

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 - MDIndia Health Insurance TPA Pvt. Ltd.

Name of TPA	Service level Agreement number/Licence Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MDIndia Health Insurance TPA Pvt. Ltd.	005	10-Aug-21	09-Aug-24

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

Description	Individual	Group	Government	Total
No of policies serviced	-	25	-	25
No of lives serviced	-	6,858	-	6858

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

Sr. No.	Name of State	Name of District
1	Delhi	South Delhi
2	Delhi	South West Delhi
3	Gujarat	Ahmedabad
4	Gujarat	Rajkot
5	Haryana	Gurgaon
6	Karnataka	Bangalore
7	Maharashtra	Aurangabad
8	Maharashtra	Mumbai
9	Maharashtra	Nashik
10	Maharashtra	Pune
11	Maharashtra	Thane
12	Punjab	Rupnagar
13	Tamil Nadu	Chennai
14	Telangana	Hyderabad
15	Uttar Pradesh	Gautam Buddha Nagar
16	Uttar Pradesh	Ghaziabad
17	Uttar Pradesh	Noida

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	136
ii.	Number of claims received during the year	1912
iii.	Number of claims paid during the year (specify % also in brackets)	1746 (94%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	106 (6%)
v.	Number of claims outstanding at the end of the year	32

* (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	-	-	95.69%	92.82%
2	Within 1-2 Hours	-	-	4.31%	7.18%
3	Within 2-6 Hours	-	-	0.00%	0.00%
4	Within 6-12 Hours	-	-	0.00%	0.00%
5	Within 12-24 Hours	-	-	0.00%	0.00%
6	>24 Hours	-	-	0.00%	0.00%
Total		-	-	100.00%	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 reckon from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0%	1831	98.87%	0	0%	1831	98.87%
Between 1-3 Months	0	0%	18	0.97%	0	0%	18	0.97%
Between 3-6 Months	0	0%	1	0.05%	0	0%	1	0.05%
More than 6 Months	0	0%	2	0.11%	0	0%	2	0%
Total	0	0%	1852	100%	0	0%	1852	100%

*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.