

**RELIGARE HEALTH INSURANCE—8th Aug, 2016**

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**BEST HEALTH PLANS FOR YOU**

How do you buy a health insurance plan? If you just settle with the plan your agent sells or are happy knowing you have bought the cheapest plan, there is a bit of unlearning and a lot of learning in store for you. A health insurance policy packs in several features and caveats. To give you a ready comparison, we designed Mint SecureNow Mediclaim Ratings (MSMR). The full ratings along with the methodology can be seen here: <http://www.livemint.com/mediatratings>. In the ratings, for family floater plans, we have considered two sum insured amounts (₹10 lakh and ₹20 lakh) and three age categories in each—oldest insured member is 35, 45 or 55 years old. For individual plans, the sum assured amounts are ₹5 lakh, ₹10 lakh and ₹20 lakh. The ages covered are 35, 45, 65 and 70 years. This week, we spotlight individual policies with sum assured ₹5 lakh, where the person is 35 years old. We also explain some of the important aspects that one should look at while choosing a policy. Let's look at pre-existing diseases.

The rule book defines pre-existing disease as any condition, ailment, injury or related conditions for which the insured person had signs or symptoms, and/or was diagnosed and/or received medical treatment within 48 months before buying the policy. Such pre-existing ailments are covered after a waiting period of four years. If you have or had any ailment in the past four years before you bought a health plan for the first time and were aware of it, it will be considered a pre-existing disease. Further, the disease or other related conditions will not be covered for the next four years. Any ailment that you contract after you buy the policy is not a pre-existing disease. In fact, the waiting period on pre-existing ailments is one of the primary reasons why claims get rejected. But experts feel the definition is not watertight as the policyholder may have symptoms of a pre-existing disease but may not be aware of it, or the symptoms may be silent. Some insurers have started reducing the waiting period. So, shorter waiting period on pre-existing ailments have been given higher scores.

By Deepthi Bhaskaran/Mint

**UNDER THE LENS**

We look at six individual policies and see how they score on various parameters.

**INDIVIDUAL - ₹5 LAKH** Person's age: 35 years

**MAXIMUM POSSIBLE WHEN TOTAL SCORE IS 100**

Premium 30	Pre-existing disease exclusion 15	Room sub-limits 14	No-claim bonus 5.5	Disease waiting period 5.5	Co-pay 2.5	Disease-wise capping 2.5	Claims settled 15	Claims pending over 6 months 5	Claims complaints /10,000 claims 5
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**Religare Health**

Product	Care	Premium (₹ including service tax)	5,283	Total points	70%	Overall rating	A
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**Score**

Premium	Pre-existing disease exclusion	Room sub-limits	No-claim bonus	Disease waiting period	Co-pay	Disease-wise capping	Claims settled	Claims pending over 6 months	Claims complaints /10,000 claims
30	4	14	0	0	3	3	8	5	5

**ICICI Lombard General**

Product	Complete Health Insurance	Premium (₹ including service tax)	6,340	Total points	70%	Overall rating	A
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**Score**

Premium	Pre-existing disease exclusion	Room sub-limits	No-claim bonus	Disease waiting period	Co-pay	Disease-wise capping	Claims settled	Claims pending over 6 months	Claims complaints /10,000 claims
23	11	14	0	0	3	3	8	5	5

**Royal Sundaram General**

Product	Lifeline Supreme	Premium (₹ including service tax)	6,381	Total points	67%	Overall rating	A
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**Score**

Premium	Pre-existing disease exclusion	Room sub-limits	No-claim bonus	Disease waiting period	Co-pay	Disease-wise capping	Claims settled	Claims pending over 6 months	Claims complaints /10,000 claims
23	8	14	6	0	3	3	8	0	5

**Apollo Munich Health**

Product	Easy Health Standard	Premium (₹ including service tax)	6,262	Total points	67%	Overall rating	A
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**Score**

Premium	Pre-existing disease exclusion	Room sub-limits	No-claim bonus	Disease waiting period	Co-pay	Disease-wise capping	Claims settled	Claims pending over 6 months	Claims complaints /10,000 claims
23	8	14	0	0	3	3	8	5	5

**Max Bupa Health**

Product	Health Companion	Premium (₹ including service tax)	7,004	Total points	67%	Overall rating	A
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**Score**

Premium	Pre-existing disease exclusion	Room sub-limits	No-claim bonus	Disease waiting period	Co-pay	Disease-wise capping	Claims settled	Claims pending over 6 months	Claims complaints /10,000 claims
23	8	14	6	0	3	3	8	5	0

**Apollo Munich Health**

Product	Optima Restore	Premium (₹ including service tax)	7,470	Total points	65%	Overall rating	A
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**Score**

