

Annexure-1

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES
RENDERED AS ON MARCH 31, 2022**

Name of Insurance Company: **Future Generali India Insurance Company Limited**

a. Specify in-house claim settlement (if, data is in respect of in-house claim settlement)/ specify the name of TPA with whom insurer entered into service level agreement (if data relates to health services rendered by TPA) as may be the case: **In-house claim settlement**

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

Description	Individual	Group	Government
Number of policies serviced	117325	1765	0
Number of lives serviced	306483	1612776	0

c. Information with regard to the geographical area in which services are rendered by TPA/Insurer (State names-District names shall be provided) in respect of which public disclosures are made: **Not Applicable.**

d. Data of number of claims processed:

i. Outstanding number of claims at the beginning of the year: 5005

ii. Number of claims received during the year: 141835

iii. Number of claims paid during the year: 123968 (89%)

iv. Number of Claims repudiated during the year: 15197(11%)

v. Number of claims outstanding at the end of the year: 7675

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	46%	47%	49%	48%
2	Within 1-2 hours	42%	43%	40%	43%

3	Within 2-6 hours	9%	9%	8%	8%
4	Within 6-12 hours	1%	0%	2%	0%
5	Within 12-24 hours	1%	0%	1%	0%
6	>24 hours	0%	0%	0%	0%
Total		100%	100%	100%	100%

*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. Turnaround 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	33319	98%	104330	99%	0	0%	137649	99%
Between 1 – 3 Months	784	2%	732	1%	0	0%	1516	1%
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	34103	100%	105062	100%	0	0%	139165	100%

g. Data of grievances received against TPA: Not Applicable.