

**PUBLIC DISCLOSURE ON QUANTITATIVE AND QUALITATIVE PARAMETERS
OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31st March, 2020)**

NAME OF THE INSURANCE COMPANY: CARE HEALTH INSURANCE LIMITED

- a) Name of the TPA and validity of TPA service level agreements with whom insurer entered in to service level agreement

S.No.	TPA Name	Validity of Agreement		Status
		From	To	
1	Vidal Health TPA Private Limited	29-Oct-14	Perpetual	Active
2	East West Assist TPA Private Limited	10-Aug-20	09-Aug-21	Active
3	Health India Insurance TPA Services Private Limited	24-Nov-17	23-Nov-20	Active
4	Raksha TPA Private Limited	15-Jan-18	14-Jan-21	Active
5	Ericson Healthcare Private Limited	25-Sep-20	24-Sep-21	Active
6	Medi Assist Insurance TPA Private Limited	01-Oct-19	Perpetual	Active
7	United Health Care Parekh Insurance TPA Private Limited	30-Jun-20	29-Jun-21	Active
8	MDIndia Health Insurance TPA Private Limited	30-Nov-19	29-Nov-22	Active
9	Paramount Health Services & Insurance TPA Private Limited	11-Nov-16	Perpetual	Active
10	Family Health Plan Insurance TPA Limited	01-Jun-16	Perpetual	Active
11	Medsave Health Insurance TPA Limited	01-Sep-20	31-Aug-22	Active
12	Genins India Insurance TPA Limited	27-May-19	Perpetual	Active
13	Good Health Insurance TPA Limited	15-Feb-20	14-Feb-21	Active
14	Vipul Medcorp Insurance TPA Private Limited	15-Sep-16	Perpetual	Active
15	Safeway Insurance TPA Private Limited	10-Jan-20	09-Jan-21	Active
16	Grand Insurance TPA Private Limited	11-Dec-29	10-Dec-20	Active
17	Dedicated healthcare services TPA (India) Private Limited	29-May-15	28-May-18	Inactive
18	E-Meditek TPA Services Limited	18-Nov-16	Terminated	Inactive
19	Heritage health TPA Private Limited	31-Oct-14	30-Oct-15	Inactive
20	Spurthi Meditech (TPA) Solutions Private Limited	28-Mar-15	27-Mar-16	Inactive
21	Vision E Medi Solutions Insurance TPA Pvt Ltd	01-Dec-18	31-Dec-19	Inactive

b) Number of policies and lives service in respect of which public disclosures are made

Description	Individual	Group	Government
Number of policies serviced*	1095145	8923	1
Number of lives serviced*	2185539	8144904	6100000

**Total number of Policies and lives underwritten during FY 2019-20 and also includes policies issued during preceding year and was active during FY 2019-20. In case of Ayushman Bharat number of lives has been reported.*

C) Information with regards to the geographical area in which services are rendered by the TPA/insurer (state name –district names shall be provided) in respect of which public disclosure are made

State**	District**
MANIPUR	IMPHAL WEST
BIHAR	PURNIA
WEST BENGAL	JALPAIGURI
SIKKIM	WEST SIKKIM
CHHATTISGARH	Bilaspur (CGH)
MAHARASHTRA	NASHIK
MAHARASHTRA	JALGAON
CHHATTISGARH	RAIPUR
MAHARASHTRA	AHMED NAGAR
MAHARASHTRA	PUNE
MADHYA PRADESH	NARSINGHPUR
MADHYA PRADESH	JABALPUR
MAHARASHTRA	NANDURBAR
UTTAR PRADESH	GAUTAM BUDDHA NAGAR
DELHI	WEST DELHI
DELHI	NORTH DELHI
HARYANA	REWARI
MADHYA PRADESH	CHHATARPUR
MAHARASHTRA	MUMBAI
UTTAR PRADESH	GHAZIABAD
BIHAR	PATNA
UTTAR PRADESH	FARRUKHABAD
UTTAR PRADESH	DEORIA
HARYANA	GURGAON

