



Royal Sundaram

General Insurance

Royal Sundaram General Insurance Co. Limited
Corporate Accident & Health Department,
Vishranthi Melaram Towers, No. 2/319, Rajiv Gandhi Salai (OMR),
Karapakkam, Chennai - 600 097 | Tel. No:91-44-7117 7117
Toll No.: 1860 425 0000 | email: customer.services@royalsundaram.in
Website: www.royalsundaram.in
Registered Office: 21, Patullos Road, Chennai - 600 002.
IRDAI Registration Number - 102 | CIN-U67200TN2000PLC045611

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2023

NAME OF THE INSURANCE COMPANY

Royal Sundaram General Insurance Co. Ltd.

- 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.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

- (i) Validity of Agreement with the TPA: **Good Health Insurance TPA**

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Good Health Insurance TPA	023	01-06-2021	31-05-2023

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

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

Description	Individual	Group	Government	Total
No. of policies serviced	-	104	-	104
No. of lives serviced	-	71,183	-	71,183

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Karnataka	Bangalore	5	2,910
Tamil Nadu	Chennai	93	56,425
Delhi	Delhi	4	11,357
Telangana	Hyderabad	2	491
Total		104	71,183

- d. Data of number of claims processed:

No. of claims outstanding at the beginning of year : 2022-23	No. of claims received during the year : 2022-23	No. of claims paid during the year 2022-23 also to specify % in brackets	No. of claims repudiated during the year : 2022-23 also to specify % in brackets	No. of claims outstanding at the end of the year
112	1685	1492	136	169
		83%	8%	



e. Turn Around Time (TAT) for cashless (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%	72%	68%
2	Within 1-2 Hours	0%	0%	28%	32%
3	Within 2-6 Hours	0%	0%	0%	0%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	Above 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 to 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	
	Number of claims	Percentage						
Within 1 Month	0	0%	1628	100%	0	0%	1628	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%	1628	100%	0	0%	1628	100%

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

Date:

for Royal Sundaram General Insurance Co. Limited.

Place: Chennai

Amit S Ganorkar
Managing Director