

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT MARCH 31, 2023)**

NAME OF THE INSURANCE COMPANY: CARE HEALTH INSURANCE LIMITED

- a. Specify in-house claim settlement (if, data is in respect of in-house claim settlement)/ Specify name of the TPA with whom insurer entered into service level agreement (if data relates to the health services rendered by TPA) as may be the case.

Sr. No	TPA Name	From	To
1	United Health Care Parekh Insurance TPA Private Limited	30-Jun-21	29-Jun-23
2	Medi Assist Insurance TPA Private Limited	01-Oct-19	Perpetually
3	MDIndia Health Insurance TPA Private Limited	30-Nov-19	29-Nov-22
4	Paramount Health Services & Insurance TPA Private Limited	11-Nov-16	Perpetually
5	Family Health Plan Insurance TPA Limited	01-Jun-16	Perpetually
6	Raksha Health Insurance TPA Private Limited	15-Jan-21	14-Jan-23
7	Vidal Health Insurance TPA Private Limited	29-Oct-14	Perpetually
8	East West Assist Insurance TPA Private Limited	10-Aug-20	09-Aug-22
9	Medsave Health Insurance TPA Limited	01-Sep-20	Perpetually
10	Genins India Insurance TPA Limited	27-May-19	Perpetually
11	Health India Insurance TPA Services Private Limited	23-Nov-20	22-Nov-23
12	Good Health Insurance TPA Limited	15-Feb-20	Perpetually
13	Vipul Medcorp Insurance TPA Private Limited	15-Sep-16	Perpetually
14	Safeway Insurance TPA Private Limited	10-Jan-21	Perpetually
15	Ericson Insurance TPA Private Limited	25-Sep-20	26-Sep-24

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

Description	Individual*	Group	Government
Number of policies serviced	23,57,246	18, 113	-
Number of lives serviced	43,41,053	2,08,38,780	-

- c. Information with regards to the geographical area in which services are rendered by the TPAs/insurer (States names-District names shall be provided) in respect of which public disclosures are made.

Name of the State**	Name of the Districts**
ANDAMAN & NICOBAR IS.	SOUTH ANDAMAN
ANDHRA PRADESH	ADILABAD
ANDHRA PRADESH	ANANTHAPUR
ANDHRA PRADESH	CHITTOOR
ANDHRA PRADESH	CUDDAPAH

Care Health Insurance Limited

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Correspondence Office: Vipul Tech Square, Tower C, 3rd Floor,
Golf Course Road, Sector-43, Gurugram -122009 (Haryana)
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ANDHRA PRADESH	EAST GODAVARI
ANDHRA PRADESH	GUNTUR
ANDHRA PRADESH	HYDERABAD
ANDHRA PRADESH	K.V.RANGAREDDY
ANDHRA PRADESH	KARIM NAGAR
ANDHRA PRADESH	KHAMMAM
ANDHRA PRADESH	KRISHNA
ANDHRA PRADESH	KURNOOL
ANDHRA PRADESH	MAHABUB NAGAR
ANDHRA PRADESH	MEDAK
ANDHRA PRADESH	NALGONDA
ANDHRA PRADESH	NELLORE
ANDHRA PRADESH	NIZAMABAD
ANDHRA PRADESH	PONDICHERRY
ANDHRA PRADESH	PRAKASAM
ANDHRA PRADESH	SRIKAKULAM
ANDHRA PRADESH	VISAKHAPATNAM
ANDHRA PRADESH	VIZIANAGARAM
ANDHRA PRADESH	WARANGAL
ANDHRA PRADESH	WEST GODAVARI
ARUNACHAL PRADESH	CHANGLANG
ARUNACHAL PRADESH	KURUNG KUMEY
ARUNACHAL PRADESH	LOHIT
ARUNACHAL PRADESH	PAPUM PARE
ARUNACHAL PRADESH	TAWANG
ARUNACHAL PRADESH	TIRAP
ASSAM	BARPETA
ASSAM	BONGAIGAON
ASSAM	CACHAR
ASSAM	DARRANG
ASSAM	DHEMAJI
ASSAM	DIBRUGARH
ASSAM	GOALPARA
ASSAM	GOLAGHAT
ASSAM	JORHAT
ASSAM	KAMRUP
ASSAM	KARIMGANJ
ASSAM	KOKRAJHAR
ASSAM	LAKHIMPUR
ASSAM	NAGAON
ASSAM	NALBARI
ASSAM	NORTH CACHAR HILLS
ASSAM	SIBSAGAR
ASSAM	SONITPUR
ASSAM	TINSUKIA
MADHYA PRADESH	BHOPAL
BIHAR	ARARIA
BIHAR	ARWAL
BIHAR	AURANGABAD