DELHI	SOUTH DELHI
MAHARASHTRA	THANE
UTTAR PRADESH	ALLAHABAD
HARYANA	SIRSA
HARYANA	HISAR
UTTAR PRADESH	MUZAFFARNAGAR
PUNJAB	PATIALA
DELHI	SOUTH WEST DELHI
HARYANA	JIND
DELHI	NORTH WEST DELHI
RAJASTHAN	KOTA
KARNATAKA	Dharwad
KARNATAKA	MYSORE
KARNATAKA	BELLARY
KARNATAKA	HAVERI
KARNATAKA	KOPPAL
KARNATAKA	RAICHUR
KARNATAKA	BANGALORE
KARNATAKA	MANDYA
KARNATAKA	KODAGU
MAHARASHTRA	NAGPUR
MAHARASHTRA	BHANDARA
MAHARASHTRA	WASHIM
MAHARASHTRA	HINGOLI
MAHARASHTRA	AMRAVATI
MAHARASHTRA	YAVATMAL
MADHYA PRADESH	BALAGHAT
MAHARASHTRA	BULDHANA
MAHARASHTRA	CHANDRAPUR
MAHARASHTRA	AKOLA
MAHARASHTRA	WARDHA
HARYANA	KARNAL
PUNJAB	JALANDHAR
PUNJAB	AMRITSAR
PUNJAB	TARN TARAN
PUNJAB	GURDASPUR
PUNJAB	HOSHIARPUR
PUNJAB	FIROZPUR
PUNJAB	LUDHIANA
TAMIL NADU	CHENNAI
PONDICHERRY	PONDICHERRY

TAMIL NADU	TIRUVALLUR
TAMIL NADU	KANCHIPURAM
TAMIL NADU	VELLORE
TAMIL NADU	PUDUKKOTTAI
GUJARAT	KACHCHH
TAMIL NADU	THENI
TAMIL NADU	NAGAPATTINAM
WEST BENGAL	KOLKATA
WEST BENGAL	HOWRAH
UTTAR PRADESH	BIJNOR
ORISSA	BALESWAR
JHARKHAND	HAZARIBAG
JHARKHAND	KODERMA
ASSAM	KAMRUP
WEST BENGAL	SOUTH 24 PARGANAS
WEST BENGAL	BARDHAMAN
WEST BENGAL	BIRBHUM
WEST BENGAL	NORTH 24 PARGANAS
WEST BENGAL	PURULIYA
CHHATTISGARH	DURG
MADHYA PRADESH	INDORE
JHARKHAND	CHATRA
JHARKHAND	PALAMAU
JHARKHAND	GARHWA
MADHYA PRADESH	CHHINDWARA
BIHAR	SUPAUL
UTTAR PRADESH	SONBHADRA
WEST BENGAL	COOCH BEHAR
BIHAR	SITAMARHI
MADHYA PRADESH	SAGAR
BIHAR	GAYA
BIHAR	MUZAFFARPUR
WEST BENGAL	DARJILING
ASSAM	GOALPARA
WEST BENGAL	HOOGHLY
BIHAR	SHEIKHPURA
WEST BENGAL	WEST MIDNAPORE
MADHYA PRADESH	EAST NIMAR
JHARKHAND	GIRIDH
CHHATTISGARH	KORBA
BIHAR	SARAN

