

**Family Health Plan TPA Ltd-Group**  
**Royal Sundaram General Insurance company**

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Information as at 31/03/2022

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	-	81	-	81
No of lives serviced	-	67825	-	67825

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	TAMIL NADU	Chennai Commercial	4	27,813
2	KERALA	BGL Java Nagar	23	19,829
3	WEST BENGAL	Kolkata	30	12,741
4	MAHARASTHRA	Chennai Commercial	4	3,548
5	ANDHRA PRADESH	Hyd SR Nagar	2	1,514
6	ORISSA	Kolkata	5	872
7	KARNATAKA	BGL Wilson Garden	4	665
8	TELANGANA	Hyd Somajiguda	6	525
9	GUJARAT	Pune	1	285
10	ASSAM	ASSAM	1	33
11	CHHATTISGARH	Raipur_new	1	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 TPA Ltd	25	666	604	87%	52	8%	35

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%	85%	86%
2	Within 1-2 Hours	0%	0%	12%	6%
3	Within 2-6 Hours	0%	0%	3%	8%
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%	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	279	100%	0	0	279	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	279	100%	0	0	279	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