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BIHAR	BHOJPUR
BIHAR	BUXAR
BIHAR	DARBHANGA
BIHAR	EAST CHAMPARAN
BIHAR	GAYA
BIHAR	GOPALGANJ
BIHAR	JAMUI
BIHAR	JEHANABAD
BIHAR	KAIMUR (BHABUA)
BIHAR	KATI HAR
BIHAR	KENDUJHAR
BIHAR	KHAGARIA
BIHAR	KISHANGANJ
BIHAR	LAKHISARAI
BIHAR	MADHEPURA
BIHAR	MADHUBANI
BIHAR	MUNGER
BIHAR	MUZAFFARPUR
BIHAR	NALANDA
BIHAR	NAWADA
BIHAR	PATNA
BIHAR	PUNE
BIHAR	PURNIA
BIHAR	ROHTAS
BIHAR	SAHARSA
BIHAR	SAMASTIPUR
BIHAR	SARAN
BIHAR	SHEIKHPURA
BIHAR	SHEOHAR
BIHAR	SITAMARHI
BIHAR	SIWAN
BIHAR	SUPAUL
BIHAR	VAISHALI
BIHAR	WEST CHAMPARAN
CHANDIGARH	CHANDIGARH
CHANDIGARH	MOHALI
CHANDIGARH	RUPNAGAR
CHHATTISGARH	RAIPUR
CHHATTISGARH	BASTAR
CHHATTISGARH	DHAMTARI
CHHATTISGARH	DURG
CHHATTISGARH	JANJIR-CHAMPA
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CHHATTISGARH	KANKER
CHHATTISGARH	KAWARDHA
CHHATTISGARH	KORBA

