

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31.03.2022)**

Name of the Insurance Company - SBI General Insurance Company Limited

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - VIPUL MEDCORP INSURANCE TPA PRIVATE LIMITED

Validity of agreement with the TPA: from 06/08/2019 to 05/08/2023

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	0	53	0
Number of lives serviced	0	47547	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes
Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttarakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	50
ii.	Number of claims received during the year	3055
iii.	Number of claims paid during the year (specify % also in brackets)	2599 (84%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	423 (14%)
v.	Number of claims outstanding at the end of the year	83

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

S. 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	832	1308
2	Within 1-2 hours	0	0	305	527
3	Within 2-6 hours	0	0	105	241
4	Within 6-12 hours	0	0	1	8
5	Within 12-24 hours	0	0	0	0
6	>24 hours	0	0	0	0
	Total	0	0	1243	2084

Percentage to be calculated on total of the respective column.

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

*** reckoned as final discharge summary sent to hospital from the time discharge bill 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	2908	96%	0%	0%	2908	96%
Between 1-3 months	0	0%	112	4%	0%	0%	112	4%
Between 3 to 6 months	0	0%	2	0%	0%	0%	2	0%
More than 6 months	0	0%	0	0%	0%	0%	0	0%
Total	0	0%	3022	100%	0%	0%	3022	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number 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: 21.06.2022


Prakash Chandra Kandpal
 Managing Director & CEO
 SBI General Insurance Company Limited



**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31.03.2022)**

Name of the Insurance Company - SBI General Insurance Company Limited

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - VIDAL HEALTH INSURANCE TPA PRIVATE LIMITED

Validity of agreement with the TPA: from 01/04/2020 to 31/03/2023

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	0	71	0
Number of lives serviced	0	108336	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes
Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttarakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	593
ii.	Number of claims received during the year	15076
iii.	Number of claims paid during the year (specify % also in brackets)	12128 (77%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	3114 (20%)
v.	Number of claims outstanding at the end of the year	427

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

S. 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	5692	4234
2	Within 1-2 hours	0	0	572	399
3	Within 2-6 hours	0	0	82	53
4	Within 6-12 hours	0	0	63	32
5	Within 12-24 hours	0	0	32	16
6	>24 hours	0	0	21	8
	Total	0	0	6462	4742

Percentage to be calculated on total of the respective column.

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

*** reckoned as final discharge summary sent to hospital from the time discharge bill 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	14184	93%	0%	0%	14184	93%
Between 1-3 months	0	0%	1007	7%	0%	0%	1007	7%
Between 3 to 6 months	0	0%	51	0%	0%	0%	51	0%
More than 6 months	0	0%	0	0%	0%	0%	0	0%
Total	0	0%	15242	100%	0%	0%	15242	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	0

Place: Mumbai

Date: 21.06.2022



Prakash Chandra Kandpal
Managing Director & CEO
SBI General Insurance Company Limited

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31.03.2022)**

Name of the Insurance Company - SBI General Insurance Company Limited

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - UNITED HEALTHCARE PAREKH INSURANCE TPA PRIVATE LIMITED

Validity of agreement with the TPA: from 27/03/2020 to 26/03/2023

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	0	2	0
Number of lives serviced	0	1633	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes
Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttarakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagar Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	2
ii.	Number of claims received during the year	213
iii.	Number of claims paid during the year (specify % also in brackets)	166 (77%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	43 (20%)
v.	Number of claims outstanding at the end of the year	6

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

S. 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	81	109
2	Within 1-2 hours	0	0	20	0
3	Within 2-6 hours	0	0	8	0
4	Within 6-12 hours	0	0	0	0
5	Within 12-24 hours	0	0	0	0
6	>24 hours	0	0	0	0
	Total	0	0	109	109

Percentage to be calculated on total of the respective column.

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

*** reckoned as final discharge summary sent to hospital from the time discharge bill 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	184	88%	0%	0%	184	88%
Between 1-3 months	0	0%	21	10%	0%	0%	21	10%
Between 3 to 6 months	0	0%	4	2%	0%	0%	4	2%
More than 6 months	0	0%	0	0%	0%	0%	0	0%
Total	0	0%	209	100%	0%	0%	209	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number 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: 21.06.2022


Prakash Chandra Kandpal
 Managing Director & CEO
 SBI General Insurance Company Limited



**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31.03.2022)**

Name of the Insurance Company : SBI General Insurance Company Limited

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - RAKSHA HEALTH INSURANCE TPA PVT LTD (TPA File I)

Validity of agreement with the TPA: from 09/01/2020 to 09/01/2023

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	0	97	0
Number of lives serviced	0	174639	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes
Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttarakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	750
ii.	Number of claims received during the year	29407
iii.	Number of claims paid during the year (specify % also in brackets)	26108 (87%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	3455 (11%)
v.	Number of claims outstanding at the end of the year	594

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

S. 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	8131	7276
2	Within 1-2 hours	0	0	1071	1204
3	Within 2-6 hours	0	0	719	741
4	Within 6-12 hours	0	0	357	159
5	Within 12-24 hours	0	0	28	17
6	>24 hours	0	0	0	0
	Total	0	0	10306	9397

Percentage to be calculated on total of the respective column.

