

India's best medical policies

The most-asked question to the *Mint Money* team is: which medicaid policy should I buy?

With 26 health insurers and around 60 products to choose from, finding the right health insurance plan is a challenging task. And that choice can make the difference between adding to the trauma of a medical event and making the process more comfortable. In an ideal world, financial products should make life easier and not tougher. To give readers the resources to help make the right choice, *Mint* partnered with SecureNow Broker Pvt. Ltd to bring you the updated Mint Medicaid Ratings.

Our advice: Don't pick the first on the list, look at the ratings carefully to see which policy works for you. Turn to **Page 18** and visit www.livemint.com/mintmediratings to look at the ratings and the methodology.

HEALTH COVER

Top rated health plans to choose from

Mint Mediclaim Ratings look at about 60 mediclaim products to help you find the most suitable one.

By Deepa Rameshan
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Have you ever bought a nice shirt at a big discount, parted yourself on the back for getting a good deal and just two weeks later had to discard it because the quality was poor? Many make the same mistake while buying health insurances. They buy on the basis of price alone. Yes, they do save some money in the process, and that is fine as long as they don't end up in hospital. And should such a policyholder end up getting hospitalized, that is when she realises the true value of her money because what she has to pay the hospital is much more than what she had saved.

In order to reduce the price, the insurer bases the policy with exclusions, loading on liability. A policy that has more exclusions and caps may be cheap but won't be effective. Hence, we recommend that you go beyond premiums — pay close attention to features of the policy, and then buy one that fits your budget. After all, it's not that what you do when buying a car? Why should health insurance be any different? Yes, it may be tougher because while you may know what to look for in a car, you may not in a health insurance plan.

To help you look at important features and compare, we bring to you Mint Mediclaim Ratings (MMR), developed by SecurusNow Insurance Broker Pvt. Ltd. MMR rates health insurances on the basis of various parameters such as price, features, and claims record of the insurance company, that are important to consider when buying health insurances. But before you jump to the ratings, start with understanding the policies considered, the parameters we have taken and how we have rated them.

Health plans considered
There are broadly two types of health insurance policies — indemnity and defined benefit policies. A health indemnity policy is an indemnity product that pays for your hospitalisation. It covers hospitalisation expenses, pre- and post-hospitalization expenses and third-party procedures. Defined benefit policies pay a stipulated sum on an insured event. For instance, a critical illness policy will pay the sum insured — the defined benefit — if you contract any of the insured critical illnesses, and the plan will then terminate. But a health insurance plan for your hospitalisation up to the sum insured is a policy you can't live without for life.

MMR considers both health policies because when you need the most insurance to cover hospital bills, we have rated around 60 policies for 23 non-life insurance companies, including stand-alone health insurances, and those life insurances

comparisons that offer indemnity health products.

We have further divided health insurances into individual and family floater categories. A family floater considers the entire family as one unit. If one member makes a claim, the cover reduces by that much for all members in the policy year. This is why we recommended a higher cover as a floater, and accordingly we have rated plans for a sum insured of ₹18 lakh and ₹20 lakh for a family of four in two age categories: older member being 25 years and 45 years of age. For senior citizens who are 60 years old, we have considered a family of two.

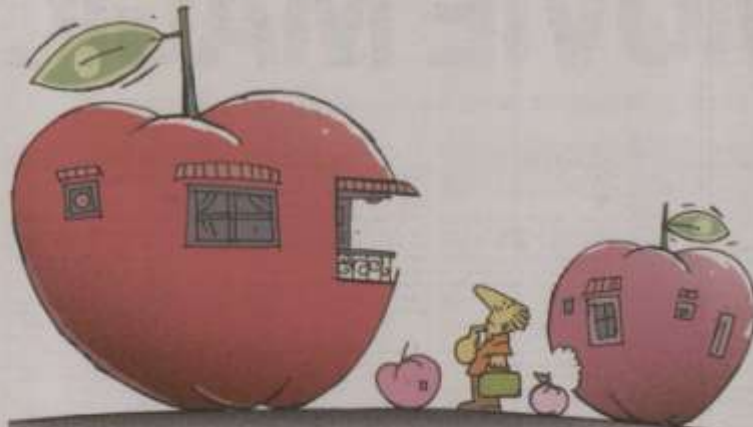
For individual, we have four age categories: 25, 45, 60 and 70 years. We have taken a sum insured of ₹5 lakh for each. For the 70-year category, in the January 2015 edition of MMR, we had rated products with a sum insured of ₹10 lakh. This time we have expanded to include another category — ₹20 lakh.