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CHHATTISGARH	SURGUJA
DADRA & NAGAR HAVELI	DADRA & NAGAR HAVELI
DADRA & NAGAR HAVELI	VALSAD
DAMAN & DIU	DAMAN
DAMAN & DIU	DIU
DELHI	CENTRAL DELHI
DELHI	EAST DELHI
DELHI	NORTH DELHI
DELHI	NORTH WEST DELHI
DELHI	SOUTH DELHI
DELHI	SOUTH WEST DELHI
DELHI	WEST DELHI
GOA	NORTH GOA
GOA	SOUTH GOA
GUJARAT	AHMEDABAD
GUJARAT	AMRELI
GUJARAT	ANAND
GUJARAT	BANASKANTHA
GUJARAT	BHARUCH
GUJARAT	BHAVNAGAR
GUJARAT	DADRA & NAGAR HAVELI
GUJARAT	DAHOD
GUJARAT	DAMAN
GUJARAT	GANDHI NAGAR
GUJARAT	JAMNAGAR
GUJARAT	JUNAGADH
GUJARAT	KACHCHH
GUJARAT	KHEDA
GUJARAT	MAHESANA
GUJARAT	MANSA
GUJARAT	NARMADA
GUJARAT	NAVSARI
GUJARAT	PANCH MAHALS
GUJARAT	PATAN
GUJARAT	PORBANDAR
GUJARAT	RAJKOT
GUJARAT	SABARKANTHA
GUJARAT	SURAT
GUJARAT	SURENDRA NAGAR
GUJARAT	TAPI
GUJARAT	THE DANGS
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HARYANA	FARIDABAD
HARYANA	FATEHABAD
HARYANA	GURGAON
HARYANA	HISAR
HARYANA	JHAJJAR
HARYANA	JIND
HARYANA	K.V.RANGAREDDY
HARYANA	KAITHAL
HARYANA	KARNAL
HARYANA	KURUKSHETRA
HARYANA	MAHENDRAGARH
HARYANA	PANCHKULA
HARYANA	PANIPAT
HARYANA	REWARI
HARYANA	ROHTAK
HARYANA	SIRSA
HARYANA	SONIPAT
HARYANA	YAMUNA NAGAR
HIMACHAL PRADESH	BILASPUR (HP)
HIMACHAL PRADESH	CHAMBA
HIMACHAL PRADESH	HAMIRPUR(HP)
HIMACHAL PRADESH	JUNAGADH
HIMACHAL PRADESH	KANGRA
HIMACHAL PRADESH	KINNAUR
HIMACHAL PRADESH	KULLU
HIMACHAL PRADESH	MANDI
HIMACHAL PRADESH	SHIMLA
HIMACHAL PRADESH	SIRMAUR
HIMACHAL PRADESH	SOLAN
HIMACHAL PRADESH	UNA
TELANGANA	HYDERABAD
MAHARASHTRA	JALNA
JAMMU & KASHMIR	ANANTH NAG
JAMMU & KASHMIR	BARAMULLA
JAMMU & KASHMIR	JAMMU
JAMMU & KASHMIR	KATHUA
JAMMU & KASHMIR	KUPWARA
JAMMU & KASHMIR	LEH
JAMMU & KASHMIR	RAJAURI
JAMMU & KASHMIR	SRINAGAR
JAMMU & KASHMIR	UDHAM SINGH NAGAR
JAMMU & KASHMIR	UDHAMPUR
JHARKHAND	BOKARO
JHARKHAND	CHATRA
JHARKHAND	DEOGHAR
JHARKHAND	DHANBAD
JHARKHAND	EAST SINGHBHUM
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JHARKHAND	LATEHAR
JHARKHAND	LOHARDAGA
JHARKHAND	PAKUR
JHARKHAND	PALAMAU
JHARKHAND	RAMGARH
JHARKHAND	RANCHI
JHARKHAND	SAHIBGANJ
JHARKHAND	SERAIKELA-KHARSAWAN
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KARNATAKA	BANGALORE
KARNATAKA	BANGALORE RURAL
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KARNATAKA	BELLARY
KARNATAKA	BIDAR
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KARNATAKA	CHITRADURGA
KARNATAKA	DAKSHINA KANNADA
KARNATAKA	DAVANGERE
KARNATAKA	DHARWAD
KARNATAKA	GADAG
KARNATAKA	GULBARGA
KARNATAKA	HASSAN
KARNATAKA	HAVERI
KARNATAKA	HYDERABAD
KARNATAKA	KODAGU
KARNATAKA	KOLAR
KARNATAKA	KOPPAL
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KARNATAKA	MYSORE
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KARNATAKA	RAMANAGAR
KARNATAKA	SAGAR
KARNATAKA	SHIMOGA
KARNATAKA	TUMKUR
KARNATAKA	UDUPI
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KERALA	KOTTAYAM
KERALA	KOZHIKODE
KERALA	MALAPPURAM
KERALA	PALAKKAD
KERALA	PATHANAMTHITTA
KERALA	THIRUVANANTHAPURAM
KERALA	THRISSUR
KERALA	WAYANAD
LADAKH	LEH
MADHYA PRADESH	ALIRAJPUR
MADHYA PRADESH	ANUPPUR
MADHYA PRADESH	ASHOK NAGAR
MADHYA PRADESH	BALAGHAT
MADHYA PRADESH	BARWANI
MADHYA PRADESH	BETUL
MADHYA PRADESH	BHIND
MADHYA PRADESH	BURHANPUR
MADHYA PRADESH	CHHATARPUR
MADHYA PRADESH	CHHINDWARA
MADHYA PRADESH	DAMOH
MADHYA PRADESH	DATIA
MADHYA PRADESH	DEWAS
MADHYA PRADESH	DHAR
MADHYA PRADESH	DINDORI
MADHYA PRADESH	EAST NIMAR
MADHYA PRADESH	GUNA
MADHYA PRADESH	GWALIOR
MADHYA PRADESH	HARDA
MADHYA PRADESH	HOSHANGABAD
MADHYA PRADESH	INDORE
MADHYA PRADESH	JABALPUR
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MADHYA PRADESH	KATNI
MADHYA PRADESH	KHARGONE
MADHYA PRADESH	MANDLA
MADHYA PRADESH	MANDSAUR
MADHYA PRADESH	MORENA
MADHYA PRADESH	NARSINGHPUR
MADHYA PRADESH	NEEMUCH
MADHYA PRADESH	PANNA
MADHYA PRADESH	RAISEN
MADHYA PRADESH	RAJGARH
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MADHYA PRADESH	SHEOPUR
MADHYA PRADESH	SHIVPURI
MADHYA PRADESH	SINGRAULI
MADHYA PRADESH	TIKAMGARH
MADHYA PRADESH	UJJAIN
MADHYA PRADESH	UMARIA
MADHYA PRADESH	VIDISHA
MADHYA PRADESH	WEST NIMAR
MAHARASHTRA	AHMED NAGAR
MAHARASHTRA	AKOLA
MAHARASHTRA	AMRAVATI
MAHARASHTRA	AURANGABAD
MAHARASHTRA	BANGALORE
MAHARASHTRA	BEED
MAHARASHTRA	BHANDARA
MAHARASHTRA	BULDHANA
MAHARASHTRA	CHANDRAPUR
MAHARASHTRA	DHULE
MAHARASHTRA	GADCHIROLI
MAHARASHTRA	GONDIA
MAHARASHTRA	HINGOLI
MAHARASHTRA	JALGAON
MAHARASHTRA	KOLHAPUR
MAHARASHTRA	LATUR
MAHARASHTRA	MUMBAI
MAHARASHTRA	NAGPUR
MAHARASHTRA	NANDED
MAHARASHTRA	NANDURBAR
MAHARASHTRA	NASHIK
MAHARASHTRA	OSMANABAD
MAHARASHTRA	PARBHANI
MAHARASHTRA	PATAN
MAHARASHTRA	PUNE
MAHARASHTRA	RAIGARH
MAHARASHTRA	RATNAGIRI
MAHARASHTRA	SANGLI
MAHARASHTRA	SATARA
MAHARASHTRA	SINDHUDURG
MAHARASHTRA	SOLAPUR
MAHARASHTRA	THANE
MAHARASHTRA	WARDHA
MAHARASHTRA	WASHIM
MAHARASHTRA	YAVATMAL
MANIPUR	CHANDEL
MANIPUR	IMPHAL EAST