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

*** reckoned as final discharge summary sent to hospital from the time discharge bill 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	29539	100%	0%	0%	29539	100%
Between 1-3 months	0	0%	24	0%	0%	0%	24	0%
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	0	0%	29563	100%	0%	0%	29563	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number 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: 21.06.2022



Prakash Chandra Kandpal
Managing Director & CEO
SBI General Insurance Company Limited

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31.03.2022)**

Name of the Insurance Company : SBI General Insurance Company Limited

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - PARAMOUNT HEALTH SERVICES & INSURANCE TPA PVT LTD (TPA File II)

Validity of agreement with the TPA: from 03/01/2020 to 02/01/2023

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	405547	2733	0
Number of lives serviced	808953	667832	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Product	Retail Health	SBI Health	Arogya Series	Arogya Sanjeevani	GMC
Andhra Pradesh	Yes	Yes	Yes	Yes	Yes
Arunachal Pradesh	No	No	No	No	Yes
Assam	No	No	No	No	Yes
Bihar	No	No	No	No	Yes
Chhattisgarh	Yes	Yes	Yes	Yes	Yes
Goa	Yes	Yes	Yes	Yes	Yes
Gujarat	Yes	Yes	Yes	Yes	Yes
Haryana	Yes	Yes	Yes	Yes	Yes
Himachal Pradesh	Yes	Yes	Yes	Yes	Yes
Jammu & Kashmir	Yes	Yes	Yes	Yes	Yes
Jharkhand	No	No	No	No	Yes
Karnataka	No	No	No	No	Yes
Kerala	No	No	No	No	Yes
Madhya Pradesh	Yes	Yes	Yes	Yes	Yes
Maharashtra	Yes	Yes	Yes	Yes	Yes
Manipur	No	No	No	No	Yes
Meghalaya	No	No	No	No	Yes
Mizoram	No	No	No	No	Yes
Nagaland	No	No	No	No	Yes
Odisha	No	No	No	No	Yes
Punjab	Yes	Yes	Yes	Yes	Yes
Rajasthan	Yes	Yes	Yes	Yes	Yes
Sikkim	No	No	No	No	Yes
Tamil Nadu	Yes	Yes	Yes	Yes	Yes
Telangana	Yes	Yes	Yes	Yes	Yes
Tripura	No	No	No	No	Yes
Uttar Pradesh	Yes	Yes	Yes	Yes	Yes
Uttarakhand	Yes	Yes	Yes	Yes	Yes
West Bengal	No	No	No	No	Yes
Andman & Nicobar Is.	Yes	Yes	Yes	Yes	Yes
Chandigarh	Yes	Yes	Yes	Yes	Yes
Dadra & Nagar Haveli	Yes	Yes	Yes	Yes	Yes
Daman & Diu	Yes	Yes	Yes	Yes	Yes
Delhi	Yes	Yes	Yes	Yes	Yes
Lakshadweep	Yes	Yes	Yes	Yes	Yes
Puduchery	Yes	Yes	Yes	Yes	Yes

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	2669
ii.	Number of claims received during the year	62610
iii.	Number of claims paid during the year (specify % also in brackets)	43840 (67%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	18867 (29%)
v.	Number of claims outstanding at the end of the year	2572

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

S. 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	9257	6006	4380	3004
2	Within 1-2 hours	4687	5747	1857	2268
3	Within 2-6 hours	465	1917	255	623
4	Within 6-12 hours	3	6	8	0
5	Within 12-24 hours	8	1	8	2
6	>24 hours	5	0	3	0
	Total	14425	13677	6511	5897

Percentage to be calculated on total of the respective column.

