

RELIGARE HEALTH INSURANCE-22nd Aug, 2016

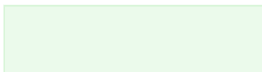
Publication	Mint: Hyderabad
Date	22.8.2016
Description	Mention: Religare Care

Health insurance
 Premiums in ₹

Age (years)	Sum insured (₹)		
	1 lakh	2 lakh	5 lakh
20-25	National Insurance 1,286	United India Insurance 2,530	Religare Care 3,390
	National Insurance 1,505	Bharati AXA 2,342	Religare Care 5,283
26-30	National Insurance 1,505	Bharati AXA 2,342	Religare Care 5,283
	National Insurance 1,907	Sbi Health Insurance 3,900	Religare Care 5,512
31-35	National Insurance 1,907	Apollo Munich 4,181	Religare Care 6,947
	United India Insurance 2,875	Universal Sampo 3,314	Religare Care 9,968
36-40	United India Insurance 2,875	Universal Sampo 3,314	United India Insurance 11,354
	United India Insurance 4,485	Universal Sampo 5,031	Religare Care 14,946
41-45			
46-50			
51-55			
56-60			

How to use this data: For each age band, you can pick the cheapest premium for three insurance amounts. For instance, the cheapest medical cover for a 42-year-old for a cover of ₹1 lakh, ₹2 lakh and ₹5 lakh is given

Source : Apnapaisa Research Bureau, www.apnapaisa.com



Publication	Business Standard: Ahmedabad Chennai Hyderabad New Delhi Mumbai Bangalore
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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/mediratings>.

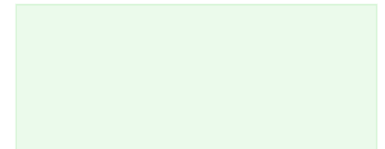
In the ratings, for family floater plans, we have considered two sum insured amounts (₹10 lakh and ₹20 lakh) and three age categories in each—eldest insured member is 35, 45 or 65 years old. For individual plans, the sum assured amounts are ₹5 lakh, ₹10 lakh and ₹20 lakh. The ages covered are 35, 45, 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 sub-limit on room rent. This means that your insurer would have decided the amount that it would pay towards hospital room rent. While some may describe this cap as a percentage of the sum insured, others may describe it as the category of room you would be eligible for. You need to be careful when buying a health insurance plan with sub-limit on room rents because usually other medical expenses are associated to the type of room you take and so you could end up paying the difference for not only the room rent but all other medical costs should you opt for a higher room category than allowed. You would typically find sub-limits on very low ticket size policies, but it's always advisable to go for a health insurance plan that does not have sub-limits. So, policies with no sub-limits get the highest score.



By Deepthi Bhaskaran/Mint



35 years; ₹5 LAKH Ratings and disclosures as on Aug 2018

Insurer	Product	Total points (in %)	Overall rating	Premium (₹)
Religare Health	Care	70	A	5,283
ICIG 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	6,282
Max Bupa Health	Health Companion	67	A	7,004
Apollo Munich Health	Optima Restore	65	A	7,470
Reliance General	Health Gain	62	B	6,756
HDFC Ergo General	Health Suraksha Silver	60	B	5,714
HDFC Ergo General	Health Suraksha Reapain-Silver	60	B	6,342
WFO Tokio General	Individual Health Protector	59	B	7,400
Universal Sampo General	Complete Health Care- Essential	59	B	6,357
L&T General	MediSure Classic	58	B	5,153
Cigna TTK Health	Pro Health Protect	56	B	6,264
Wharfedale General	Smart Health Optimus 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 Sampo General	Individual Health	54	B	5,195
Tata-AIG General	Medi Prima	53	B	6,361
Future Generali General	Health Suraksha Gold	50	B	7,151
United India	Health- Platinum	49	B	5,923
Future Generali General	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 Plus A	45	B	7,197
HDFC Ergo General	Health Suraksha Reapain- 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	12,693
New India Insurance	Individual Mediclaim 2012	39	C	7,130
Star Health	Star Comprehensive	38	C	8,067
Cholamandalam MS General	Erich Healthline	36	C	10,540
Cholamandalam MS General	Freedom Healthline	30	C	8,056
Oriental Insurance	Individual Mediclaim Policy	26	C	7,579
Cholamandalam MS General	Individual Healthline- Standard	14	C	8,743

Reliance General Health Gain: For ₹6 lakh sum assured, Cigna TTK Health Pro Health Protect: For ₹4.5 lakh sum assured

METHODOLOGY

Pricing: Lower pricing gets the highest weightage, but don't look at pricing in isolation. Low premium could mean that several important features are not included. So, look at all features and the overall rating.

Benefit: Health insurance you buy the assurance that your hospital bills will be paid for. But there are some important caveats and features. We pick out the best features and rate them.

Pre-existing exclusion: The insurer will not pay for any claims arising out of a pre-existing ailment for up to four years. Some insurers have a lower waiting period. The lower, the better.

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

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.

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

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.

Disease-wise capping: Insurers restrict the amount of money they will pay on specified ailments. So, even if the sum insured is ₹3 lakh, it may cap its liability to ₹1 lakh for some ailments. Policies that don't cap, get full marks.

Claims: Claims settled is calculated as claims settled/claims received + claims received + claims closed. Insurers with settlement ratio of at least 95% gets the highest score. Higher the number of claims pending for more than 6 months, lower the score.

Segregated data related to health insurance complaints is not available for non-life insurance companies. We have looked at overall client complaints through claims complaints per 10,000 claims registered as on 31 December 2015. Insurers with lesser than 30 complaints gets the highest score.