Premium	Pre-existing disease exclusion	Room sub-limits	No-claim bonus	Disease waiting period	Co-pay	Disease-wise capping	Claims settled	Claims pending over 6 months	Claims complaints /10,000 claims
15	8	14	6	0	3	3	8	5	5

Some figures have been rounded off. \* For general and health insurance, claimants and grievance are from public disclosures. In view of the fact, such as Royal Sundaram and Pricol. We accepted modifications because the published data was otherwise wrong. For New India Insurance and Oriental Insurance we have estimated grievance ratio from their disclosures. Claims data is for the nine months, April 2015 to December 2015. \* Health products offered by the insurers have been excluded because the new health insurance guidelines require these products to be withdrawn from the market. \* Religare Health Insurance Co Ltd has launched a new version of their health insurance plan called Care today. For the purpose of the ratings, we have used the older version of Care and are in the process of updating and rating the new version. \* Claims settled is claims settled/claims denied/claims pending + claims rejected + claims denied. \* Service tax is 10%. \* Products on 1 Jan 2016. \* Every year, we have considered 'Top 10' and 'Bottom 10' products that require additional premiums are included. All products available online and through the call centre have been included. \* If insurers have our parent (GPO) and/or sub-parent, we have selected the non-GPO version. \* Premiums vary by location we have selected NCR as reference. \* Information is sourced from public sources except in a few cases such as TATA AIG Med Senior and Pricol Top 100 insurance. \* If the only disease capping is on critical illness, then we have considered the product to have no capping in the category. \* Co-pay is considered 'yes' only if it is payable in all cases. Premium discounts have not been considered in our claim bonus, only sum assured increases merit that bar. \* SBI General charges a 30% co-pay for non-network hospitals. We have factored no co-pay at the network hospitals into the rating. \* For Cigna TRK we have used prices for ₹5 lakh and ₹25 lakh sum assured for the ₹5 lakh and ₹20 lakh categories since these are the closest match. For Max Bupa Family First, Silver sum assured of ₹10 lakh, we have assumed individual cover of ₹1 lakh and a floater of ₹10 lakh for a sum assured of ₹20 lakh in Heartbeat Family First Gold Plan, we have assumed individual cover of ₹1 lakh and a floater of ₹20 lakh for a sum assured of ₹20 lakh in Heartbeat Family First Silver Plan we have assumed individual cover of ₹2 lakh and a floater of ₹2 lakh for ages 35 and 45 or New India Assurance Family Mediclaim we have used sum insured rates of ₹1 lakh for the ₹10 lakh and sum insured of ₹1 lakh is the discount. For Religare Health Gain sum insured of ₹6.9 and ₹8 lakh is used for the ₹5, 10 and 25 lakh sum assured categories. \* Maternity cover is offered by these insurers. The waiting periods are: SBI Ananya Pre-9 months, Bupa Health Care Supreme, Max Bupa Heartbeat, National Mediclaim Plus, Future Generalist Health Total 3 years, Apollo Easy Health Exclusive sum insured ₹20 lakh, Star Health Comprehensive, Universal Temp-3 years, Apollo Easy Health Exclusive ₹5-10 lakh sum insured, Cigna TRK Pro Health Plus, and Pro Health Preferred, HDFC Ergo Health Suraksha-Rogain Gold L1K Mediclaim Prime and Classic-4 years, CholaMediamMS General, Cigna TRK Pro Health Plus and Preferred offer overseas accident insurance cover. \* OPD costs are covered by the insurers mentioned here. Apollo Easy Health Premium for dental treatment up to 1% of sum insured subject to a cap of ₹5,000-7,500 depending on the sum insured. CholaMediamMS dental costs up to 1% of sum insured capped at ₹5,000. Star Comprehensive and Family Health Optima for dental and ophthalmic needs. Star Senior Citizen Red Carpet up to ₹1,000. Cigna TRK up to ₹500. 2000+ year. Bupa Health Health Care Supreme ₹2,500-15,000. Future Generalist Health Total Supreme ₹1,000-10,000.