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

*** reckoned as final discharge summary sent to hospital from the time discharge bill 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	28914	100%	33710	100%	0	0%	62624	100%
Between 1-3 months	48	0%	35	0%	0	0%	83	0%
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	28962	1	33745	1	0	0	62707	1

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	6
3	Grievances resolved during the year	6
4	Grievances outstanding at the end of the year	0

Place: Mumbai
Date: 21.06.2022


Prakash Chandra Kandpal
 Managing Director & CEO
 SBI General Insurance Company Limited



**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31.03.2022)**

Name of the Insurance Company : SBI General Insurance Company Limited

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - MEDI ASSIST INSURANCE TPA PRIVATE LIMITED (TPA File II)

Validity of agreement with the TPA: from 13/12/2019 to 12/12/2022

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	169729	1157	0
Number of lives serviced	385292	665302	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Product	Retail Health	SBI Health	Arogya Series	Arogya Sanjeevani	GMC
Andhra Pradesh	No	No	No	No	Yes
Arunachal Pradesh	Yes	Yes	Yes	Yes	Yes
Assam	Yes	Yes	Yes	Yes	Yes
Bihar	Yes	Yes	Yes	Yes	Yes
Chhattisgarh	No	No	No	No	Yes
Goa	No	No	No	No	Yes
Gujarat	No	No	No	No	Yes
Haryana	No	No	No	No	Yes
Himachal Pradesh	No	No	No	No	Yes
Jammu & Kashmir	No	No	No	No	Yes
Jharkhand	Yes	Yes	Yes	Yes	Yes
Karnataka	Yes	Yes	Yes	Yes	Yes
Kerala	Yes	Yes	Yes	Yes	Yes
Madhya Pradesh	No	No	No	No	Yes
Maharashtra	No	No	No	No	Yes
Manipur	Yes	Yes	Yes	Yes	Yes
Meghalaya	Yes	Yes	Yes	Yes	Yes
Mizoram	Yes	Yes	Yes	Yes	Yes
Nagaland	Yes	Yes	Yes	Yes	Yes
Odisha	Yes	Yes	Yes	Yes	Yes
Punjab	No	No	No	No	Yes
Rajasthan	No	No	No	No	Yes
Sikkim	Yes	Yes	Yes	Yes	Yes
Tamil Nadu	No	No	No	No	Yes
Telangana	No	No	No	No	Yes
Tripura	Yes	Yes	Yes	Yes	Yes
Uttar Pradesh	No	No	No	No	Yes
Uttarakhand	No	No	No	No	Yes
West Bengal	Yes	Yes	Yes	Yes	Yes
Andman & Nicobar Is.	No	No	No	No	Yes
Chandigarh	No	No	No	No	Yes
Dadra & Nagra Haveli	No	No	No	No	Yes
Daman & Diu	No	No	No	No	Yes
Delhi	No	No	No	No	Yes
Lakshadweep	No	No	No	No	Yes
Puducherry	No	No	No	No	Yes

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1484
ii.	Number of claims received during the year	63117
iii.	Number of claims paid during the year (specify % also in brackets)	51017 (79%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	11484 (18%)
v.	Number of claims outstanding at the end of the year	2100

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

S. 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	5314	4505	13852	7941
2	Within 1-2 hours	558	2349	2097	5622
3	Within 2-6 hours	69	203	326	1343
4	Within 6-12 hours	1	5	36	19
5	Within 12-24 hours	4	1	2	2
6	>24 hours	2	1	5	10
	Total	5948	7064	16318	14937

Percentage to be calculated on total of the respective column.

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

*** reckoned as final discharge summary sent to hospital from the time discharge bill 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	10101	100%	52362	100%	0%	0%	62463	100%
Between 1-3 months	17	0%	20	0%	0%	0%	37	0%
Between 3 to 6 months	0	0%	1	0%	0%	0%	1	0%
More than 6 months	0	0%	0	0%	0%	0%	0	0%
Total	10118	100%	52383	100%	0%	0%	62501	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	7
3	Grievances resolved during the year	7
4	Grievances outstanding at the end of the year	0

Place: Mumbai
Date: 21.06.2022


Prakash Chandra Mandpal
 Managing Director & CEO
 SBI General Insurance Company Limited



**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31.03.2022)**

Name of the Insurance Company - SBI General Insurance Company Limited

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - HERITAGE HEALTH INSURANCE TPA PVT LTD

Validity of agreement with the TPA: from 05/08/2021 to 05/08/2022

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	0	5	0
Number of lives serviced	0	16097	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes
Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttarakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	0
ii.	Number of claims received during the year	730
iii.	Number of claims paid during the year (specify % also in brackets)	573 (78%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	97 (13%)
v.	Number of claims outstanding at the end of the year	60

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

S. 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	551	0
2	Within 1-2 hours	0	0	42	0
3	Within 2-6 hours	0	0	15	0
4	Within 6-12 hours	0	0	0	0
5	Within 12-24 hours	0	0	0	0
6	>24 hours	0	0	0	0
	Total	0	0	608	0

Percentage to be calculated on total of the respective column.

