

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

| S No. | Name of the TPA -                        | Agreement from | Agreement to |
|-------|------------------------------------------|----------------|--------------|
| 1     | Family Health Plan Insurance TPA Limited | 03-09-24       | 02-09-27     |

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

| Description                 | Individual | Group  | Government |
|-----------------------------|------------|--------|------------|
| Number of policies serviced | -          | 52     | -          |
| Number of lives serviced    | -          | 86,225 | -          |

c. Information with regard to the geographical area in which services are rendered by the TPAs/insurer

| Name of the State | Name of the Districts |
|-------------------|-----------------------|
| All States        | All Districts         |

d. Data of number of claims processed:

|      |                                                                          |             |
|------|--------------------------------------------------------------------------|-------------|
| i.   | Outstanding number of claims at the beginning of the year                | 132         |
| ii.  | Number of claims received during the year                                | 26,199      |
| iii. | Number of claims paid during the year (specify % also in brackets)       | 24444 (93%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets) | 1225 (5%)   |
| v.   | Number of claims outstanding at the end of the year                      | 662         |

e. Turn Around Time (TAT) for cashless claims (in respect of 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     | 0.0%                       | 0.0%                 | 100.0%                | 100.0%               |
| 2      | Within 1-2 hours   | 0.0%                       | 0.0%                 | 0.0%                  | 0.0%                 |
| 3      | Within 2-6 hours   | 0.0%                       | 0.0%                 | 0.0%                  | 0.0%                 |
| 4      | Within 6-12 hours  | 0.0%                       | 0.0%                 | 0.0%                  | 0.0%                 |
| 5      | Within 12-24 hours | 0.0%                       | 0.0%                 | 0.0%                  | 0.0%                 |
| 6      | >24 hours          | 0.0%                       | 0.0%                 | 0.0%                  | 0.0%                 |
|        | Total              | 0.0%                       | 0.0%                 | 100.0%                | 100.0%               |

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. Turn Around Time in case of payment / repudiation of claims:

| Description from the date of receipt of last | 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%       | 25,514        | 99.4%      | -             | -          | 25,514        | 99.4%      |
| Between 1-3 months                           | -             | 0.0%       | 143           | 0.6%       | -             | -          | 143           | 0.6%       |
| Between 3 to 6 months                        | -             | 0.0%       | 8             | 0.0%       | -             | -          | 8             | 0.0%       |
| More than 6 months                           | -             | 0.0%       | 4             | 0.0%       | -             | -          | 4             | 0.0%       |
| Total                                        | -             | 0.0%       | 25,669        | 100.0%     | -             | -          | 25,669        | 100.0%     |

g. Data of grievances received against the TPA:

| S. No. | Description                                     | Number of Grievances |
|--------|-------------------------------------------------|----------------------|
| 1      | Grievances outstanding at the beginning of year | -                    |
| 2      | Grievances received during the year             | 2                    |
| 3      | Grievances resolved during the year             | 2                    |
| 4      | Grievances outstanding at the end of the year   | -                    |