**35 years: ₹5 LAKH** Ratings and disclosures as on Aug 2016

Insurer	Product	Total points (in %)	Overall rating	Premium (₹)
Religare Health	Care	70	A	5,283
ICICI Lombard General	Complete Health Insurance	70	A	6,340
Royal Sundaram General	Lifeline Supreme	67	A	6,381
Apollo Munich Health	Easy Health Standard	67	A	6,262
Max Bupa Health	Health Companion	67	A	7,004
Apollo Munich Health	Optima Restore	65	A	7,470
Religare Health	Health Gain	62	B	6,754
HDFC Ergo General	Health Suraksha Silver	60	B	5,714
HDFC Ergo General	Health Suraksha Regain-Silver	60	B	6,142
Hifa Tokio General	Individual Health Protector	59	B	7,400
Universal Sompoo General	Complete Health Care-Essential	59	B	6,357
L&T General	MediSire Classic	58	B	5,153
Cigna TTK Health	Pro Health Protect	56	B	6,244
Bharti AXA General	Smart Health Optimum Plan	55	B	5,885
Star Health	Star Mediclaim Individual	55	B	6,268
Liberty Videcon General	Health Connect-Basic	55	B	7,259
Universal Sompoo General	Individual Health	54	B	5,195
Tata-AIG General	Medi Prime	53	B	6,361
Future Generalist	Health Suraksha Gold	50	B	7,151
United India	Health-Platinum	49	B	5,923
Future Generalist	Health Total-Vital Plan	48	B	7,750
Max Bupa Health	Heartbeat Individual-Gold	46	B	9,747
Bajaj Allianz General	Health Guard	45	B	7,080
SBI General	Health Insurance Plan A	45	B	7,197
HDFC Ergo General	Health Suraksha Regain-Gold	45	B	7,274
National Insurance	National Mediclaim Policy	44	C	5,986
Apollo Munich Health	Easy Health Exclusive	44	C	7,531
Bajaj Allianz General	Health Care Supreme	40	C	12,493
New India Insurance	Individual Mediclaim 2012	39	C	7,120
Star Health	Star Comprehensive	38	C	8,647
CholaMediamMS General	Erlich Healthline	36	C	10,540
CholaMediamMS General	Freedom Healthline	30	C	8,656
Oriental Insurance	Individual Mediclaim Policy	26	C	7,579
CholaMediamMS General	Individual Healthline-Standard	14	C	8,743

Religare Health Health Gain for ₹5 lakh sum assured, Cigna TTK Health Pro Health Protect for ₹45 lakh sum assured

**METHODOLOGY**

**OVERALL RATING**  $\geq 65\%$   $\geq 64-45\%$   $<45\%$

**Rating scale**

Rating scale	Points	Weightage (%)
Premium	30%	
Top quartile	1.00	30.00
2nd quartile	0.75	22.50
3rd quartile	0.50	15.00
4th quartile	0.00	0.00

**Product Disclosures**

Pre-existing exclusion (years)	1%	
1 year or less	1.00	15.00
2 years	0.75	11.25
3 years	0.50	7.50
4 years	0.25	3.75
Over 4 years	0.00	0.00

**Sub-limits on room:** Insurers also tend to cap expenses for lodging. Policies with no sub-limits get full marks.

Sub-limits on room	1%	
No	1.00	14.00
Yes	0.00	0.00

**No-claim bonus:** Some insurers increase sum insured by 5%, and some by 10%. Policies that give at least 10% get full marks and others zero.

No-claim bonus	5.50%	
If no-claim bonus > 15%	1.00	5.50
If no-claim bonus > 15%	0.00	0.00

**Disease waiting period:** You sometimes need to wait for specific ailments to be covered. Insurers that have reduced the waiting period get full marks.

Disease waiting period	5.50%	
Yes	1.00	5.50
No	0.00	0.00

**Co-pay:** When you make a claim, the insurer will ask you to bear a certain portion of that claim amount. We prefer no co-pay plans.

Co-pay	2.50%	
Yes	1.00	2.50
No	0.00	0.00

**Disease-wise capping:** Insurers restrict the amount of money they will pay on specified ailments. So, even if the sum insured is ₹5 lakh, it may cap its liability to ₹1 lakh for some ailments. Policies that don't cap, get full marks.

Disease-wise capping	2.50%	
Yes	1.00	2.50
No	0.00	0.00

**Claims Performance**

Claims settled	15%	
95% and higher	1.00	15.00
85%-95%	0.50	7.50
<85%	0.00	0.00

**Claims pending over 6 months**

Claims pending over 6 months	5%	
5%-15%	1.00	5.00
>15%	0.50	2.50
>15%	0.00	0.00

**Claims complaints per 10,000 claims**

Claims complaints per 10,000 claims	5%	
<5%	1.00	5.00
5%-10%	0.50	2.50
>10%	0.00	0.00
Total	100.00	

15% claim is benchmark for inflation

By Subrata Jana/Mint

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ET Wealth-PlanCover.com Health Insurance Ratings

# BEST HEALTH PLANS FOR YOUNG COUPLES



**ET Wealth-PlanCover.com rankings help identify the top contenders for young couples in the 18-40 year age group who don't want children.**

**G**iven the rising cost of health care and medical treatment, it is becoming increasingly important to insure oneself. However, the market is flooded with products, with as many as 24 companies in general insurance and many life insurers offering various types and sizes of covers. The features, terms and conditions, limits and sub-limits are often hidden in the fine print and their interpretation is confusing. This makes it difficult to choose a product that suits a specific lifestage requirement and offers the best value for money. Since decisions are made mostly on the basis of lowest price, claims rate or recommendations of agents, it can result in claim rejections or partial settlements.