JHARKHAND	SAHIBGANJ
BIHAR	WEST CHAMPARAN
BIHAR	SIWAN
ASSAM	KOKRAJHAR
BIHAR	NALANDA
WEST BENGAL	MALDA
KARNATAKA	TUMKUR
HARYANA	FARIDABAD
UTTAR PRADESH	LUCKNOW
KARNATAKA	GULBARGA
KERALA	THIRUVANANTHAPURAM
KARNATAKA	CHAMRAJNAGAR
KARNATAKA	KOLAR
KARNATAKA	BAGALKOT
UTTAR PRADESH	VARANASI
TAMIL NADU	KRISHNAGIRI
KARNATAKA	BANGALORE RURAL
MADHYA PRADESH	REWA
ORISSA	SUNDERGARH
TAMIL NADU	THANJAVUR
TAMIL NADU	TIRUCHIRAPPALLI
TAMIL NADU	DINDIGUL
TAMIL NADU	MADURAI
TAMIL NADU	VIRUDHUNAGAR
TAMIL NADU	KARUR
TAMIL NADU	CUDDALORE
ORISSA	KHORDA
ORISSA	BALANGIR
ORISSA	KENDUJHAR
ORISSA	PURI
ORISSA	CUTTACK
ORISSA	JAJAPUR
ORISSA	JAGATSINGHAPUR
GUJARAT	VADODARA
GUJARAT	ANAND
GUJARAT	BHARUCH
RAJASTHAN	JAIPUR
RAJASTHAN	ALWAR
RAJASTHAN	AJMER
HARYANA	MAHENDRAGARH
RAJASTHAN	GANGANAGAR

RAJASTHAN	CHITTORGARH
RAJASTHAN	SIKAR
RAJASTHAN	JODHPUR
RAJASTHAN	JHUJHUNU
RAJASTHAN	PALI
RAJASTHAN	BARMER
RAJASTHAN	UDAIPUR
RAJASTHAN	TONK
KARNATAKA	DAKSHINA KANNADA
KERALA	KASARGOD
KARNATAKA	UDUPI
MAHARASHTRA	RAIGARH(MH)
DELHI	EAST DELHI
DELHI	NORTH EAST DELHI
UTTAR PRADESH	ALIGARH
UTTARAKHAND	DEHRADUN
UTTARAKHAND	HARIDWAR
UTTARAKHAND	UDHAM SINGH NAGAR
GUJARAT	AMRELI
GUJARAT	JUNAGADH
GUJARAT	RAJKOT
HARYANA	JHAJJAR
DELHI	CENTRAL DELHI
UTTAR PRADESH	BAREILLY
TELANGANA	K.V.RANGAREDDY
UTTAR PRADESH	BAGPAT
UTTAR PRADESH	MEERUT
UTTAR PRADESH	AZAMGARH
UTTAR PRADESH	RAMPUR
UTTAR PRADESH	BULANDSHAHR
ANDHRA PRADESH	EAST GODAVARI
TELANGANA	HYDERABAD
CHHATTISGARH	SURGUJA
TELANGANA	WARANGAL
TELANGANA	MEDAK
TELANGANA	NIZAMABAD
ANDHRA PRADESH	CHITTOOR
ANDHRA PRADESH	ANANTHAPUR
ANDHRA PRADESH	NELLORE
GUJARAT	VALSAD
GUJARAT	SURAT

GUJARAT	AHMEDABAD
GUJARAT	NAVSARI
GUJARAT	PORBANDAR
HARYANA	YAMUNA NAGAR
WEST BENGAL	BANKURA
PUNJAB	RUPNAGAR
MAHARASHTRA	AURANGABAD
MAHARASHTRA	KOLHAPUR
DELHI	NEW DELHI
UTTAR PRADESH	BANDA
UTTAR PRADESH	AGRA
CHANDIGARH	CHANDIGARH
MAHARASHTRA	SOLAPUR
GOA	NORTH GOA
GUJARAT	BANASKANTHA
MAHARASHTRA	NANDED
HARYANA	BHIWANI
UTTAR PRADESH	HAMIRPUR
UTTAR PRADESH	KANPUR NAGAR
UTTAR PRADESH	BUDAUN
UTTAR PRADESH	BARABANKI
UTTAR PRADESH	MATHURA
MADHYA PRADESH	GWALIOR
UTTAR PRADESH	ETAWAH
UTTAR PRADESH	JHANSI
UTTAR PRADESH	JALAUN
RAJASTHAN	BHARATPUR
UTTAR PRADESH	MIRZAPUR
UTTAR PRADESH	MAHOBA
UTTAR PRADESH	FATEHPUR
UTTAR PRADESH	SANT RAVIDAS NAGAR
UTTAR PRADESH	HATHRAS
UTTAR PRADESH	SIDDHARTH NAGAR
UTTAR PRADESH	HARDOI
UTTAR PRADESH	SAHARANPUR
UTTAR PRADESH	SHAHJAHANPUR
MADHYA PRADESH	BHOPAL
MADHYA PRADESH	RAJGARH
MADHYA PRADESH	SEHORE
MADHYA PRADESH	RAISEN
MADHYA PRADESH	HOSHANGABAD

