

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT 31/03/2021)

Name of the Insurance Company : ICICI Lombard General Insurance Company Limited

a. TPA Name: Vidal Health Insurance TPA Pvt Ltd.

Validity of Agreement from 02/07/2018 to 1/07/2021

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

| Description                 | Individual | Group | Government |
|-----------------------------|------------|-------|------------|
| Number of policies serviced | -          | 4     | -          |
| Number of lives serviced    | -          | 9,176 | -          |

c. Information with regards to the geographical area in which services are rendered by the TPA (States names-District names shall be provided) in respect of which public disclosures are made: Refer Annexure 1

d. Data of number of claims processed :

i. Outstanding number of claims at the beginning of the year: 253

ii. Number of claims received during the year: 707

iii. Number of claims paid during the year: 659 (77.34%)

iv. Number of Claims repudiated during the year: 193 (22.65%)

v. Number of claims outstanding at the end of the year: 108

\* Out of 108 outstanding claims, 66 claims are outstanding due to document not received from customer/ documents not received from Hospital for cashless approved claims.

# Considering the cashless cases as paid, Paid % would be 78.98%

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     | -                          | -                 | 79.24                 | 82.86             |
| 2     | Within 1-2 hours   | -                          | -                 | 12.28                 | 8.57              |
| 3     | Within 2-6 hours   | -                          | -                 | 7.60                  | 7.62              |
| 4     | Within 6-12 hours  | -                          | -                 | -                     | 0.95              |
| 5     | Within 12-24 hours | -                          | -                 | 0.58                  | -                 |
| 6     | >24 hours          | -                          | -                 | 0.29                  | -                 |
| Total |                    | -                          | -                 | 100                   | 100               |

\*Percentage is 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 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<br>(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 | Number of claims | Percentage |
| within 1 months   | -                | -          | 862              | 99.77      | -                | -          | 862              | 99.77      |
| Between 1- 3 Months   | -                | -          | 2                | 0.23       | -                | -          | 2                | 0.23       |
| Between 3- 6 Months   | -                | -          | -                | -          | -                | -          | -                | -          |
| More than 6 months  | -                | -          | -                | -          | -                | -          | -                | -          |
| Total   | -                | -          | 864              | 100        | -                | -          | 864              | 100        |

\* Percentage is calculated on total of the respective column

g. Data of Grievances received against the TPA:

| S no | Description                                   | Number of Grievances |
|------|---|----------------------|
| 1    | Grievances Outstanding at beginning of year   | -                    |
| 2    | Grievances received during the year           | -                    |
| 3    | Grievances resolved during the year           | -                    |
| 4    | Grievances Outstanding at the end of the year | -                    |

Place:

Date:

Bhargav Dasgupta

MD & CEO

ICICI LOMBARD GENERAL INSURANCE COMPANY LTD

## Annexure :1

| Head Office |           |  |           |              |
|-------------|-----------|--|-----------|--------------|
| S.No        | Location  | Address  | State     | Contact      |
| 1           | Bangalore | Tower 2, 1st Floor,SJRI park, EPIP Zone Whitefield, Bangalore 560066 | KARNATAKA | 080-40125678 |

| Registered Office |           |  |           |              |
|-------------------|-----------|--|-----------|--------------|
| S.No              | Location  | Address  | State     | Contact      |
| 1                 | Bangalore | Tower 2, 1st Floor,SJRI park, EPIP Zone Whitefield, Bangalore 560066 | KARNATAKA | 080-40125678 |

| Branch Offices |               |  |                |                     |
|----------------|---------------|--|----------------|---------------------|
| S.No           | Location      | Address  | State          | Contact             |
| 1              | Mangalore     | No 201-203,2nd Floor,CityPlaza,Shedigudda,Mangalore 575003   | Karnataka      | 824-2495679         |
| 2              | Hubli         | Bhagyalaxmi Complex, 4 Th Floor Opposite Ramesh Bhavan, Keshwapur, Hubli-580023  | Karnataka      | 836-2284529         |
| 3              | Hyderabad     | VC Plaza, 3rd floor, H.No:6-2-273, Opp .BJP Office, Kukatpally, Hyderabad - 500072   | Andhra Pradesh | 40-66061300         |
| 4              | Vishakapatnam | D NO.50-94-19/1 NR Bhavan, Ground floor,shantipuram land mark -Near Gurudwara Circle next lane of positive homeopathy clinic Vishakaptnam 530016 | Andhra Pradesh | 891-2723959/2754316 |

|    |                    |  |               |                 |
|----|--------------------|--|---------------|-----------------|
| 5  | Pune               | Matrukrupa Apt Flat No 103, First Floor Serve No 1101/2, Model Colony Lakaki road, Nr. Ambassador Hotel , Shivajinagar Pune 411016 | Maharashtra   |                 |
| 6  | Mumbai             | 413-422, B wing ,4th Floor, Chintamani Plaza,Mohan Studio compound, Chakala Andheri Mumbai 400099                                  | Maharashtra   | 22-29214700     |
| 7  | Noida              | B-25, Sector one,1st floor , behind indian oil building , Noida-201301   | Delhi         |                 |
| 8  | Kolkata            | 5, Raja Subodh Mullick Square, 2nd Floor, Room No. 2, Near Hind Inox Cinema Hall, Kolkata 700013,                                  | West Bengal   | 9038859485      |
| 9  | Cochin             | Vidal Health Insurance TPA Private Limited Door Number 40/3232, 2nd Floor,S L Plaza, Palarivattom Cochin 25                        | Kerala        | 8046267019      |
| 10 | Coimbatore         | 1st floor, Bearing Door NO 43 , DPF Street , P.N.Palayam, Coimbatore 641037  |               | Nil             |
| 11 | Chennai            | T Nagar- Anmol Palani,L2,#88,GN Chetty Road,T. Nagar,Chennai-600017  | Tamil nadu    | 044-42894501    |
| 12 | Raipur             | Room No 28, 1st Floor , Old Nurses Hostel ,Ayush Sanchanlaya , Behind Lal Ganga Shopping Mall,Raipur - 492001                      | Chhattisgarh  | 7714025910      |
| 13 | Chennai- TN Scheme | Oh sakthi plaza,No.226,Kilpauk Garden Road, Kilpauk, Chennai-600010  | Tamil nadu    | Nil             |
| 14 | Mohali             | located at C-201-202 (C) phase 8-B, Mohali   | Punjab        | Nil             |
| 15 | Lucknow            | G-101,Ground Floor SKI, High Building,11/05 Park Road,Hazratganj, Lucknow.   | Uttar Pradesh | 91 0522-4106423 |
| 16 | Gujarat            | 117 , First Floor, IT tower-1, Infocity, Gandhinagar, Gujarat -382009  | Gujarat       | Nil             |
| 17 | Madhya Pradesh     | 2st Floor, IEC Bureau Building, JP Hospital Campus, JP HOSPITAL ROAD, HUZUR, Bhopal, Madhya Pradesh, 462003                        | Bhopal        | Nil             |

|    |        |   |           |     |
|----|--------|---|-----------|-----|
| 18 | Jaipur | 203,204,205,206 Prakash Deep Complex,<br>Near Mayank Trade Centre, Station Road,<br>Jaipur, Rajasthan | Rajasthan | Nil |
|----|--------|---|-----------|-----|