

a) Family Health Plan Insurance TPA Limited

i) Validity of Agreement with the TPA: 25/10/2023 to 24/10/2026

b) Number of Policies and lives serviced in respect of which public disclosures are made

Description	Individual	Group	Government
Number of policies serviced	38408	512	0
Number of Lives serviced	95721	1282089	0

c) Information with Regards to Geographical area in which services are rendered by the TPA (State names -District names shall be provided) in respect of which public disclosures are made.

Name of the State	Name of the Districts
Andhra Pradesh	Vijayawada
Andhra Pradesh	Vishakapatnam
Assam	Guwahati
Chandigarh	Chandigarh
Goa	Mapusa
Gujarat	Ahmedabad
Gujarat	Vadodara
Haryana	Gurugram
Jharkhand	Jamshedpur
Karnataka	Bengaluru
Kerala	Kochi
Kerala	Trivandrum
Madhya Pradesh	Bhopal
Madhya Pradesh	Indore
Maharashtra	Mumbai
Maharashtra	Pune
Maharashtra	Nagpur
Maharashtra	Solapur
Nagaland	Dimapur
New Delhi	Delhi
Odisha	Bhubaneshwar
Punjab	Mohali
Rajasthan	Jaipur
Tamil Nadu	Chennai
Tamil Nadu	Coimbatore
Tamil Nadu	Madurai
Telangana	Hyderabad
Uttar Pradesh	Lucknow
West Bengal	Kolkata

d) Data of Number of claims processed

	Individual	Group
i) Outstanding number of claims at the beginning of the year: -	444	321
ii) Number of claims received during the year: -	7273	9765
iii) Number of claims paid during the year (also % in bracket)	5325 (69%)	8088 (80%)
iv) Number of claims repudiated during the year (also % in bracket)	1997 (26%)	1465 (15%)
v) Number of claims outstanding at the end of the year	395	533

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	65%	78%	83%	82%
2	within 1 to 2 hours	18%	17%	11%	14%
3	within 2 to 6 hours	17%	5%	7%	4%
4	within 6 to 12 hours	0%	0%	0%	0%
5	within 12 to 24 hours	0%	0%	0%	0%
6	> 24 Hours	0%	0%	0%	0%
	Total	100%	100%	100%	100%

* Percentage to be calculated on total of the respective column

** Reckoned from the time last necessary documents is received by the insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospital

*** Reckoned as final discharge summary send to hospital from the time discharge bills is received by TPA

f) Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 month	7264	99%	9375	98%	0	0	16639	99%
Between 1 - 3 Months	58	1%	178	2%	0	0	236	1%
Between 3 to 6 months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0
Total	7322	100	9553	100%	0	0	16875	100%

Percentage shall be calculated on total of the respective column

g) Data of the grievances received against the TPA

Sr. No.	Description	Number of Grievances
1	Grievance outstanding at the beginning of the year	0
2	Grievance received during the period	0
3	Grievance Resolved during the period	0
4	Grievance outstanding at the end of the year	0

Refer Health TPA Regulations, as amended from time to time

Place: Mumbai

Signature of CEO /Whole Time Director

Date: 14/06/2024

Name: Rajive Kumaraswami

Designation: MD and CEO

Name of the Insurer: Magma HDI General Insurance Company Limited