Ratings drivers

Our ratings are based broadly taken three essential categories, price, features and claims record, and have assigned weightage. With the price of a policy being an important factor, a customer to get a high weightage of 30%. Product features are sub-divided into six categories and together constitute 45% of the weightage, which means the basic features are those categories to consider than premiums, from the inclusion to pre-existing ailments figures on the top as it is one of the main reasons for claim rejection. While most insurers exclude pre-existing ailments for four years, a few limit it to two three years. Exclusion gets a weightage of 12%, and policies with a lower waiting period score higher, but limit on cover tend to be the second most important feature as the policy doesn't pay up the expenses on even one but also other associated medical costs. If you opt for a higher category item, you will pay one just the difference in sum but other inclusions as well. It gets a weightage of 15%, and a policy with no sub-limits gets full marks.

Other factors get a weightage of 5.5% each. Initial waiting period or specified ailments such as cataract and hernia, whose procedures can be planned, are standard but there are some policies that waive off the wait. These get full marks. Even after the waiting period, insurers can cap their liability on such ailments. Increasingly more insurers are offering to extend cover and those products get full marks. Co-payment, in which you bear a portion of the claim amount, is another factor to consider, especially if you are a senior citizen. Given that you are more likely to need medical care as that age, insurers limit their liability by asking you to pay a part of the bill. For others, there may be co-payment on certain ailments or if treatment is done outside the insurer's network of hospitals. Those with no co-payment get 50 marks.

The weightage on no-claim bonus is 2.5%. If a claim is not made, insurers reward you by increasing the sum insured. Those that bring up your bonus by 10% or more in a no-claim year get full marks given that medical inflation is at least 10%. Claims settlement record comprises 20% of the weightage. We have sub-divided it into three parts: percentage of pending claims over six months has a weightage of 7%, percentage of settled claims is 10%, and claims completely per 10,000 claims registered gets 3%. Complaints registered in a new category and is important as it reflects the number of dissatisfied customers with regards to claims. These non-life companies don't keep age-complaints according to product categories in public disclosures, so we have taken the data for the entire portfolio. This scenario have seen data specific to their health portfolio. Claims settled is calculated by dividing the number of claims settled by number of claims on which the insurer has taken a decision. The denominator is the sum of claims settled plus claims registered plus claims closed.



made, insurers reward you by increasing the sum insured. Those that bring up your bonus by 10% or more in a no-claim year get full marks given that medical inflation is at least 10%. Claims settlement record comprises 20% of the weightage. We have sub-divided it into three parts: percentage of pending claims over six months has a weightage of 7%, percentage of settled claims is 10%, and claims completely per 10,000 claims registered gets 3%. Complaints registered in a new category and is important as it reflects the number of dissatisfied customers with regards to claims. These non-life companies don't keep age-complaints according to product categories in public disclosures, so we have taken the data for the entire portfolio. This scenario have seen data specific to their health portfolio. Claims settled is calculated by dividing the number of claims settled by number of claims on which the insurer has taken a decision. The denominator is the sum of claims settled plus claims registered plus claims closed.

The methodology

We took the data from insurers' websites, product brochures and public disclosures, and sent the same to insurers to cross-check and point out discrepancies. Three insurers, Oriental Insurance Co. Ltd, United India Insurance Co. Ltd and Indus Health and Allied Insurance Co. Ltd, did not respond.

Each parameter had a weightage, a score was assigned and a weighted score was calculated. This was added up for the final score, which would range between 0 and 100%. Policies with more of these features have been rated A and their scores lie between 85% and 100%. Slightly lesser policies did it with a score of 45-84%, and the rest are in the C category.

That's not at the final ratings, you see the granular ratings of each policy for all parameters at <http://www.indiafirst.com/health/mediclaim>. Choose the features you need in a policy and pick one according to your budget.

