

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS  
OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT 31st MARCH 2020)**

NAME OF THE INSURANCE CO: Acko General Insurance Limited

**A. FAMILY HEALTH PLAN INSURANCE TPA LTD**

i. Validity of Agreement with TPA :

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Family Health Plan Insurance TPA Ltd	013	21-Mar-20	20-Mar-23

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

Description	Individual	Group	Government
Number of policies serviced	0	4	0
Number of lives serviced	0	25,080	0

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.

Sr. No.	Name of State	Name of District	Individual		Group	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	Haryana	Gurgaon	0	0	1	463
2	Karnataka	Bengaluru	0	0	2	19,105
3	Uttar Pradesh	Noida	0	0	1	5,512
<b>TOTAL</b>			<b>0</b>	<b>0</b>	<b>4</b>	<b>25,080</b>

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 repudiated on %	No. of claims outstanding at the end of the year
Family Health Plan Insurance TPA Ltd	0	0	0	0%	0	0%	0

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	<b>Within &lt;1 hour</b>	0%	0%	0%	0%
2	<b>Within 1-2 hours</b>	0%	0%	0%	0%
3	<b>Within 2-6 hours</b>	0%	0%	0%	0%
4	<b>Within 6-12 hours</b>	0%	0%	0%	0%
5	<b>Within 12-24 hours</b>	0%	0%	0%	0%
6	<b>&gt;24 hours</b>	0%	0%	0%	0%
<b>Total</b>		<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>

\*Percentage to be calculated on total of the 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 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	No of claims	Percentage
within 1 months	0	0%	0	0%	0	0%	0	0%
Between 1 – 3 Months	0	0%	0	0%	0	0%	0	0%
Between 3 to 6 Months	0	0%	0	0%	0	0%	0	0%
More than 6 months	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

\*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: Mumbai

Date: September 30, 2020

Signature of CEO

Acko General Insurance Limited