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MEGHALAYA	JAINTIA HILLS
MEGHALAYA	WEST GARO HILLS
MIZORAM	AIZAWL
MIZORAM	LAWNGTLAI
NAGALAND	DIMAPUR
NAGALAND	KOHIMA
ORISSA	CUTTACK
ORISSA	KALAHANDI
ORISSA	KENDUJHAR
ORISSA	KHORDA
ORISSA	SAMBALPUR
ORISSA	SUNDERGARH
ORISSA	ANGUL
ORISSA	BALANGIR
ORISSA	BALESWAR
ORISSA	BARGARH
ORISSA	BHADRAK
ORISSA	DEBAGARH
ORISSA	DHENKANAL
ORISSA	GAJAPATI
ORISSA	GANJAM
ORISSA	JAGATSINGHAPUR
ORISSA	JAJAPUR
ORISSA	JHARSUGUDA
ORISSA	KANDHAMAL
ORISSA	KENDRAPARA
ORISSA	KORAPUT
ORISSA	MAYURBHANJ
ORISSA	NABARANGAPUR
ORISSA	NAYAGARH
ORISSA	NUAPADA
ORISSA	PURI
ORISSA	RAYAGADA
ORISSA	SONAPUR
PUDUCHERRY	CUDDALORE
PUDUCHERRY	KARAIKAL
PUDUCHERRY	MADURAI
PUDUCHERRY	NAGAPATTINAM
PUDUCHERRY	PONDICHERRY
PUDUCHERRY	VILLUPURAM
PUNJAB	AMRITSAR
PUNJAB	BARNALA
PUNJAB	BATHINDA
PUNJAB	CHANDIGARH
PUNJAB	FARIDKOT
PUNJAB	FATEHGARH SAHIB