FAMILY FLOATER PLAN | SUM INSURED: ₹10 LAKH, 2 ADULTS + 2 CHILDREN

23 years or older people in the group

Insurer	Policy	Premium (including taxes)	Sum Insured (₹)	Rating
ICICI Lombard General	Health	5,075	90	A
Religare Health	Care	5,150	76	A
Religare Health	Health Care	5,150	76	A
Chubb Life Insurance General	Health Insurance Basic	5,207	75	A
Reliance Life Insurance General	LifeLine Supreme	5,707	72	A
Max Bupa Health	Health Companion Family Floater	5,875	76	A
Star Health	Family Health Explorer	5,738	68	A
Star Health	Medi Prime	5,555	68	A
Universal General General	Complete Health Care	5,764	67	A
Aviva Medical Health	Signature Health	5,836	67	A
Aviva Medical Health	Star Health Explorer	5,767	67	A
Star Health	Health Explorer	5,734	66	A
Max Bupa Health	HealthCare Family First Step	5,774	64	B
Max Bupa Health	HealthCare Family First Step	5,776	64	B
Future Generali General	Health Sentinel Platform	5,800	62	B
Aviva Medical Health	Star Health Explorer	5,767	60	B
Star Health	Family Health Protector (CHF)	5,742	58	B
Standard Insurance	Family Health Gold	5,558	57	B
Chubb T23 Health	Pro Health Plus	5,429	57	B
IFFCO Topo General	Health Insurance Basic	5,286	56	B
Star Health	Star Comprehensive	5,549	55	B
The Star General	SmartHealth Family Floater Plan	5,600	52	B
IG General	Amicus Premier Policy	5,725	52	B
Star Bupa Health	HealthCare Gold	5,791	49	B
Star Bupa General	Health Guard	4,852	45	B
United India	Family Medisure 2014	5,750	44	C
Star Bupa General	Health Care Supreme	5,712	43	C
IG General	Medisure Prime	5,760	39	C
Chubb Insurance (IG) General	Smart HealthCare	5,076	38	C
Reliance Life	Star Health	5,340	39	C
IFFCO	Health Insurance Gold	5,200	35	C
Chubb Insurance (IG) General	Family HealthCare Advanced Plan	5,552	29	C
Reliance Life	Care for You	5,470	21	C

MMR, Life Insurance Comparison and Health Insurance Comparison Report 2015, pp. 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872, 873, 874, 875, 876, 877, 878, 879, 880, 881, 882, 883, 884, 885, 886, 887, 888, 889, 890, 891, 892, 893, 894, 895, 896, 897, 898, 899, 900, 901, 902, 903, 904, 905, 906, 907, 908, 909, 910, 911, 912, 913, 914, 915, 916, 917, 918, 919, 920, 921, 922, 923, 924, 925, 926, 927, 928, 929, 930, 931, 932, 933, 934, 935, 936, 937, 938, 939, 940, 941, 942, 943, 944, 945, 946, 947, 948, 949, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 960, 961, 962, 963, 964, 965, 966, 967, 968, 969, 970, 971, 972, 973, 974, 975, 976, 977, 978, 979, 980, 981, 982, 983, 984, 985, 986, 987, 988, 989, 990, 991, 992, 993, 994, 995, 996, 997, 998, 999, 1000.

Disclaimer: The prices and plans in this table are for help readers with their respective insurance. Each person will have a unique situation that would fit the personal situation, and we advise you to consult financial planner before you buy a financial product.

INSURANCE STREET

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Feedback helps mediclaim ratings advance

The Med Mediclaim Ratings (MMR) now individual health insurance products across age and sum insured categories, and are made by industry and insurance buyers. Read on to see how detailed queries, when combined on product-specific, insurers with a rated products prominently display them on their websites, were one of the ratings in general ratings. Insurers with B or C ratings push for change in the underlying data and streamline the rating criteria.

The ratings we last found, Caa class is taken from latest website and public disclosures. There are over 2500 data points that we collect. This information is cross-checked with insurers' brochures. There are discrepancies and, to those cases, we go to the source with public information. The rating highlights reflect a buyer's perspective of health insurance product features, processes and claim performance.

We take industry and customer feedback seriously and each version of MMR is revised several times forward. This MMR is no different.

The three broad suggestions we received were to have product ratings for senior citizens, to include health insurance products for life insurance, and to include group insurance claims. We've addressed the first two requests but need with partial success in getting more specific claim information.

Regulators require insurers to offer health insurance products that can be brought up to the age of 60 and the sum to be reasonable for life. That if someone over 60 wants to buy health cover, there is a problem - limited options and high premiums. Ratings help senior citizens make a choice, and urge insurers to launch more A-rated products. Consider this, at the age of 50, there are over 20 products that offer a sum insured of ₹20 lakh. At 70, there are eight. At 80 years, there are 11 A-rated products, only two at 85 years. I was surprised to lower the bar for a senior citizen's product to be included. A lot had fallen. There's no substitute to our own standards for senior citizens. A year from now, we should be able to report more B-rated products for them.