MADHYA PRADESH	VIDISHA
RAJASTHAN	SIROHI
MADHYA PRADESH	NEEMUCH
MADHYA PRADESH	DHAR
MADHYA PRADESH	UJJAIN
HIMACHAL PRADESH	MANDI
HARYANA	KURUKSHETRA
PUNJAB	NAWANSHAHR
HARYANA	PANIPAT
HIMACHAL PRADESH	SHIMLA
HIMACHAL PRADESH	UNA
HARYANA	SONIPAT
PUNJAB	KAPURTHALA
HARYANA	AMBALA
PUNJAB	SANGRUR
HIMACHAL PRADESH	SOLAN
HARYANA	FATEHABAD
HARYANA	ROHTAK
UTTAR PRADESH	RAEBARELI
MAHARASHTRA	SANGLI
UTTAR PRADESH	GORAKHPUR
GUJARAT	MAHESANA
HIMACHAL PRADESH	KANGRA
ANDHRA PRADESH	VISAKHAPATNAM
PUNJAB	BATHINDA
UTTAR PRADESH	AMBEDKAR NAGAR
ORISSA	ANGUL
ANDHRA PRADESH	PRAKASAM
MAHARASHTRA	DHULE
HARYANA	PANCHKULA
GUJARAT	SURENDRA NAGAR
JHARKHAND	EAST SINGHBHUM
ASSAM	KARIMGANJ
TAMIL NADU	SALEM
JHARKHAND	RANCHI
BIHAR	DARBHANGA
HIMACHAL PRADESH	HAMIRPUR(HP)
MAHARASHTRA	OSMANABAD
GUJARAT	JAMNAGAR
JHARKHAND	RAMGARH
MADHYA PRADESH	KATNI

GUJARAT	GANDHI NAGAR
KERALA	ERNAKULAM
UTTAR PRADESH	JAUNPUR
BIHAR	SAMASTIPUR
RAJASTHAN	BANSWARA
UTTAR PRADESH	KANNAUJ
RAJASTHAN	DHOLPUR
RAJASTHAN	BIKANER
KERALA	KOLLAM
ANDHRA PRADESH	KRISHNA
TAMIL NADU	COIMBATORE
UTTAR PRADESH	FIROZABAD
WEST BENGAL	NADIA
JAMMU & KASHMIR	JAMMU
ORISSA	SAMBALPUR
UTTAR PRADESH	SULTANPUR
RAJASTHAN	DAUSA
BIHAR	MADHUBANI
PUNJAB	MOHALI
BIHAR	KATI HAR
MAHARASHTRA	JALNA
MAHARASHTRA	LATUR
MAHARASHTRA	BEEED
MAHARASHTRA	SATARA
ANDHRA PRADESH	WEST GODAVARI
GUJARAT	SABARKANTHA
GUJARAT	KHEDA
JHARKHAND	GUMLA
WEST BENGAL	NORTH DINAJPUR
JHARKHAND	JAMTARA
ANDHRA PRADESH	GUNTUR
ANDHRA PRADESH	CUDDAPAH
UTTAR PRADESH	BAHRAICH
KERALA	MALAPPURAM
KERALA	IDUKKI
KERALA	PALAKKAD
KERALA	THRISSUR
KERALA	PATHANAMTHITTA
KERALA	KOTTAYAM
KERALA	ALAPPUZHA
TAMIL NADU	KANYAKUMARI