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PUNJAB	GURDASPUR
PUNJAB	HOSHIARPUR
PUNJAB	JALANDHAR
PUNJAB	KAPURTHALA
PUNJAB	LUDHIANA
PUNJAB	MANSA
PUNJAB	MOGA
PUNJAB	MOHALI
PUNJAB	MUKTSAR
PUNJAB	NAWANSHAHR
PUNJAB	PATIALA
PUNJAB	PUNE
PUNJAB	ROPAR
PUNJAB	RUPNAGAR
PUNJAB	SANGRUR
PUNJAB	TARN TARAN
RAJASTHAN	AJMER
RAJASTHAN	ALWAR
RAJASTHAN	BANSWARA
RAJASTHAN	BARAN
RAJASTHAN	BARMER
RAJASTHAN	BHARATPUR
RAJASTHAN	BHILWARA
RAJASTHAN	BIKANER
RAJASTHAN	BUNDI
RAJASTHAN	CHITTORGARH
RAJASTHAN	CHURU
RAJASTHAN	DAUSA
RAJASTHAN	DHOLPUR
RAJASTHAN	DUNGARPUR
RAJASTHAN	GANGANAGAR
RAJASTHAN	HANUMANGARH
RAJASTHAN	JAIPUR
RAJASTHAN	JALOR
RAJASTHAN	JHALAWAR
RAJASTHAN	JHUJHUNU
RAJASTHAN	JODHPUR
RAJASTHAN	KARAULI
RAJASTHAN	KOTA
RAJASTHAN	NAGOUR
RAJASTHAN	PALI
RAJASTHAN	RAIPUR
RAJASTHAN	RAJGARH
RAJASTHAN	RAJSAMAND
RAJASTHAN	RAMGARH
RAJASTHAN	SAWAI MADHOPUR

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RAJASTHAN	SIROHI
RAJASTHAN	TONK
RAJASTHAN	UDAIPUR
SIKKIM	EAST SIKKIM
SIKKIM	SOUTH SIKKIM
TAMIL NADU	ARIYALUR
TAMIL NADU	BANGALORE
TAMIL NADU	CHENNAI
TAMIL NADU	COIMBATORE
TAMIL NADU	CUDDALORE
TAMIL NADU	DHARMAPURI
TAMIL NADU	DINDIGUL
TAMIL NADU	ERODE
TAMIL NADU	KANCHIPURAM
TAMIL NADU	KANYAKUMARI
TAMIL NADU	KARUR
TAMIL NADU	KRISHNAGIRI
TAMIL NADU	MADURAI
TAMIL NADU	NAGAPATTINAM
TAMIL NADU	NAMAKKAL
TAMIL NADU	NILGIRIS
TAMIL NADU	PERAMBALUR
TAMIL NADU	PONDICHERRY
TAMIL NADU	PUDUKKOTTAI
TAMIL NADU	RAMANATHAPURAM
TAMIL NADU	SALEM
TAMIL NADU	SIVAGANGA
TAMIL NADU	THANJAVUR
TAMIL NADU	THENI
TAMIL NADU	TIRUCHIRAPPALLI
TAMIL NADU	TIRUNELVELI
TAMIL NADU	TIRUVALLUR
TAMIL NADU	TIRUVANNAMALAI
TAMIL NADU	TIRUVARUR
TAMIL NADU	TUTICORIN
TAMIL NADU	VELLORE
TAMIL NADU	VILLUPURAM
TAMIL NADU	VIRUDHUNAGAR
TELANGANA	ADILABAD
TELANGANA	BANGALORE
TELANGANA	DHARMAPURI
TELANGANA	K.V.RANGAREDDY
TELANGANA	KARIM NAGAR
TELANGANA	KHAMMAM
TELANGANA	MAHABUB NAGAR
TELANGANA	MEDAK
TELANGANA	NALGONDA
TELANGANA	NIZAMABAD

