

Vidal Insurance TPA Private Limited

Public Disclosures on Quantitative and Qualitative Parameters of health services rendered (Information as at 31 March 2024)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Vidal Health Insurance TPA Private Limited	016	14/06/2022	13/06/2025

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

Description	Individual	Group	Government	Total
No of policies service	0	4	0	4
No of lives serviced	0	52590	0	52590

3. Geographical Area of services Rendered in respect of which public disclosure is made:

SI no	Name of State	Name of Districts	No of policies serviced	No of lives serviced
1	Delhi	Gurgaon	2	725
2	Gujarat	Ahmedabad	1	876
3	Tamil Nadu	Chennai	1	50989

4. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
Vidal Health Insurance TPA Private Limited	13	2036	1597	77.9%	348	17%	104

5. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	84%	57%
2	Within 1-2 Hours	0	0	9%	23%
3	Within 2-6 Hours	0	0	7%	19%
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		0	0	100%	100%

*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-authorization is issued in the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

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

Description (to reckoned from)	Individual		Group		Government		Total	
	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
Within 1 Month	0	0	1636	84.1%	0	0	1636	84.1%
Between 1-3 Months	0	0	302	15.5%	0	0	302	15.5%
Between 3-6 Months	0	0	7	0.4%	0	0	7	0.4%
More than 6 Months	0	0	0	0.0%	0	0	0	0.0%
Total	0	0	1945	100.0%	0	0	1945	100.0%

*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

Sr. No.	Description	No. of Grievances
1	Grievances 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

Tapan Singhel
Managing Director and Chief Executive Officer
Bajaj Allianz General Insurance Company Limited