

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

NAME OF THE INSURANCE COMPANY: **Raheja QBE General Insurance Company 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. **No In-house Settlement**

(i) Validity of agreement with the TPA: from **27/06/2018 to 26/06/2021**

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

Description	Individual	Group	Government
Number of policies serviced	996	28	NIL
Number of lives serviced	1524	29252	NIL

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. **Enclosed as Annexure A**

d. Data of number of claims processed:

- i. Outstanding number of claims at the beginning of the year: **7**
- ii. Number of claims received during the year: **68**
- iii. Number of claims paid during the year: **10 (18%)**
- iv. Number of Claims repudiated during the year: **47 (82% of total closure)**
- v. Number of claims outstanding at the end of the year: **18**

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	0	0	0	0
2	Within 1-2 hours	0	0	0	0
3	Within 2-6 hours	1	1	0	0
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		1	1	0	0

*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	37	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
Total	37	0	0	0	0	0	0	0

*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: 30.09.2020

Pankaj Arora
Managing Director & CEO

Name of the Insurer: **Raheja QBE General Insurance Company Limited**

Information on geographical area in which services are rendered by the TPAs/insurer:

State	District	Total
Andhra Pradesh	Ananthapur	15
	CHITTOOR	34
	EAST GODAVARI	35
	GUNTUR	65
	HYDERABAD	5
	KADAPA	18
	Kakinada	1
	KRISHNA	52
	Kurnool	30
	MAHABUB NAGAR	2
	MANCHERIAL	1
	NELLORE	30
	PRAKASAM	28
	SRIKAKULAM	6
	SURYAPET	1
	Tirupati	1
	VISAKHAPATNAM	54
VIZIANAGARAM	6	
WEST GODAVARI	17	
Andhra Pradesh Total		401
Assam	DIBRUGARH	4
	JORHAT	3
	KAMRUP	3
	KAMRUP METROPOLITAN	13
	LAKHIMPUR	1
	NALBARI	1
	SIBSAGAR	1
	SONITPUR	1
	TINSUKIA	3
Assam Total		30
Bihar	BEGUSARAI	4
	BHAGALPUR	1
	DARBHANGA	1
	EAST CHAMPARAN	1
	GAYA	1
	KATIHAR	2
	MUZAFFARPUR	5
	PATNA	48
	PURNIA	2
	VAISHALI	1
Bihar Total		66

Chattisgarh	BILASPURCGH	5
	DURG	3
	GARIABAND	1
	KORBA	3
	RAIGARH	2
	RAIPUR	22
Chattisgarh Total		36
Dadra and Nagar Haveli	DADRA NAGAR HAVELI	3
Dadra and Nagar Haveli Total		3
Delhi	CENTRAL DELHI	21
	EAST DELHI	23
	NEW DELHI	1
	NORTH DELHI	17
	NORTH EAST DELHI	1
	NORTH WEST DELHI	31
	SHAHDARA	18
	SOUTH DELHI	52
	SOUTH WEST DELHI	25
	WEST DELHI	59
Delhi Total		248
Goa	NORTH GOA	8
	SOUTH GOA	7
Goa Total		15
Gujarat	AHMEDABAD	114
	ANAND	8
	BHARUCH	26
	BHAVNAGAR	2
	DAMAN	1
	GANDHI NAGAR	9
	GIR SOMNATH	1
	Godhra	1
	JAMNAGAR	10
	KACHCHH	8
	Kadi	6
	KHEDA	8
	MAHESANA	6
	Naroda	1
	NAVSARI	2
	PATAN	2
	RAJKOT	14
	SABARKANTHA	1
	SURAT	26
	TAPI	1
VADODARA	87	
VALSAD	11	
Gujarat Total		345
Haryana	AMBALA	13
	BALLABHGARH	1

	BHIWANI	3
	Chandigarh	1
	CHANDIGHAR	14
	FARIDABAD	68
	GURGAON	53
	HISAR	11
	JHAJJAR	5
	JIND	4
	KANPUR NAGAR	1
	KARNAL	20
	KURUKSHETRA	5
	MAHENDRAGARH	2
	MOHALI	1
	PANCHKULA	13
	PANIPAT	13
	REWARI	17
	ROHTAK	7
	SIRSA	1
	Sonepat	1
	SONIPAT	9
	YAMUNANAGAR	7
	Haryana Total	270
	KANGRA	1
	KULLU	1
	MANDI	1
	SIRMAUR	1
	SOLAN	2
	UNA	1
	Himachal Pradesh Total	7
	Baramulla	1
	JAMMU	6
	REASI	1
	SRINAGAR	6
	Jammu Kashmir Total	14
	BOKARO	6
	DHANBAD	7
	EAST SINGHBHUM	8
	RANCHI	21
	Jharkhand Total	42
	Athani	2
	BAGALKOT	7
	Bangalore	8
	BELAGAVI	14
	BELLARY	9
	BENGALURU	303
	BENGALURU RURAL	26
	Bidar	8
	BIJAPUR	3
	Karnataka	