TAMIL NADU	VILLUPURAM
ASSAM	SONITPUR
TRIPURA	NORTH TRIPURA
RAJASTHAN	BUNDI
RAJASTHAN	RAJSAMAND
PUNJAB	ROPAR
PUNJAB	BARNALA
BIHAR	BHOJPUR
TAMIL NADU	SIVAGANGA
ANDHRA PRADESH	VIZIANAGARAM
ANDHRA PRADESH	SRIKAKULAM
MANIPUR	IMPHAL EAST
MANIPUR	BISHNUPUR
MANIPUR	TAMENGLONG
ORISSA	SONAPUR
BIHAR	KHAGARIA
BIHAR	MUNGER
BIHAR	BHAGALPUR
SIKKIM	EAST SIKKIM
CHHATTISGARH	RAIGARH
MADHYA PRADESH	SHAHDOL
ASSAM	DIBRUGARH
JHARKHAND	BOKARO
JHARKHAND	LATEHAR
KARNATAKA	BELGAUM
MADHYA PRADESH	DEWAS
MAHARASHTRA	PARBHANI
MAHARASHTRA	RATNAGIRI
RAJASTHAN	JAISALMER
BIHAR	JAMUI
MADHYA PRADESH	SIDHI
MADHYA PRADESH	BETUL
MADHYA PRADESH	MANDLA
MADHYA PRADESH	SEONI
MADHYA PRADESH	Singrauli
BIHAR	BEGUSARAI
MADHYA PRADESH	SATNA
MADHYA PRADESH	RATLAM
MADHYA PRADESH	MANDSAUR
MADHYA PRADESH	JHABUA
BIHAR	EAST CHAMPARAN

UTTARAKHAND	BAGESHWAR
UTTAR PRADESH	ETAH
ORISSA	DHENKANAL
UTTAR PRADESH	KUSHINAGAR
PUNJAB	MOGA
UTTAR PRADESH	PRATAPGARH
UTTAR PRADESH	MORADABAD
RAJASTHAN	BHILWARA
UTTAR PRADESH	KANPUR DEHAT
BIHAR	GOPALGANJ
BIHAR	VAISHALI
UTTARAKHAND	NAINITAL
BIHAR	LAKHISARAI
JHARKHAND	DHANBAD
UTTAR PRADESH	KAUSHAMBI
UTTAR PRADESH	CHITRAKOOT
PUNJAB	MANSA
HARYANA	KAITHAL
UTTAR PRADESH	FAIZABAD
HARYANA	PALWAL
RAJASTHAN	DUNGARPUR
RAJASTHAN	CHURU
RAJASTHAN	JHALAWAR
KARNATAKA	Bijapur (KAR)
KARNATAKA	GADAG
KARNATAKA	BIDAR
KARNATAKA	UTTARA KANNADA
KARNATAKA	SHIMOGA
KARNATAKA	Yadgir
KARNATAKA	Davangere
CHHATTISGARH	BALOD
KARNATAKA	CHITRADURGA
KARNATAKA	RAMANAGAR
KARNATAKA	HASSAN
JAMMU & KASHMIR	KATHUA
KARNATAKA	CHICKMAGALUR
UTTAR PRADESH	BASTI
MAHARASHTRA	GONDIA
MAHARASHTRA	GADCHIROLI
KERALA	KANNUR
TAMIL NADU	RAMANATHAPURAM