In the past we have not rated products by life insurance because their claim information was not published in a manner compatible in general insurance, and their health insurance claim form was small. This time around we've taken claim details directly from life insurers, made sure they are reasonable and then noted particular. This has brought these new insurers into the ratings, with 19 product offerings across our categories.

Following group insurance claims from the analysis was the feedback suggestion to factor in

We use claims information drawn from mandatory public disclosures published on an insurer's website. Further they seek no claims, with comparatively low ratings, suggest that individual health insurance claims should be segregated from overall data and then used. I agree. Overall claims committee group and individual businesses. Group business has significantly better claims approval, which means insurers with large group businesses will get better claim scores even if their individual business is poorly performing.

To address this, we reached out to 20 insurers for a detailed claims breakdown - early 21 page back. The insurer who made the initial suggestion (Bb) gave details. Why? Because individual level claim rejection rates are far higher than public level overall claim rejections. I appreciate the openness of insurers that provided details, but we chose to use public information.

There are other complications: published numbers include group cover if business and claims shared with other insurers. Some insurers requested that claims where they share this be removed. We couldn't

do that because there is lack of clarity on how these claims are accounted for. If they get approved from other insurers they are used to be sure they are added elsewhere. All of this creates some subjectivity in assessing claim performance and goes against fact-based ratings.

I urge the insurance regulator to mandate good and clear claim information be made public. Until then, we have reduced the weighting of claims payment score from 20% to 15% and introduced a new parameter, the number of claim complaints per 10,000 claims, with 5% weight. This means that our claim assessment is not overly dependent on one parameter and helps distinguish the real from noise. Claim complaints have been taken from public sources and pertain to all claims and not just health-related complaints.

Compared to the January ratings, the current MMR has 12 new products, a few previously A-rated products have fallen to B, but more satisfyingly some insurers that earlier had C-rated products now have gone to A-rated version. Some features that were hard to get a few years ago, are now market standard.

Last month, the Chinese insurance regulator announced its intention to use insurers on service standards. Ratings make performance transparent and simplify decision making. This makes for a case to introduce more ratings into insurance. Critical illness and top-up plans could be next. Kapil Menya, associate director, Insurance Business India Pvt. Ltd.

FAMILY FLOATER PLAN | SUM INSURED: ₹10 LAKH, 2 ADULTS + 2 CHILDREN

65 years (oldest person in the group)

Insurer	Product	Premium (including add-ons)	Overall rank (1-10)	Rating
ICICI Lombard General	Health	10,034	91	A
Reliance Health	Care	20,034	76	A
Aditya Birla Health	Health Safe	19,943	75	A
Avi Health	Optima Protect	19,864	74	A
Star Alliance General	Lifestyle Supreme	23,800	71	A
Max Bupa Health	Health Companion Family Floater	12,951	70	A
Tata Health	Family Health Optima	20,002	68	A
Shree Anand General	Well Being	20,002	66	A
Universal General	Complete Health Care	22,749	67	A
Avi Health	Care Health Exclusive	21,001	67	A
Liberty Alliance General	Health Connect Safe	17,107	66	A
Shree Anand General	Family Health Protector (CHF)	26,200	65	A
Max Bupa Health	Heartbeat Family First Silver	20,001	64	B
Future Generali	Health Insurance Protection	14,000	63	B
Avi Health	Easy Health Protect	24,701	60	B
New India Assurance	Procter Medisafe	26,201	56	B
United India	Family Health Gold	14,203	57	B
Capital Life Health	Pro Health Plus	16,000	57	B
IFFCO Ergo General	Health Sunshine Silver	14,107	55	B
Tata Health	Star Comprehensive	19,003	53	B
Shree Anand General	Swasthya Kanchh Medix Plus	13,999	52	A
ICICI Lombard	Empire Premier Policy	16,000	51	B
Max Bupa Health	Heartbeat Family First Gold	20,000	49	B
Shree Anand General	Good Luck Gold	17,000	49	B
IFFCO Ergo	Health Access Gold	15,000	46	B
Shree Anand General	Health Guard	19,000	46	B
United India	Family Medicare (20)	12,740	44	C
Avi Health	Health Care Supreme	10,000	43	C
IFFCO Ergo	Medicare Prime	10,207	38	C
Chubb India	Health Exclusive	10,000	36	C
Chubb India	Easy Health	10,000	32	C
Chubb India	Family Healthline Advanced Plus	10,000	28	C
Reliance Life	Care for You	10,000	21	C

100% sum insured cover for all insured persons across age 0-80. All A and B rated products have a maximum sum insured of ₹10 lakh. All C rated products have a maximum sum insured of ₹5 lakh. All products are subject to underwriting.

