

Annexure-1
**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES
RENDERED AS ON MARCH 31, 2020**

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	748389	2266	0
Number of lives serviced	862966	3500497	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:
- Outstanding number of claims at the beginning of the year: 5406
 - Number of claims received during the year: 98461
 - Number of claims paid during the year: 84832 (89%)
 - Number of Claims repudiated during the year: 10915(11%)
 - Number of claims outstanding at the end of the year: 8120

- 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 hour	48.31%	71.90%	49.87%	72.25%
2	Within 1-2 hours	47.57%	25.13%	44.97%	26.84%
3	Within 2-6 hours	3.32%	2.87%	3.25%	0.91%
4	Within 6-12 hours	0.48%	0.10%	1.06%	0.00%

5	Within 12-24 hours	0.32%	0.00%	0.84%	0.00%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
Total					

*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	15561	92%	76450	97%	3	100%	92014	96%
Between 1 – 3 Months	959	6%	1973	3%	0	0%	2932	3%
Between 3 to 6 Months	256	2%	297	0%	0	0%	553	1%
More than 6 months	87	1%	161	0%	0	0%	248	0%
Total	16863	100%	78881	100%	3	100%	95747	100%

g. Data of grievances received against TPA

Serial No.	Description	Number of Grievances
1	Grievance outstanding at the beginning of year	0
2	Grievances received during the year	46

3	Grievances resolved during the year	45
4	Grievances outstanding at the end of the year	1

Signature of Chief Executive Officer

**Future Generali India Insurance Company
Limited**