

Family Health Plan TPA Ltd
Royal Sundaram General Insurance company

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2020

a.	Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Family Health Plan TPA Ltd	13	21-03-2020	20-03-2023

*Note: IRDA License number is provide in license number Details

b.	Number of policies and lives serviced in respect of which public disclosure is made:				
	Description	Individual	Group	Government	Total
	No of policies serviced	-	27	-	27
	No of lives serviced	-	7,972	-	7,972

c.	Geographical Area of services Renderd in respect of which public disclosure is made:				
	Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
	1	ANDHRA PRADESH	Hyd Somajiguda	0	15
	2	ASSAM	Kolkata	1	30
	3	KARNATAKA	BGL Wilson Garden	2	695
	4	KARNATAKA	Hyd Somajiguda	1	113
	5	MAHARASTHRA	Hyd Somajiguda	1	315
	6	MAHARASTHRA	Mumbai RQ (Powai Comm)	0	5
	7	ORISSA	Kolkata	1	66
	8	TAMIL NADU	Chennai Commercial	0	14
	9	TAMIL NADU	Madurai	2	249
	10	TELANGANA	Hyd Somajiguda	7	2,213
	11	TELANGANA	Disukhnagar Branch	1	1,281
	12	TELANGANA	Mumbai RQ (Powai Comm)	0	82
	13	TELANGANA	Hyd Himayat Nagar	1	88
	14	UTTAR PRADESH	Pune	0	0
	15	WEST BENGAL	Kolkata	10	2,806

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 TPA Ltd	119	759	736	93%	57	7%	85

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%	73%	68%	
2	Within 1-2 Hours	0%	0%	19%	23%	
3	Within 2-6 Hours	0%	0%	6%	8%	
4	Within 6-12 Hours	0%	0%	1%	0%	
5	Within 12-24 Hours	0%	0%	0%	1%	
6	>24 Hours	0%	0%	1%	0%	
	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 (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0	793	100%	0	0	793	100%
Between 1-3 Months	0	0	0	0%	0	0	0	0%
Between 3-6 Months	0	0	0	0%	0	0	0	0%
More than 6 Months	0	0	0	0%	0	0	0	0%
Total	0	0	793	100%	0	0	793	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	0
	3	Grievances resolved during the year	0
	4	Grievances outstanding at the end of the year	0