

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2024

Name of the Insurance Company: Manipal Cigna Health Insurance Company Limited

a. Specify whether In – house Claim settlement or Services rendered by TPA: TPA

Name of TPA	Service level Agreement number/Licence Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Family Health Plan Insurance TPA Ltd	013	19-Mar-18	18-Mar-25

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
No of policies serviced	0	117	0	117
No of lives serviced	0	63,639	0	63,639

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

Sr. No	Name of State	Name of Districts
1	Andhra Pradesh	Nellore
2	Andhra Pradesh	Visakhapatnam
3	Assam	Kamrup
4	Bihar	Patna
5	Chhattisgarh	Raipur
6	Dadra & Nagar Haveli	Dadra & Nagar Haveli
7	Delhi	Central *
8	Delhi	New Delhi
9	Gujarat	Ahmadabad
10	Gujarat	Bharuch
11	Gujarat	Kachchh
12	Gujarat	Mahesana
13	Gujarat	Porbandar *
14	Gujarat	Surat
15	Gujarat	Vadodara
16	Gujarat	Valsad
17	Haryana	Faridabad
18	Haryana	Gurgaon
19	Haryana	Sonipat
20	Jharkhand	Pashchimi Singhbhum
21	Jharkhand	Ranchi
22	Karnataka	Bangalore
23	Kerala	Ernakulam
24	Kerala	Thiruvananthapuram
25	Maharashtra	Mumbai
26	Maharashtra	Pune
27	Maharashtra	Thane
28	Orissa	Khordha
29	Tamil Nadu	Chennai
30	Tamil Nadu	Coimbatore
31	Telangana	Hyderabad
32	Telangana	Medchal-Malkajgiri
33	Telangana	Rangareddi
34	Tripura	West Tripura
35	West Bengal	Bankura
36	West Bengal	Hooghly
37	West Bengal	Howrah
38	West Bengal	Kolkata
39	West Bengal	North Twenty Four Parganas

d. Data of number of claims processed:

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i.	Outstanding number of claims at the beginning of the year	211
ii.	Number of claims received during the year	3474
iii.	Number of claims paid during the year (specify % also in brackets)	2994 (93%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	227 (7%)
v.	Number of claims outstanding at the end of the year	174

* (ref. table# (d.iii): Settlement Ratio Calculated - Settled/Settled+Rejected/Closed (Excluding Rejected/Closed due to non submission of docs & Cancelled)

* (ref. table# (d.iv): Rejection Ratio Calculated - Rejected/Rejected+Settled (Excluding Rejected/Closed due to non submission of docs & Cancelled)

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%	0%	86.0%	86.0%
2	Within 1-2 Hours	0%	0%	7.0%	9.0%
3	Within 2-6 Hours	0%	0%	5.0%	4.0%
4	Within 6-12 Hours	0%	0%	1.0%	1.0%
5	Within 12-24 Hours	0%	0%	1.0%	0.0%
6	>24 Hours	0%	0%	0.0%	0.0%
Total		0%	0%	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 (to reckoned from the date of receipt of last necessary document)	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%	3,180	98.7%	0	0%	3180	98.7%
Between 1-3 Months	0	0%	33	1.0%	0	0%	33	1.0%
Between 3-6 Months	0	0%	8	0.2%	0	0%	8	0.2%
More than 6 Months	0	0%	0	0.0%	0	0%	0	0.0%
Total	0	0%	3221	100.0%	0	0%	3221	100.0%

*Percentage shall be calculated on total of 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

Place: Mumbai
Date: 31-Mar-2024

Signature of CEO / Whole Time Director
ManipalCigna Health Insurance Company Ltd.