To ease this dilemma, we offer a ranking of various health insurance products available in the market. The ranking is done by *PlanCover.com*, HII Insurance Broking Services Private Limited, an IRDAI-licensed insurance broker. It will try to explain the impact of various terms and conditions and zero in on the policy that is most appropriate for you. Instead of offering a ranking on the basis of policy segments (individual/family) or assigning points to features independently, *PlanCover.com* links it to customer categories. The various features in a policy are assigned weightages according to their relevance to the given customer segment and the final rankings arrived at after this.

In the past few months, we have carried the rankings for 10 customer segments, along with star ratings, premium rates, and five relevant features for each category. We shall now reprise these ratings with updated information every alternate week. The details can be seen on the link provided below. We hope this will reduce the trauma of choosing an insurance policy and meet your specific requirements.



**METHODOLOGY**

The individuals and families have been classified by modifying the 'sagacity' segmentation method to suit a broad range of readers. The most relevant features in health policies have been divided into five categories based on what *PlanCover.com* considers their importance for a given customer segment. These are—Critical, Motivation, Standard, Luxury and Does Not Matter. The rankings also take into account product pricing, not just the current one, but that charged by the insurer as the policyholder ages. The allocation and its individual weightage is based on the data of claims available in public records published by the Insurance Regulatory and Development Authority of India (IRDAI). *PlanCover.com*'s analysis of the claims it has handled, and its experience in managing claims.

## INSURANCE RANKING: YOUNG COUPLES NOT WANTING CHILDREN

AGE GROUP: 18-40 YEARS

RANK	INSURER	PRODUCT	FEATURE RATING	PREMIUM RATING	FINAL RATING*	STAR RATING	ANNUAL PREMIUM
1	Liberty Videocon General Insurance	LIBERTY HEALTH CONNECT: Supreme	100.00	35.66	100.00	★★★★★	₹11,083
2	Liberty Videocon General Insurance	LIBERTY HEALTH CONNECT: Elite	98.53	37.13	99.27	★★★★★	₹11,178
3	Universal Sampo General Insurance	COMPLETE HEALTHCARE INSURANCE	80.66	77.64	98.83	★★★★★	₹11,408
4	Star Health and Allied Insurance	FAMILY HEALTH OPTIMA INSURANCE PLAN	75.79	77.24	94.46	★★★★	₹8,116
5	Apollo Munich Health Insurance	OPTIMA RESTORE - FAMILY	81.75	56.27	91.83	★★★★	₹11,523
6	HDFC Ergo	HEALTH SURAKSHA POLICY (PLATINUM PLAN: Base Cover+Regain)	76.14	53.12	85.80	★★★★	₹8,665
7	HDFC Ergo	HEALTH SURAKSHA POLICY (GOLD PLAN: Base Cover+Regain)	76.14	52.83	85.69	★★★★	₹10,619
8	Religare Health Insurance	CARE: COMPREHENSIVE HEALTH INSURANCE	69.86	64.53	84.59	★★★★	₹7,972
9	HDFC Ergo	HEALTH SURAKSHA POLICY (GOLD PLAN: Base Cover+CI+Regain)	76.14	17.83	72.68	★★★	₹10,457
10	Bajaj Allianz General Insurance	HEALTH GUARD: FAMILY FLOATER OPTION	51.62	68.51	70.25	★★	₹10,543

Premium is for a ₹5 lakh cover for 'Young couples not wanting children' in Delhi, with the age of members at 31 years, and including a 14% service tax. Premium rating takes into account the current applicable rate as well as the aggregate effect of premium increase with age. \* In 'Final Rating', features have a weightage of 70% and pricing 30%. CI is critical illness; E:CI is E-opinion on critical illness; Regain benefit is automatic availability of sum insured on exhaustion during a policy year. For detailed rankings in ₹3 lakh, ₹5 lakh and ₹10 lakh cover categories, complete list of features for all cover categories and complete list of 10 customer segments, go to our website: <http://economictimes.indiatimes.com/wealth/healthinsurancerating/>

**DISCLAIMER:** The ET Wealth-PlanCover.com ratings are provided as a general guide and do not take into account individual risk profile, financial circumstances or the needs of a customer and his family. The rankings do not constitute financial, taxation or other professional advice. You should seek professional advice and carefully consider the terms and conditions and other relevant product details before buying a policy. The data has been taken from websites or call centres of the respective insurers. All attempts have been made to ensure clarity and accuracy of the data. However, PlanCover.com and ET Wealth are in no manner responsible or liable for any discrepancies in the data published and are not accountable for any loss, harm or damage that may occur from the use of information provided herein. Insurance is a subject matter of solicitation and market risks. The basis of current rankings is subject to change with changes in policy terms and pricing as approved by IRDAI from time to time.