



AN ISO 9001:2015 C73



Raksha

**Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2020**

NAME OF THE INSURANCE Reliance 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)

[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 : From 12.02.2018 To 12.02.2021

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

Description	Individual	Group	Government	Total
No. of policies serviced	0	4	0	4
No. of lives serviced	0	2142	0	2142

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Haryana	Delhi-NCR	4	2,142
Total		4	2,142

- d. Data of number of claims processed:

No. of claims outstanding at the beginning of year : 2019-20	No. of claims received during the year : 2019-20	No. of claims paid during the year 2019-20 also to specify % in brackets	No. of claims repudiated during the year : 2019-20 also to specify % in brackets	No. of claims outstanding at the end of the year
4	269	247(90.48%)	11(4.03%)	15

- 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 H	0.00%	0.00%	95.83%	95.24%
2	Within 1-2 H	0.00%	0.00%	4.17%	4.76%
3	Within 2-6 H	0.00%	0.00%	0.00%	0.00%
4	Within 6-12	0.00%	0.00%	0.00%	0.00%
5	Within 12-24	0.00%	0.00%	0.00%	0.00%
6	Above 24 H	0.00%	0.00%	0.00%	0.00%
Total		0.00%	0.00%	100.00%	100.00%

*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

Raksha Health Insurance TPA Pvt. Ltd.

Corporate Office : C/o Escorts Corporate Centre 15/5, Mathura Road, Faridabad Haryana - 121003 Tel. : 0129-4289999 Fax : 0129-4018012
CIN NO. U85199DL2002PTC113925, E-mail : crcm@rakshatpa.com, www.rakshatpa.com



AN ISO 9001:2008 CO



Raksha

f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to reckoned)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Mo	-	0.00%	254	98.45%	-	0.00%	254	98.45%
Between 1-3	-	0.00%	4	1.55%	-	0.00%	4	1.55%
Between 3-6	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total	-	0.00%	258	100.00%	-	0.00%	258	100.00%

*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	NIL
2	Grievances received during the year	NIL
3	Grievances resolved during the year	NIL
4	Grievances outstanding at the end of the year	NIL

Place : Faridabad
Date : 23th July 2020

Monika
Dr. Monika Deep
Chief administrative officer
Raksha Health Insurance TPA Pvt. Ltd.

Raksha Health Insurance TPA Pvt. Ltd.

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