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TELANGANA	WARANGAL
TRIPURA	NORTH TRIPURA
TRIPURA	SOUTH TRIPURA
TRIPURA	WEST TRIPURA
UTTAR PRADESH	AGRA
UTTAR PRADESH	ALIGARH
UTTAR PRADESH	ALLAHABAD
UTTAR PRADESH	AMBEDKAR NAGAR
UTTAR PRADESH	AURAIYA
UTTAR PRADESH	AZAMGARH
UTTAR PRADESH	BAGPAT
UTTAR PRADESH	BAHRAICH
UTTAR PRADESH	BALLIA
UTTAR PRADESH	BALRAMPUR
UTTAR PRADESH	BANDA
UTTAR PRADESH	BARABANKI
UTTAR PRADESH	BAREILLY
UTTAR PRADESH	BASTI
UTTAR PRADESH	BIJNOR
UTTAR PRADESH	BUDAUN
UTTAR PRADESH	BULANDSHAHR
UTTAR PRADESH	BURHANPUR
UTTAR PRADESH	CHANDAULI
UTTAR PRADESH	CHITRAKOOT
UTTAR PRADESH	DEORIA
UTTAR PRADESH	ETAH
UTTAR PRADESH	ETAWAH
UTTAR PRADESH	FAIZABAD
UTTAR PRADESH	FARRUKHABAD
UTTAR PRADESH	FATEHPUR
UTTAR PRADESH	FIROZABAD
UTTAR PRADESH	GAUTAM BUDDHA NAGAR
UTTAR PRADESH	GHAZIABAD
UTTAR PRADESH	GHAZIPUR
UTTAR PRADESH	GONDA
UTTAR PRADESH	GORAKHPUR
UTTAR PRADESH	HAMIRPUR
UTTAR PRADESH	HARDOI
UTTAR PRADESH	HATHRAS
UTTAR PRADESH	HYDERABAD
UTTAR PRADESH	JALAUN
UTTAR PRADESH	JAUNPUR
UTTAR PRADESH	JHANSI
UTTAR PRADESH	JYOTIBA PHULE NAGAR
UTTAR PRADESH	KANNAUJ
UTTAR PRADESH	KANPUR DEHAT
UTTAR PRADESH	KANPUR NAGAR
UTTAR PRADESH	KAUSHAMBI
UTTAR PRADESH	KHERI

