

Annexure -1

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED INFORMATION AS AT 31ST MARCH, 2021

NAME OF THE INSURANCE COMPANY: CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LTD

- Public disclosure details are provided with respect to in-house settlement.
- Number of policies and lives serviced in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	164328	86329	0
Number of lives serviced	295721	4270624	0

- Public disclosure details are provided on all India basis and there are no geographical limitations.
- Data of number of claims processed

Including RSBY

Details	Nos
i. Outstanding number of claims at the beginning of the year	17063
ii. Number of claims received during the year	79088
iii. Number of claims paid during the year	60698
iv. Number of claims repudiated during the year	14555
v. Number of claims outstanding at the end of the year	20898

Excluding RSBY

Details	Nos
i. Outstanding number of claims at the beginning of the year	2366
ii. Number of claims received during the year	79088
iii. Number of claims paid during the year	60698
iv. Number of claims repudiated during the year	12829
v. Number of claims outstanding at the end of the year	7927

e. Turn Around Time (TAT) for cashless claims (in respect fo 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	80%	73%	80%	73%
2	Within 1-2 hours	16%	22%	16%	22%
3	Within 2-6 hours	3%	4%	4%	4%
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		100%	100%	100%	100%

f. Turn Around 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	
	Num ber of Clai ms	Percent age	Num ber of Clai ms	Percent age	Num ber of Clai ms	Percent age	Num ber of Clai ms	Percent age
Within 1 months	8727	86%	5814 0	92%	1726	100%	6859 3	91%
Between 1-3 Months	1137	11%	4249	7%	0	0%	5386	7%
Between 3-6 Months	233	2%	927	1%	0	0%	1160	2%
More than 6 months	39	0%	75	0%	0	0%	114	0%
Total	1013 6	100%	6339 1	100%	1726	0%	7525 3	100%

g. Data of grievances received against the TPA:

S.No	Description	Number of grievances
1	Grievance outstanding at the beginning of year	0
2	Grievances received during the year	341
3	Grievances resolved during the year	341
4	Grievances outstanding at the end of year	0

Place: Chennai

Date: 29.06.2021

Signature of CEO
Cholamandalam MS General Insurance Company Limited