

Public Disclosures on quantitative and qualitative Parameters of Health Services rendered Information as at 31/03/2024

a.	Name of TPA	License number	Valid From DD/MM/YYYY	TO DD/MM/YYYY
	AKNA Health Insurance TPA Pvt. Ltd.	39	09-10-2023	08-10-2026

b. Number of Policies and lives serviced in respect of which public disclosure is made:				
Description	Individual	Group	Government	Total
No. of policies serviced	0	1	0	1
No. of lives serviced	0	210	0	210

c. Geographical Area of services Rendered in respect of which public disclosure is made:				
Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Chandigarh	Chandigarh	1	210

d. 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
AKNA Health Insurance TPA Pvt. Ltd.	0	0	0	100	0	0	0

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		NA	NA	NA	NA
Total					

*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 auth is issued in the hospital)

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

f. Turn Around Time (TAT) in respect of payment/repudiation of claims:								
Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)
Within 1 Month	NA	NA	NA	NA	NA	NA	NA	NA
Between 1-3 Months	NA	NA	NA	NA	NA	NA	NA	NA
Between 3-6 Months	NA	NA	NA	NA	NA	NA	NA	NA
More than 6 Months	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA

g. Data of grievances received against the TPA:		
Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the	0
2	Grievances received during the year	179
3	Grievances resolved during the year	179
4	Grievances outstanding at the end of the year	0

For AKNA Health Insurance TPA Pvt. Ltd.

Rohit

Director

Anshu

Director