FAMILY FLOATER PLAN | SUM INSURED: ₹10 LAKH, 1 ADULT

65 years (oldest person in the group)

Insurer	Product	Premium (including add-ons)	Overall rank (1-10)	Rating
ICICI Lombard General	Health	12,704	82	A
Liberty Alliance General	Health Connect Basic	11,000	80	A
Shree Anand General	Family Health Protector (CHF)	16,106	78	A
Reliance Health	Care	26,700	68	A
Avi Health	Optima Protect	14,840	67	A
IFFCO Ergo General	Health Sunshine Silver	13,000	66	B
Max Bupa Health	Health Companion Family Floater	12,951	62	B
Reliance General	Health Safe	12,900	62	B
IFFCO Ergo	Health Access Gold	13,600	61	B
Shree Anand General	Well Being	13,976	61	B
Max Bupa Health	Heartbeat Family First Silver	10,000	60	B
Universal General	Complete Health Care	14,000	60	B
Avi Health	Easy Health Exclusive	10,000	60	B
Avi Health	Care Health Exclusive	10,000	59	B
Star Health	Family Health Optima	14,600	57	B
Star Health	Lifestyle Supreme	16,700	57	B
Shree Anand General	Health Guard	14,700	54	B
Max Bupa Health	Heartbeat Family First Gold	10,000	53	B
Capital Life Health	Pro Health Plus	16,000	52	B
ICICI Lombard	Empire Premier Policy	16,100	51	B
United India	Family Medicare (20)	11,000	46	B
Shree Anand General	Swasthya Kanchh Medix Plus	10,000	46	B
Shree Anand General	Health Care Supreme	14,000	45	C
Tata Health	Star Comprehensive	15,000	42	C
Chubb India	Health Exclusive	10,000	38	C
IFFCO Ergo	Medicare Prime	12,000	36	C
Max Bupa Health	Heartbeat Gold	10,000	34	C
New India Assurance	Procter Medisafe	10,000	34	C
Avi Health	Easy Health	10,000	28	C
Chubb India	Family Healthline Advanced Plus	10,000	28	C
Reliance Life	Care for You	10,000	21	C

100% sum insured cover for all insured persons across age 0-80. All A and B rated products have a maximum sum insured of ₹10 lakh. All C rated products have a maximum sum insured of ₹5 lakh. All products are subject to underwriting.

SCORING SYSTEM

Following are the individual parameters on the basis of which insurance plans have been rated for all age groups. According to their importance, each parameter has been assigned a weightage and final points are calculated. The final ranking in percentage terms are based on sum of these points.

SYSTEM RATING			SYSTEM RATING		
A (65%)			B (45%)		
SCORING SYSTEM			SCORING SYSTEM		
All ages			All ages		
Rating scale	Weightage scale	Points (1-5)	Rating scale	Weightage scale	Points (1-5)
PREMIUM					
Premium	90.00%	5.00	Divisor-who-choosing	5.00%	5.00
Top quartile	1.00	0.00	No	1.00	0.00
2nd quartile	0.75	0.25	Yes	0.00	0.00
3rd quartile	0.50	0.50	Sub-limits on cover	0.00%	0.00
4th quartile	0.25	0.75	No	1.00	0.00
PRODUCT STRUCTURE					
Coverage	0.50%	0.50	Yes	0.00	0.00
No	1.00	1.00	Class pending for over 3 months	0.00%	0.00
Yes	0.00	0.00	Less than 3%	1.00	0.00
No - Older Insured	5.00%	5.00	3-4%	0.50	0.50
Yes	1.00	1.00	Over 3%	0.00	0.00
Yes - Older Insured - 10%	0.00	0.00	Class settled	0.00%	0.00
Yes - Older Insured - 20%	0.00	0.00	Yes and regular	1.00	0.00
Pre-existing exclusions	0.00%	0.00	Yes and 10%	0.50	0.50
Less than 10%	1.00	0.00	Less than 20%	0.00	0.00
2-3%	0.75	0.25	Claim completion per 10,000 claims registered	0.00%	0.00
4-5%	0.50	0.50	Less than 5%	1.00	0.00
6-7%	0.25	0.75	5% to 10%	0.50	0.50
8-9%	0.00	0.00	Over 10%	0.00	0.00
10% (Over and over and over and over)					
Well up standards and covered up to the scale of					

FAMILY FLOATER PLAN | SUM INSURED: ₹20 LAKH, 3 ADULTS + 2 CHILDREN
25 years (Eldest person in the group)