TAMIL NADU	ERODE
PUNJAB	MUKTSAR
HIMACHAL PRADESH	CHAMBA
PUNJAB	FARIDKOT
UTTAR PRADESH	BALLIA
TAMIL NADU	TIRUVANNAMALAI
TAMIL NADU	DHARMAPURI
TAMIL NADU	NAMAKKAL
TELANGANA	KHAMMAM
TAMIL NADU	TIRUNELVELI
TAMIL NADU	PERAMBALUR
TAMIL NADU	ARIYALUR
ANDAMAN & NICOBAR ISLANDS	NORTH AND MIDDLE ANDAMAN
PONDICHERRY	KARAIKAL
TAMIL NADU	TIRUVARUR
WEST BENGAL	MURSHIDABAD
ASSAM	BARPETA
BIHAR	ROHTAS
TRIPURA	WEST TRIPURA
MANIPUR	THOUBAL
MEGHALAYA	WEST GARO HILLS
ASSAM	SIBSAGAR
WEST BENGAL	EAST MIDNAPORE
ASSAM	HAILAKANDI
JHARKHAND	DEOGHAR
JHARKHAND	WEST SINGHBHUM
ARUNACHAL PRADESH	PAPUM PARE
BIHAR	JEHANABAD
ASSAM	KARBI ANGLONG
HIMACHAL PRADESH	Bilaspur (HP)
ASSAM	TINSUKIA
ARUNACHAL PRADESH	CHANGLANG
ORISSA	KENDRAPARA
JHARKHAND	PAKUR
JHARKHAND	DUMKA
MEGHALAYA	EAST KHASI HILLS
ASSAM	JORHAT
ASSAM	NALBARI
ARUNACHAL PRADESH	EAST SIANG
ASSAM	DARRANG
BIHAR	MADHEPURA

ASSAM	DHUBRI
UTTAR PRADESH	GHAZIPUR
BIHAR	BUXAR
BIHAR	BANKA
GUJARAT	PATAN
BIHAR	SAHARSA
BIHAR	KAIMUR (BHABUA)
UTTAR PRADESH	CHANDAULI
BIHAR	AURANGABAD (BH)
BIHAR	ARARIA
JHARKHAND	KHUNTI
JHARKHAND	LOHARDAGA
BIHAR	Arwal
UTTAR PRADESH	MAHARAJGANJ
UTTAR PRADESH	SANT KABIR NAGAR
UTTAR PRADESH	SITAPUR
UTTAR PRADESH	UNNAO
UTTAR PRADESH	MAINPURI
CHHATTISGARH	KORIYA
JHARKHAND	SERAIKELA-KHARSAWAN
BIHAR	KISHANGANJ
JHARKHAND	GODDA
WEST BENGAL	SOUTH DINAJPUR
ORISSA	BHADRAK
ORISSA	GANJAM
ASSAM	CACHAR
ASSAM	BONGAIGAON
ORISSA	KORAPUT
KERALA	KOZHIKODE
KARNATAKA	CHIKKABALLAPUR
TELANGANA	KARIM NAGAR
TAMIL NADU	TUTICORIN
TAMIL NADU	NILGIRIS
ORISSA	MAYURBHANJ
ORISSA	RAYAGADA
ORISSA	BARGARH
ORISSA	JHARSUGUDA
CHHATTISGARH	BASTAR
ORISSA	NAYAGARH
ORISSA	KALAHANDI
ORISSA	MALKANGIRI

