

Reliance General Insurance Co. Ltd.

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2024

| | License number | Valid From DD/MM/YYYY | To DD/MM/YYYY |
|---|----------------|--------------------------|------------------|
| a. Name of TPA | | | |
| Family Health Plan Insurance TPA Ltd | 013 | 25/Jun/2022 | 24/Jun/2025 |

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 | 14 | 0 | 14 |
| No of lives serviced | 0 | 11,771 | 0 | 11,771 |

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

| Sr. No. | Name of State | Name of District | Individual | | Group | | Government | |
|--------------|---------------|------------------|-------------------|-----------------------|--------------------------|-----------------------|--------------------------|-----------------------|
| | | | of policies servi | No. of lives serviced | No. of policies serviced | No. of lives serviced | No. of policies serviced | No. of lives serviced |
| 1 | Delhi | New Delhi | 0 | 0 | 0 | 143 | 0 | 0 |
| 2 | Gujarat | BHARUCH | 0 | 0 | 1 | 4,039 | 0 | 0 |
| 3 | Jharkhand | Purbi Singhbhum | 0 | 0 | 1 | 65 | 0 | 0 |
| 4 | Karnataka | BANGALORE | 0 | 0 | 2 | 972 | 0 | 0 |
| 5 | Orissa | CUTTACK | 0 | 0 | 1 | 170 | 0 | 0 |
| 6 | Orissa | JAJAPUR * | 0 | 0 | 2 | 2,045 | 0 | 0 |
| 7 | Telangana | HYDERABAD | 0 | 0 | 2 | 769 | 0 | 0 |
| 8 | West Bengal | KOLKATA | 0 | 0 | 5 | 3,568 | 0 | 0 |
| TOTAL | | | 0 | 0 | 14 | 11,771 | 0 | 0 |

d. Data of number of claims processed:

| TPA | 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 | |
|---|--|--|------------------------------------|---------------------|--|----------------------|--|-----------------------|
| Family Health Plan Insurance TPA Ltd | 214 | 1,545 | 1,530 | 87% | 133 | 8% | 96 | Group & Individual |
| TOTAL | 214 | 1,545 | 1,530 | 87% | 133 | 8% | 96 | TOTAL |

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% | 82% | 75% |
| 2 | Within 1-2 Hours | 0% | 0% | 8% | 11% |
| 3 | Within 2-6 Hours | 0% | 0% | 5% | 5% |
| 4 | Within 6-12 Hours | 0% | 0% | 1% | 1% |
| 5 | Within 12-24 Hours | 0% | 0% | 1% | 1% |
| 6 | >24 Hours | 0% | 0% | 3% | 6% |
| 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% | 1572 | 95% | 0 | 0% | 1572 | 95% |
| Between 1-3 Months | 0 | 0% | 75 | 5% | 0 | 0% | 75 | 5% |
| Between 3-6 Months | 0 | 0% | 13 | 1% | 0 | 0% | 13 | 1% |
| More than 6 Months | 0 | 0% | 3 | 0% | 0 | 0% | 3 | 0% |
| Total | 0 | 0% | 1663 | 100% | 0 | 0% | 1663 | 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 | 1 |
| 3 | Grievances resolved during the year | 1 |
| 4 | Grievances outstanding at the end of the year | 0 |

Medha S. Ghugre

Medha Sandeep Ghugre
Chief Administrative Officer