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UTTAR PRADESH	KORBA
UTTAR PRADESH	KOTA
UTTAR PRADESH	KUSHINAGAR
UTTAR PRADESH	LALITPUR
UTTAR PRADESH	LUCKNOW
UTTAR PRADESH	MAHARAJGANJ
UTTAR PRADESH	MAHOBA
UTTAR PRADESH	MAINPURI
UTTAR PRADESH	MATHURA
UTTAR PRADESH	MAU
UTTAR PRADESH	MEERUT
UTTAR PRADESH	MIRZAPUR
UTTAR PRADESH	MORADABAD
UTTAR PRADESH	MUZAFFARNAGAR
UTTAR PRADESH	NIZAMABAD
UTTAR PRADESH	PILIBHIT
UTTAR PRADESH	PRATAPGARH
UTTAR PRADESH	RAEBARELI
UTTAR PRADESH	RAMGARH
UTTAR PRADESH	RAMPUR
UTTAR PRADESH	SAHARANPUR
UTTAR PRADESH	SANT KABIR NAGAR
UTTAR PRADESH	SANT RAVIDAS NAGAR
UTTAR PRADESH	SHAHJAHANPUR
UTTAR PRADESH	SHIMOGA
UTTAR PRADESH	SHRAWASTI
UTTAR PRADESH	SIDDHARTHANAGAR
UTTAR PRADESH	SITAPUR
UTTAR PRADESH	SONBHADRA
UTTAR PRADESH	SULTANPUR
UTTAR PRADESH	UDHAM SINGH NAGAR
UTTAR PRADESH	UNNAO
UTTAR PRADESH	VARANASI
UTTRAKHAND	ALMORA
UTTRAKHAND	BAGESHWAR
UTTRAKHAND	CHAMOLI
UTTRAKHAND	CHAMPAWAT
UTTRAKHAND	DEHRADUN
UTTRAKHAND	HARIDWAR
UTTRAKHAND	NAINITAL
UTTRAKHAND	PAURI GARHWAL
UTTRAKHAND	PITHORAGARH
UTTRAKHAND	RUDRAPRAYAG
UTTRAKHAND	TEHRI GARHWAL
UTTRAKHAND	UDHAM SINGH NAGAR
UTTRAKHAND	UTTARKASHI
UTTRAKHAND	SAHARANPUR
WEST BENGAL	BANKURA
WEST BENGAL	BARDHAMAN

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WEST BENGAL	BIRBHUM
WEST BENGAL	COOCH BEHAR
WEST BENGAL	DARJILING
WEST BENGAL	EAST MIDNAPORE
WEST BENGAL	HOOGHLY
WEST BENGAL	HOWRAH
WEST BENGAL	JAIPUR
WEST BENGAL	JALPAIGURI
WEST BENGAL	KOLKATA
WEST BENGAL	MALDA
WEST BENGAL	MURSHIDABAD
WEST BENGAL	NADIA
WEST BENGAL	NORTH 24 PARGANAS
WEST BENGAL	NORTH DINAJPUR
WEST BENGAL	PURULIYA
WEST BENGAL	SOUTH 24 PARGANAS
WEST BENGAL	SOUTH DINAJPUR
WEST BENGAL	WEST MIDNAPORE

** States & Districts of customers where policy underwritten during FY 2022-23

d. Data of number of claims processed:

- i. Outstanding number of claims at the beginning of the year: 18,100
- ii. Number of claims received during the year: 7,95,498
- iii. Number of claims paid during the year: 711440 (90%)
- iv. Number of Claims repudiated during the year: 78756 (10%)
- v. Number of claims outstanding at the end of the year: 23,402

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	71%	88%	79%	93%
2	Within 1-2 hours	18%	9%	12%	6%
3	Within 2-6 hours	9%	3%	8%	1%
4	Within 6-12 hours	2%	0%	1%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours				
Total		100%	100%	100%	100%

Percentage to be calculated on total of the respective column.

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***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	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	Number of claims	Percentage
within 1 months	3,58,051	100.00%	4,32,145	100.00%	-	0.00%	7,90,196	100.00%
Between 1 - 3 Months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Between 3 to 6 Months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 months	-	-	-	-	-	-	-	-
Total	3,58,051	100.00%	4,32,145	100	-	0.00%	7,90,196	100.00%

**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	Grievance 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: Gurugram

Date: 13th July, 2023




Anuj Gulati

Managing Director & CEO

Care Health Insurance Limited

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