ORISSA	BOUDH
ORISSA	GAJAPATI
CHHATTISGARH	MAHASAMUND
ORISSA	NABARANGAPUR
GUJARAT	PANCH MAHALS
GUJARAT	DAHOD
GUJARAT	Tapi
GUJARAT	BHAVNAGAR
RAJASTHAN	NAGOUR
RAJASTHAN	JALOR
RAJASTHAN	KARALI
RAJASTHAN	HANUMANGARH
JAMMU & KASHMIR	UDHAMPUR
RAJASTHAN	SAWAI MADHOPUR
RAJASTHAN	BARAN
DADRA & NAGAR HAVELI	DADRA & NAGAR HAVELI
GOA	SOUTH GOA
MAHARASHTRA	SINDHUDURG
TELANGANA	MAHABUB NAGAR
UTTARAKHAND	UTTARKASHI
UTTARAKHAND	ALMORA
UTTAR PRADESH	JYOTIBA PHULE NAGAR
UTTARAKHAND	PAURI GARHWAL
UTTARAKHAND	TEHRI GARHWAL
PUNJAB	FATEHGARH SAHIB
TELANGANA	NALGONDA
CHHATTISGARH	RAJNANDGAON
MADHYA PRADESH	ASHOK NAGAR
BIHAR	NAWADA
MADHYA PRADESH	SHIVPURI
ANDHRA PRADESH	KURNOOL
TELANGANA	ADILABAD
DAMAN & DIU	DAMAN
GUJARAT	NARMADA
UTTAR PRADESH	KHERI
ASSAM	GOLAGHAT
NAGALAND	DIMAPUR
CHHATTISGARH	JASHPUR
MADHYA PRADESH	WEST NIMAR
TRIPURA	SOUTH TRIPURA
UTTARAKHAND	PITHORAGARH

ASSAM	NAGAON
MADHYA PRADESH	BHIND
UTTAR PRADESH	GONDA
UTTAR PRADESH	BALRAMPUR
UTTAR PRADESH	MAU
UTTAR PRADESH	AURAIYA
MADHYA PRADESH	HARDA
MADHYA PRADESH	PANNA
MADHYA PRADESH	DAMOH
MADHYA PRADESH	DATIA
UTTAR PRADESH	LALITPUR
MADHYA PRADESH	MORENA
MADHYA PRADESH	SHAJAPUR
CHHATTISGARH	DANTEWADA
MADHYA PRADESH	GUNA
CHHATTISGARH	JANJGIR-CHAMPA
CHHATTISGARH	DHAMTARI
MADHYA PRADESH	BARWANI
MADHYA PRADESH	UMARIA
MADHYA PRADESH	ANUPPUR
MADHYA PRADESH	Alirajpur
HIMACHAL PRADESH	SIRMAUR
HIMACHAL PRADESH	KULLU
PUNJAB	PATHANKOT
HIMACHAL PRADESH	KINNAUR
JAMMU & KASHMIR	SRINAGAR
PUNJAB	FAZILKA
CHHATTISGARH	SURAJPUR
ANDAMAN & NICOBAR ISLANDS	SOUTH ANDAMAN
UTTAR PRADESH	PILIBHIT
UTTARAKHAND	CHAMOLI
JAMMU & KASHMIR	ANANTHAG
JAMMU & KASHMIR	RAJAURI
ORISSA	KANDHAMAL
MIZORAM	AIZAWL
ARUNACHAL PRADESH	WEST KAMENG
UTTARAKHAND	CHAMPAWAT
CHHATTISGARH	KAWARDHA
JAMMU & KASHMIR	BARAMULLA
ASSAM	LAKHIMPUR
TRIPURA	DHALAI

