

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES
 RENDERED (INFORMATION AS AT 30-09-2020)

NAME OF INSURANCE COMPANY : Liberty General Insurance Limited

a	Name of TPA	Medi Assist Insurance TPA Private			
i)	Validity of agreement with TPA :	From	28-04-2020	to	till termination (subject to validity of license)

b	Number of policies and lives serviced in respect of which public disclosure are made.			
		Individual	Group	Government
	Description			
	Number of policies serviced	0	80	-
	Number of Lives serviced	0	122330	-

c	Our representative TPAs operations render services across pan India
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d	Data of number of claims processed:-	Count	%
i	Outstanding number of claims at the beginning of the year -	341	
ii	Number of claims received during the year -	18526	
iii	Number of claims paid during the year - (also to specify % in brackets)	15059	80%
iv	Number of claims repudiated during the year - (also to specify % in brackets)	3302	18%
v	Number of claims outstanding at the end of the year -	506	

e		Turn Around Time (TAT) for cashless claims (in respect of number of claims)			
Sr No	Description	Individual Policies		Group Policies	
		TAT for pre-auth	TAT for discharge	TAT for pre-auth	TAT for discharge
1	Within 1 Hour	0%	0%	90%	75%
2	with 1-2 hours	0%	0%	8%	20%
3	with 2-6 hours	0%	0%	2%	5%
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	Total	0%	0%	100%	100%

Liberty General Insurance Limited

Registered and Corporate Office: 10th Floor, Tower A, Peninsula Business Park, Ganpatrao Kadam Marg, Lower Parel, Mumbai - 400 013.

Phone: +91 22 6700 1313 Fax: +91 22 6700 1606. Email: care@libertyinsurance.in.

IRDAI registration number: 150 | CIN: U66000MH2010PLC209656

f Turn Around Time in case of payment/repudiation 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	Number of Claims	Percentage
within 1 months	0	0%	18332	100%	0	0%	18332	100%
Between 1 -3 months	0	0%	20	0%	0	0%	20	0%
Between 3 -6 months	0	0%	0	0%	0	0%	0	0%
More than 6 months	0	0%	0	0%	0	0%	0	0%
Total	0	0%	18352	100%	0	0%	18352	100%

g Data of grievances received against the TPA		
Sr. No.	Description	Number of Grievances
	Grievances outstanding at the beginning of the year	0
	Grievances received during the year	1
	Grievances resolved during the year	1
	Grievances resolved during the year	0
	Grievances outstanding at the end of the year	0

Place : Mumbai

Date : 30-Sep-2020

Signature: 

Roopam Asthana

CEO and Whole Time Director

Liberty General Insurance Limited