Insurer	Product	Premium (₹) (including medical test)	Sum Insured (₹)	Rating
Reliance Health	Care	13,294	75	A
Apollo Micro Health	Easy Health Extension	27,601	75	A
Health Insurance General	Liberty Supreme	23,661	75	A
Max Super Health	Heartbeat Family First Plus	22,990	75	A
Max Super Health	Heartbeat Family First Gold	6,337	75	A
Max Super Health	Health Companion Family Protector	16,258	75	A
Reliance General	Health Care	27,744	67	A
Apollo Micro Health	Optima Reserve	26,226	67	A
Max Super Health	Heartbeat Gold	16,927	64	B
ICICI Lombard General	Health Smart Plus	16,258	60	B
Apollo Micro Health	Easy Health Premium	12,441	60	B
Max Super Health	Family Health Protector (FHP)	13,222	58	B
ICICI Super General	Health Sunshine Silver	30,375	55	B
Star Health	Star Comprehensive	32,996	55	B
Optima TPA Health	Pro Health Professional	14,723	46	B
Reliance Micro General	Health Care Supreme	36,376	40	C
ICICI General	Angelo Premier Policy	16,091	36	C
Max Super General	Sanjeeva Karishma Whole Plan	9,192	29	C

35 years (Eldest person in the group)

Insurer	Product	Premium (₹) (including medical test)	Sum Insured (₹)	Rating
Reliance Health	Care	26,239	75	A
Apollo Micro Health	Easy Health Extension	36,951	75	A
Health Insurance General	Liberty Supreme	27,969	75	A
Max Super Health	Heartbeat Family First Silver	27,744	75	A
Max Super Health	Health Companion Family Protector	25,214	70	A
Reliance General	Health Care	32,464	67	A
Apollo Micro Health	Optima Reserve	32,767	67	A
Max Super Health	Heartbeat Family First Gold	43,045	64	B
Star Health	Star Comprehensive	36,993	60	B
ICICI Lombard General	Health Smart Plus	34,270	60	B
Apollo Micro Health	Easy Health Premium	26,113	60	B
Max Super Health	Family Health Protector (FHP)	36,993	58	B
ICICI Super General	Health Sunshine Silver	32,249	55	B
ICICI General	Angelo Premier Policy	14,225	50	B
Max Super Health	Heartbeat Gold	31,225	49	B
Optima TPA Health	Pro Health Professional	27,969	46	B
Reliance Micro General	Health Care Supreme	46,837	40	C
Max Super General	Sanjeeva Karishma Whole Plan	47,916	29	C

55 years (Eldest person in the group)

Insurer	Product	Premium (₹) (including medical test)	Sum Insured (₹)	Rating
Max Super General	Family Health Protector (FHP)	43,676	75	A
Reliance Health	Care	47,229	70	A
Max Super Health	Health Companion Family Protector	44,548	70	A
Apollo Micro Health	Easy Health Extension	77,147	67	A
Apollo Micro Health	Optima Reserve	79,221	67	A
ICICI Super General	Health Sunshine Silver	56,914	65	B
Reliance General	Health Care	67,226	60	B
ICICI Lombard General	Health Smart Plus	122,852	60	B
Max Super Health	Heartbeat Family First Silver	140,829	60	B
Apollo Micro Health	Easy Health Premium	76,322	60	B
Health Insurance General	Liberty Supreme	82,943	57	B
Star Health	Star Comprehensive	71,620	56	B
Max Super Health	Heartbeat Family First Gold	42,862	53	B
ICICI General	Angelo Premier Policy	47,916	50	B
Max Super General	Health Care Supreme	126,776	40	C
Optima TPA Health	Pro Health Professional	126,776	40	C
Max Super Health	Heartbeat Gold	127,928	36	C
Max Super General	Sanjeeva Karishma Whole Plan	126,007	29	C

Max Super Health (FHP) is a family floater health insurance plan of ₹20 lakh and covers 3 adults and 2 children. Max Super Health (Heartbeat Family First Gold) is a family floater health insurance plan of ₹20 lakh, the sum insured is shared across 3 adults and 2 children. Optima TPA Health (Pro Health Professional) is a family floater health insurance plan of ₹20 lakh.

