maharashtra	Nashik
Maharashtra	Pune
Maharashtra	Solapur
Punjab	Ambala
Rajasthan	Jaipur
Tamil Nadu	Chennai
Tamil Nadu	Coimbatore
Tamil Nadu	Madurai
Telgana	Hyderabad
Uttar Pradesh	Lucknow
Uttarakhand	Dehradun
West Bengal	Kolkata

4. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	12
ii.	Number of claims received during the year	2610
iii.	Number of claims paid during the year (specify % also in brackets)	2147 (81%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	339 (12.93%)
v.	Number of claims outstanding at the end of the year	136

5. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	95.78%	90.16%
2	Within 1-2 Hours	0	0	4.22%	7.27%
3	Within 2-6 Hours	0	0	0.00%	2.57%
4	Within 6-12 Hours	0	0	0.00%	0.00%
5	Within 12-24 Hours	0	0	0.00%	0.00%
6	>24 Hours	0	0	0.00%	0.00%
Total		0	0	100%	100.00%

*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-authorization is issued in the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

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

Description (to reckoned from)	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	2202	89%	0	0	2202	89%
Between 1-3 Months	0	0	260	10%	0	0	260	10%
Between 3-6 Months	0	0	21	0.84%	0	0	21	0.84%
More than 6 Months	0	0	3	0.10%	0	0	3	0.10%
Total	0	0	2486	100.00%	0	0	2486	100.00%

*Percentage is calculated on total of the respective column

7. 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	25
3	Grievances resolved during the year	25
4	Grievances outstanding at the end of the year	0

Tapan Singhel
Managing Director and Chief Executive Officer
Bajaj General Insurance Limited.