Overall Rating	A	B	C
Rating score	≥ 65%	64-45%	< 45%
Pricing			
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 Structure			
Pre-existing exclusion (years)	10%		
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	10%		
No	1.00	14.00	
Yes	0.00	0.00	
No-claim bonus*	5.00%		
If no-claim bonus = 15%	1.00	5.00	
If no-claim bonus = 10%	0.00	0.00	
Disease waiting period	5.00%		
No	1.00	5.00	
Yes	0.00	0.00	
Co-pay	2.50%		
No	1.00	2.50	
Yes	0.00	0.00	
Disease-wise capping	2.50%		
No	1.00	2.50	
Yes	0.00	0.00	
Claims Performance			
Claims settled	10%		
95% and higher	1.00	15.00	
85%-95%	0.50	7.50	
< 85%	0.00	0.00	
Claims pending for over 6 months	5%		
< 5%	1.00	5.00	
5%-10%	0.50	2.50	
> 10%	0.00	0.00	
Claims complaints per 10,000 claims	5%		
< 30	1.00	5.00	
30%-60%	0.50	2.50	
> 60%	0.00	0.00	
Total	100.00		

Graphics by Subrata Jana/Miner

10% claim settlement ratio for reference

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

Cigna TTK Health

Product	Premium (₹ including service tax)	Total points	Overall rating
Pro Health Protect	6,244	56%	B

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

Bharti Axa General

Product	Premium (₹ including service tax)	Total points	Overall rating
Smart Health Optimum Plan	5,885	55%	B

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

Star Health

Product	Premium (₹ including service tax)	Total points	Overall rating
Star Mediclaim Individual	6,268	55%	B

Premium	Pre-existing disease exclusion	Room sub-limits	No-claim bonus	Disease waiting period	Co-pay	Disease-wise capping	Claims settled	Claims pending for over 6 months	Claims complaints /10,000 claims
23	4	14	0	0	3	3	0	5	5

Liberty Videocon General

Product	Premium (₹ including service tax)	Total points	Overall rating
Health Connect-Basic	7,259	55%	B

Premium	Pre-existing disease exclusion	Room sub-limits	No-claim bonus	Disease waiting period	Co-pay	Disease-wise capping	Claims settled	Claims pending for over 6 months	Claims complaints /10,000 claims
15	4	14	0	0	3	3	15	0	3

Universal Sampo General

Product	Premium (₹ including service tax)	Total points	Overall rating
Individual Health	5,195	54%	B

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

Tata-AIG General

Product	Premium (₹ including service tax)	Total points	Overall rating
Meal Prime	6,361	53%	B

Premium	Pre-existing disease exclusion	Room sub-limits	No-claim bonus	Disease waiting period	Co-pay	Disease-wise capping	Claims settled	Claims pending for over 6 months	Claims complaints /10,000 claims
23	4	14	0	0	3	3	0	3	5

Some figures have been rounded off. For general and health insurers, claims and grievances are from public disclosures. In very few cases, such as Royal Sundaram and Ifco Tokio, we accepted modifications because the published data was obviously wrong. For New India Insurance and Oriental Insurance we have estimated grievance ratios from their disclosures. Claims data is for the nine months, April 2015 to December 2015. Health products offered by life 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 decisions taken i.e. claims settled/claims settled + claims rejected + claims closed. Service tax is 15%. Products as on 1 June 2016. Entry level plans are considered. Top-ups and riders that require additional premium are excluded. All products available online and through the call centre have been included. If insurers have out-patient (OPD) and non-OPD plans, we have selected the non-OPD version. If 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 Medi Senior and Ifco Tokio insurances. If the only disease capping is on cataract, then we have considered the product to have no capping in the ratings. Co-pay is considered 'yes' only if it is payable in all claims. Premium discounts have not been considered as no-claim bonus; only sum assured increase meet that bar. SB General charges a 20% co-pay for non-network hospitals. We have factored no co-pay at the network hospitals into the ratings. For Cigna TTK we have used prices for ₹4.5 lakh and ₹15 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 ₹15 lakh and for ages 35 and 45; for New India Assurance Florist Mediclaim we have used sum assured rates of ₹6 lakh for the ₹10 lakh band since ₹6 lakh is the closest fit; for Religare General Health Gem sum assured of ₹6.9 and ₹8 lakh is used for the ₹5, 10 and 20 lakh sum assured categories. Maternity cover is offered by these insurers. The waiting periods are: SBI Ananya Premier-9 months; Baha Health Care Supreme, Max Bupa Heartbeat, Religare Mediclaim Plus, Future General Health Total Vital-2 years; Apollo Easy Health Exclusive sum assured ₹20 lakh, Star Health Comprehensive, Universal Sampo-3 years; Apollo Easy Health Exclusive ₹5-10 lakh sum assured; Cigna TTK Pro Health Plus and Pro Health Preferred, HDFC Ergo Health Suraksha-Pegun Gold, LST Medicare Prime and Classic-4 years; Cholamandilam-5 years. Cigna TTK ProHealth Plus and Preferred offer overseas accident insurance cover. OPD costs are covered by the insurers mentioned here. Apollo Easy Health Premium: dental treatment up to 1% of sum assured subject to a cap of ₹5,000-7,500 depending on the sum assured. Cholamandilam: dental costs up to 1% of sum assured capped at ₹5,000. Universal Sampo: up to 1% of sum assured capped at ₹2,500-7,500 depending on product. Tata AIG: only for accidental dental and post-tooth vaccination upto ₹5,000. Star Comprehensive and Family Health Optima: for dental and ophthalmic needs. Star Senior Citizen Red Carpet: up to ₹1,000. Cigna TTK up to ₹500-2,000 a year. Baha Allianz Health Care Supreme: ₹2,500-15,000. Future General Health Total Supreme: ₹3,000-10,000.