INDIVIDUAL PLAN | SUM INSURED: ₹5 LAKH
25 years

Insurer	Product	Premium (₹) (including medical test)	Sum Insured (₹)	Rating
ICICI Lombard General	Health	4,237	55	A
Reliance Health	Care	5,237	75	A
Max Super Health	Individual Micro Health Policy	4,241	65	A
Apollo Micro Health	Easy Health Extension	6,237	67	A
Liberty Micro General	Health Connect Basic	7,236	66	A
Health Insurance General	Individual Micro Health Policy	4,237	65	A
Health Insurance General	Liberty Supreme	4,526	64	B
Optima General General	Health Sunshine Gold	7,236	62	B
ICICI Super General	Health Sunshine Silver	5,644	60	B
Star Health	Star Micro Health Individual	4,237	60	B
Max Super General	Health Care	4,236	60	B
Health Insurance General	Optima Health Care	4,592	60	B
Reliance General	Health Care	4,936	60	B
Max Super General	Smart Health Optimum Plus	5,634	58	B
ICICI General	Health Care with Micro Health off	4,236	47	B
ICICI General	Health Care	5,436	36	B
Optima TPA Health	Pro Health Product	5,436	36	B
Max Super Health	Health Companion	4,936	36	B
Healthcare	Individual Micro Health Policy	3,936	30	B
New India Assurance	Individual Micro Health (ICICI)	7,168	30	B
Max Super Health	Heartbeat Gold	5,632	29	B
Star Health General	Health Guard	7,036	26	B
Apollo Micro Health	Optima Reserve	5,436	26	B
Apollo Micro Health	Easy Health Extension	5,436	26	B
Health Insurance General	Individual Micro Health	4,236	26	C
Max Super General	Health Care Supreme	22,926	26	C
Health Insurance General	Individual Micro Health Policy	4,236	20	C
ICICI General	Health Insurance Plus 4	22,944	20	C
Chatterjee & M. General	Smart HealthLife	22,446	20	C
Chatterjee & M. General	Prudent HealthLife	1,994	20	C
Health & Life	Easy Health	1,236	20	C
ICICI Life	Health Reserve Gold	4,436	20	C
Reliance Life	Care for You	7,072	20	C
Chatterjee & M. General	Individual HealthLife Connected	6,447	19	C

35 years

Insurer	Product	Premium (₹) (including medical test)	Sum Insured (₹)	Rating
ICICI Lombard General	Health	4,237	55	A
Reliance Health	Care	4,937	76	A
Apollo Micro Health	Easy Health Extension	7,146	75	A
Health Insurance General	Health Sunshine Gold	6,736	75	A
Max Super General	Individual Micro Health Policy	4,436	65	A
Star Health	Star Micro Health Individual	4,936	60	A
Health Insurance General	Complete Health Care	5,436	67	A
Reliance General	Health Care	5,936	67	A
Apollo Micro Health	Optima Reserve	5,136	67	A
Apollo Micro Health	Easy Health Extension	6,436	67	A
Liberty Micro General	Health Connect Basic	6,936	66	A
Health Insurance General	Individual Micro Health Policy	4,236	65	A
Health Insurance General	Liberty Supreme	4,936	64	B
ICICI Super General	Health Sunshine Silver	6,636	62	B
Max Super General	Health Care	7,136	60	B
ICICI General	Health Care with Micro Health off	4,436	50	B
ICICI General	Health Care	5,436	36	B
Max Super Health	Health Companion	5,436	36	B
New India Assurance	Individual Micro Health (ICICI)	12,072	30	B
Max Super Health	Heartbeat Gold	12,732	29	B
Health & Life	Easy Health	12,732	27	B
Health Insurance General	Individual Health	4,236	26	C
Max Super General	Health Care Supreme	22,736	26	C
Max Super General	Smart Health Optimum Plus	22,736	26	C
Optima TPA Health	Pro Health Product	10,736	26	C
Chatterjee & M. General	Smart HealthLife	22,736	26	C
Health & Life	Individual Micro Health Policy	4,236	20	C
Health Insurance General	Individual Micro Health Policy	3,936	20	C
Chatterjee & M. General	Prudent HealthLife	2,994	20	C
ICICI Life	Health Reserve Gold	22,736	20	C
Reliance Micro General	Health Care Supreme	22,736	20	C
ICICI General	Health Insurance Plus 4	22,736	20	C
Chatterjee & M. General	Individual HealthLife Connected	6,447	19	C
Health & Life	Care for You	7,072	19	C

Max Super Health (FHP) is a family floater health insurance plan of ₹20 lakh and covers 3 adults and 2 children. Max Super Health (Heartbeat Family First Gold) is a family floater health insurance plan of ₹20 lakh, the sum insured is shared across 3 adults and 2 children. Optima TPA Health (Pro Health Professional) is a family floater health insurance plan of ₹20 lakh.