CHHATTISGARH	KANKER
MADHYA PRADESH	KHANDWA
ASSAM	MARIGAON
BIHAR	SHEOHAR
ARUNACHAL PRADESH	LOHIT
MEGHALAYA	JAINTIA HILLS
KERALA	WAYANAD
ASSAM	DHEMAJI
JAMMU & KASHMIR	LEH
JAMMU & KASHMIR	Reasi
JAMMU & KASHMIR	BUDGAM
JAMMU & KASHMIR	DODA
ARUNACHAL PRADESH	LOWER SUBANSIRI
PONDICHERRY	MAHE
MANIPUR	CHANDEL
SIKKIM	SOUTH SIKKIM
ORISSA	DEBAGARH
CHHATTISGARH	Bijapur (CGH)
MADHYA PRADESH	TIKAMGARH
NAGALAND	KOHIMA
UTTARAKHAND	RUDRAPRAYAG
NAGALAND	MOKOKCHUNG
MADHYA PRADESH	SHEOPUR
MADHYA PRADESH	KHARGONE
JHARKHAND	SIMDEGA
MADHYA PRADESH	BURHANPUR
MANIPUR	SENAPATI
ORISSA	NUAPADA
ARUNACHAL PRADESH	TAWANG
JAMMU & KASHMIR	POONCH
ARUNACHAL PRADESH	WEST SIANG
MADHYA PRADESH	DINDORI
CHHATTISGARH	NARAYANPUR
DAMAN & DIU	DIU
UTTAR PRADESH	SHRAWASTI
ASSAM	NORTH CACHAR HILLS
HIMACHAL PRADESH	LAHUL & SPITI
MEGHALAYA	EAST GARO HILLS
MANIPUR	UKHRUL
NAGALAND	ZUNHEBOTTO
GUJARAT	THE DANGS

MANIPUR	CHURACHANDPUR
JAMMU & KASHMIR	KARGIL
SIKKIM	NORTH SIKKIM
NAGALAND	WOKHA
MIZORAM	MAMMIT
HARYANA	MEWAT
MEGHALAYA	RI BHOI
TAMIL NADU	TIRUPPUR
NAGALAND	TUENSANG
ARUNACHAL PRADESH	LOWER DIBANG VALLEY
MIZORAM	LAWNGTLAI
ARUNACHAL PRADESH	UPPER SIANG
JAMMU & KASHMIR	BANDIPUR
KERALA	KOZHIKODE
MIZORAM	LUNGLEI
ARUNACHAL PRADESH	TIRAP
JAMMU & KASHMIR	PULWAMA
ARUNACHAL PRADESH	DIBANG VALLEY
JAMMU & KASHMIR	KUPWARA
MEGHALAYA	WEST KHASI HILLS
MIZORAM	KOLASIB
CHHATTISGARH	GARIYABAND

** States & Districts of customers where policy underwritten during FY 2019-20.

d) Data of number of claim processed :

S.No.	Description	Number of claims
i	Number of Claims O/S at the beginning of the period	5,593
ii	Number of Claims Reported during the period	1,068,639
iii	Number of Claims Settled during the period (92.3%)	983,648
iV	Number of Claims Repudiated during the period (7.7%)	82,316
V	Number of Claims O/S at End of the period	8,268

* All Cashless Claims Outstanding are shown in settled as the Customer has already availed the service and the payment will be done to the hospital according to the terms of the Agreement

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 Preauth**	Tat for discharge***	Tat for Preauth**	Tat for discharge***
1	Within is < 1 hours	66%	79%	88%	83%
2	Within 1-2 hours	19%	16%	5%	14%
3	Within 2-6 hours	9%	5%	3%	3%
4	Within 6-12 hours	2%	0%	2%	0%
5	Within 12-24 hours	4%	0%	2%	0%
6	> 24 hours	0%	0%	0%	0%
	Total	100%	100%	100%	100%

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

TAT of Paid and Repudiated Claims								
Description	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within is 1 months	43383	99.70%	68147	99.90%	0	0%	111530	99.82%
Between 1-3 months	131	0.30%	55	0.08%	0	0%	186	0.17%
Between 3-6 months	0	0.00%	14	0.02%	0	0%	14	0.01%
More than 6 months	0	0.00%	0	0.00%	0	0%	0	0.00%
Total	43514	100.00%	68216	100.00%	0	0%	111730	100.00%

* TAT for Reimbursement claims

g) Data of grievances received against the TPA:

S.No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of the Year	0
2	Grievances received during the Year	866
3	Grievances resolved during the Year	866
4	Grievances outstanding at the end of Year	0

Place: Gurugram (Haryana)

Date: 30 Sep, 2020