	BIJAPUR(KAR)	1
	Chamrajnagar	1
	Channapatna	1
	CHICKMAGALUR	8
	CHIKKABALLAPUR	8
	CHITRADURGA	7
	Dakshina Kannada	31
	DAVANGERE	18
	Dharwad	29
	GADAG	7
	HASSAN	14
	HAVERI	1
	Hiriyur	1
	KALABURAGI	9
	Kodagu	5
	KOLAR	3
	KOPPAL	2
	Mandya	11
	Mangaluru	1
	Mysuru	41
	Nipani	1
	RAICHUR	6
	RAMANAGAR	1
	SANGAREDDY	1
	SHIVAMOGGA	17
	Thirtahalli	1
	TUMAKURU	14
	UDUPI	24
	Uttara Kannada	6
Karnataka Total		650
	ALAPPUZHA	6
	ERNAKULAM	67
	IDUKKI	6
	KANNUR	10
	KANYAKUMARI	3
	KASARGOD	5
	KOLLAM	20
	KOTTAYAM	16
	KOZHICODE	20
	MALAPPURAM	15
	Nedukandum	1
	Palakkad	18
	PATHANAMTHITTA	10
	THIRUVANANTHAPURAM	30
	THRISSUR	21
	WAYANAD	6
Kerala Total		254
Madhya Pradesh	AHMED NAGAR	1

	BALAGHAT	1
	BHOPAL	54
	DEWAS	4
	DHAR	1
	GUNA	1
	GWALIOR	23
	HOSHANGABAD	4
	INDORE	41
	JABALPUR	19
	JALGAON	1
	KATNI	2
	NEEMUCH	1
	PALGHAR	1
	RAISEN	5
	RATLAM	2
	REWA	3
	SATNA	2
	SEHORE	1
	SIROHI	1
	UJJAIN	7
Madhya Pradesh Total		175
	AHMED NAGAR	27
	Ahmednagar	1
	AKOLA	3
	AMRAVATI	6
	Aurangabad	24
	BEED	2
	BENGALURU	1
	BHANDARA	1
	BHAVNAGAR	1
	CHANDRAPUR	3
	DHULE	2
	GONDIA	1
	Islampur	1
Maharashtra	JALGAON	15
	JALNA	4
	Kolhapur	36
	LATUR	5
	Malegaon	2
	MANDSAUR	1
	Mira Road	1
	MUMBAI	135
	MUMBAI SUBUEBAN	102
	Nagpur	77
	NANDED	3
	NASHIK	72
	OSMANABAD	2
	PALGHAR	66

	PARBHANI	1
	Pune	267
	Raigad	1
	RAIGARH	5
	RAIGARH(MH)	57
	RATNAGIRI	5
	Sanaswadi	1
	Sangli	12
	SATARA	18
	SINDHUDURG	5
	SOLAPUR	11
	THANE	237
	Yavatmal	3
Maharashtra Total		1217
Manipur	Imphal West	1
Manipur Total		1
MEGHALAYA	East Khasi Hills	3
MEGHALAYA Total		3
Odisha	ANGUL	3
	BALESWAR	2
	BARGARH	2
	Berhampur	1
	BHADRAK	1
	Bhubaneswar	1
	CUTTACK	23
	East Khasi Hills	1
	GANJAM	3
	JAJAPUR	1
	KHORDA	27
	KORAPUT	1
	PONDICHERRY	1
	PURI	2
	SAMBALPUR	5
SUNDERGARH	4	
Odisha Total		78
Pondicherry	AMRITSAR	1
	FAZILKA	3
	KARAIKAL	1
	PONDICHERRY	7
Pondicherry Total		12
Punjab	Ajmer	1
	ALWAR	1
	AMRITSAR	40
	BATHINDA	8
	FARIDKOT	4
	FATEHGARH SAHIB	2
	FIROZPUR	2
	GURDASPUR	3