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

*** reckoned as final discharge summary sent to hospital from the time discharge bill 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	564	84%	0%	0%	564	84%
Between 1-3 months	0	0%	102	15%	0%	0%	102	15%
Between 3 to 6 months	0	0%	4	1%	0%	0%	4	1%
More than 6 months	0	0%	0	0%	0%	0%	0	0%
Total	0	0%	670	100%	0%	0%	670	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number 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: 21.06.2022


Prakash Chandra Kandpal
 Managing Director & CEO
 SBI General Insurance Company Limited



**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31.03.2022)**

Name of the Insurance Company - SBI General Insurance Company Limited

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - HEALTHINDIA INSURANCE TPA SERVICES PVT LTD

Validity of agreement with the TPA: from 28/06/2021 to 27/06/2024

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	0	42	0
Number of lives serviced	0	14838	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes
Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttarakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	112
ii.	Number of claims received during the year	1484
iii.	Number of claims paid during the year (specify % also in brackets)	1258 (79%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	288 (18%)
v.	Number of claims outstanding at the end of the year	50

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

S. 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	420	325
2	Within 1-2 hours	0	0	99	162
3	Within 2-6 hours	0	0	28	57
4	Within 6-12 hours	0	0	0	0
5	Within 12-24 hours	0	0	0	0
6	>24 hours	0	0	0	0
	Total	0	0	547	544

Percentage to be calculated on total of the respective column.

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

*** reckoned as final discharge summary sent to hospital from the time discharge bill 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	1526	99%	0%	0%	1526	99%
Between 1-3 months	0	0%	20	1%	0%	0%	20	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	0	0%	1546	100%	0%	0%	1546	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number 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: 21.06.2022


Prakash Chandra Kandpal
 Managing Director & CEO
 SBI General Insurance Company Limited



**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31.03.2022)**

Name of the Insurance Company - SBI General Insurance Company Limited

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA (If services rendered by TPA) - FAMILY HEALTH PLAN INSURANCE TPA LIMITED (TPA File III)

Validity of agreement with the TPA: from 19/12/2019 to 18/12/2022

(Data shall be consolidated at insurer level in case of in-house claim settlements and at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	0	200	0
Number of lives serviced	0	261094	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Product	GMC
Andhra Pradesh	Yes
Arunachal Pradesh	Yes
Assam	Yes
Bihar	Yes
Chhattisgarh	Yes
Goa	Yes
Gujarat	Yes
Haryana	Yes
Himachal Pradesh	Yes
Jammu & Kashmir	Yes
Jharkhand	Yes
Karnataka	Yes
Kerala	Yes
Madhya Pradesh	Yes
Maharashtra	Yes
Manipur	Yes
Meghalaya	Yes
Mizoram	Yes
Nagaland	Yes
Odisha	Yes
Punjab	Yes
Rajasthan	Yes
Sikkim	Yes
Tamil Nadu	Yes
Telangana	Yes
Tripura	Yes
Uttar Pradesh	Yes
Uttarakhand	Yes
West Bengal	Yes
Andman & Nicobar Is.	Yes
Chandigarh	Yes
Dadra & Nagra Haveli	Yes
Daman & Diu	Yes
Delhi	Yes
Lakshadweep	Yes
Puducherry	Yes

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1318
ii.	Number of claims received during the year	33502
iii.	Number of claims paid during the year (specify % also in brackets)	28445 (82%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	5124 (15%)
v.	Number of claims outstanding at the end of the year	1251

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

S. 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	11466	10877
2	Within 1-2 hours	0	0	1692	2050
3	Within 2-6 hours	0	0	517	796
4	Within 6-12 hours	0	0	59	21
5	Within 12-24 hours	0	0	159	259
6	>24 hours	0	0	41	32
	Total	0	0	13934	14035

Percentage to be calculated on total of the respective column.

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

*** reckoned as final discharge summary sent to hospital from the time discharge bill 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	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	0	0%	33475	100%	0%	0%	33475	100%
Between 1-3 months	0	0%	92	0%	0%	0%	92	0%
Between 3 to 6 months	0	0%	2	0%	0%	0%	2	0%
More than 6 months	0	0%	0	0%	0%	0%	0	0%
Total	0	0%	33569	100%	0%	0%	33569	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number 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: 21.06.2022


Prakash Chandra Kandpal
 Managing Director & CEO
 SBI General Insurance Company Limited