	HOSHIARPUR	5
	JALANDHAR	26
	KAPURTHALA	1
	LUDHIANA	31
	MOGA	3
	MOHALI	23
	NAWANSHAHR	3
	PATHANKOT	3
	PATIALA	14
	ROPAR	10
	SANGRUR	10
	SIWAN	1
Punjab Total		191
	Ajmer	4
	ALWAR	16
	BANSWARA	2
	BHARATPUR	4
	BHILWARA	5
	BIKANER	2
	CHITTORGARH	1
	CHURU	1
	DAUSA	2
	HANUMANGARH	1
Rajasthan	JAIPUR	84
	JHALAWAR	1
	JHUJHUNU	1
	JODHPUR	13
	KOTA	15
	NAGPUR	1
	SAWAI MADHOPUR	1
	SIKAR	2
	SRI GANGANAGAR	4
	TONK	2
	UDAIPUR	15
Rajasthan Total		177
Sikkim	EAST SIKKIM	1
Sikkim Total		1
	CHENNAI	211
	COIMBATORE	94
	CUDDALORE	9
	DHARMAPURI	6
	DINDIGUL	15
Tamil Nadu	ERODE	26
	KANCHIPURAM	84
	KANYAKUMARI	14
	KARUR	7
	KRISHNAGIRI	19
	MADURAI	72

	NAGAPATTINAM	1
	NagerCoil	1
	NAMAKKAL	10
	NILGIRIS	3
	PERAMBALUR	1
	PONDICHERRY	4
	PUDUKKOTTAI	4
	Rajapalayam	1
	RAMANATHAPURAM	4
	SALEM	30
	SIVAGANGA	2
	Srivilliputtur	1
	THANJAVUR	8
	Theni	6
	TIRUCHIRAPPALLI	33
	Tirunelveli	11
	TIRUPPUR	10
	TIRUVALLUR	38
	TIRUVANNAMALAI	7
	TIRUVARUR	1
	Trichy	2
	TUTICORIN	12
	VELLORE	15
	VILLUPURAM	6
	VIRUDHUNAGAR	16
Tamil Nadu Total		784
	Ananthapur	1
	BENGALURU	1
	BHONGIR	1
	GUNTUR	1
	HYDERABAD	211
	JAGTIAL	1
	KARIM NAGAR	22
	KHAMMAM	10
	Medak	1
	NALGONDA	2
	NIZAMABAD	14
	PRAKASAM	1
	RANGAREDDY	74
	SANGAREDDY	13
	SIDDIPET	12
	Trimulgherry	4
	Warangal	21
Telangana Total		390
Tripura	West Tripura	1
Tripura Total		1
	AGRA	17
Uttar Pradesh	Aligarh	8

	ALLAHABAD	23
	AMROHA	1
	AZAMGARH	2
	BAHRAICH	2
	BARABANKI	4
	Bareilly	9
	BIJNOR	1
	BUDAUN	1
	CHANDAULI	4
	GAUTAM BUDDHA NAGAR	39
	GHAZIABAD	45
	GONDA	1
	GORAKHPUR	8
	Greater noida	3
	GURGAON	1
	HATHRAS	4
	JALAUN	1
	JAUNPUR	2
	JHANSI	5
	Kanpur	1
	KANPUR NAGAR	35
	LUCKNOW	39
	MATHURA	4
	MEERUT	17
	MIRZAPUR	1
	MORADABAD	5
	MUZAFFARNAGAR	5
	NADIA	1
	Noida	1
	NORTH WEST DELHI	1
	RAEBARELI	1
	RAMPUR	1
	SAHARANPUR	5
	SANT RAVIDAS NAGAR	1
	SITAPUR	1
	SONBHADRA	1
	UNNAO	2
	VARANASI	22
	Uttar Pradesh Total	325
Uttaranchal	DEHRADUN	9
	HARIDWAR	4
	NAINITAL	23
	Rudrapur	1
Uttaranchal Total	37	
West Bengal	BANKURA	7
	BARDHAMAN	28
	Berhampore	1

	BIRBHUM	6
	Darjeeling	1
	DARJILING	19
	EAST MIDNAPORE	11
	HOOGLY	20
	HOWRAH	17
	JALPAIGURI	1
	KOLKATA	101
	MALDA	1
	MURSHIDABAD	4
	NADIA	4
	NORTH 24 PARGANAS	54
	PURULIYA	1
	SOUTH 24 PARGANAS	7
	WEST MIDNAPORE	3
West Bengal Total		286
Grand Total		6059