INDIVIDUAL PLAN | SUM INSURED: ₹5 LAKH
65 years

Insurer	Product	Premium (₹, including service tax)	Overall score (1-5)	Rating
Future Generali General	Health Suraksha Gold	16,546	78	A
ICICI Lombard General	Health	20,667	76	A
Religare Health	Care	18,258	70	A
Oldo Tokio General	Individual Medisafe Policy	18,798	69	A
Apollo Munich Health	Easy Health Standard	23,564	67	A
Liberty Volkswagen General	Health Connect-Basic	28,010	66	A
HDFC Ergo General	Health Suraksha Silver	22,799	63	B
Universal Sompo General	Complete Health Care	24,985	60	B
Apollo Munich Health	Optima Restore	27,782	60	B
Apollo Munich Health	Easy Health Exclusive	28,013	60	B
LAT General	MediSure Classic with limits waived off	22,229	57	B
Oriental Insurance	Individual Medisafe Policy	26,673	57	B
LET General	MediSure Classic	18,528	56	B
Star Health	Senior Citizen's Red Carpet	20,520	55	B
Max Bupa Health	Health Companion	24,348	55	B
HDFC Life	Health Assure-Gold	24,363	54	B
Bajaj Allianz General	Health Guard	23,440	53	B
National Insurance	National Medisafe Policy	21,305	50	B
Star Health	Star MediCare Individual	27,851	48	B
Cholamandam MS General	Freedom Healthline	29,803	48	B
Universal Sompo General	Senior Citizen Health Insurance	23,487	46	B
Universal Sompo General	Individual Health	11,537	44	C
New India Assurance	Individual Medisafe 2012	23,940	44	C
Tata AIG General	Medi Senior	25,710	44	C
Bajaj Allianz General	Health Care Supreme	46,351	43	C
Royal Sundaram General	LifeLine Supreme	31,684	42	C
Reliance General	Health Gain	31,037	39	C
Tata AIG General	Medi Prime	31,397	38	C
Cholamandam MS General	Ezyline Healthline	36,954	38	C
Max Bupa Health	Heartbeat Gold	40,242	38	C
Cigna TTK Health	Pro Health Protect	29,716	34	C
Indefat Life	Easy Health	38,317	32	C
Cholamandam MS General	Individual Healthline-Standard	32,250	29	C
Reliance Life	Care for You	39,668	23	C

HDFC Life Optima to increase cover limit, sub-limits considered; Bajaj Allianz Health Care Supreme ₹4 lakh sum insured; Cigna TTK Pro Health Protect Advance ₹5 lakh sum insured; United Insurance Pro includes an ambulance add-on.

INDIVIDUAL PLAN | AGE 70 YEARS
₹5 lakh

Insurer	Product	Premium (₹, including service tax)	Overall score (1-5)	Rating
Future Generali General	Health Suraksha Gold	22,056	78	A
Oldo Tokio General	Individual Medisafe Policy	18,798	69	A
Religare Health	Care	29,126	63	B
Universal Sompo General	Complete Health Care	30,394	60	B
LAT General	MediSure Classic	23,707	56	B
Star Health	Senior Citizen's Red Carpet	20,520	55	B
HDFC Ergo General	Health Suraksha Silver	28,753	55	B
LET General	MediSure Classic with limits waived off	31,301	49	B
HDFC Life	Health Assure-Gold	31,035	46	B
Bajaj Allianz General	Health Care Supreme	54,739	43	C
Universal Sompo General	Senior Citizen Health Insurance	26,643	39	C
Apollo Munich Health	Optima Senior	35,020	39	C
Max Bupa Health	Heartbeat Gold	52,143	38	C
Tata AIG General	Medi Senior	35,020	37	C
Cigna TTK Health	Pro Health Protect	40,013	35	C

HDFC Life Optima to increase cover limit, sub-limits considered; Cigna TTK Pro Health Protect Advance ₹5 lakh sum insured.

₹10 lakh

Insurer	Product	Premium (₹, including service tax)	Overall score (1-5)	Rating
ICICI Lombard General	Health Smart	31,699	83	A
Religare Health	Care	25,326	78	A
HDFC Ergo General	Health Suraksha Silver	46,006	63	B
Max Bupa Health	Health Companion	47,481	62	B
Bajaj Allianz General	Health Care Supreme	60,034	58	B
Universal Sompo General	Complete Health Care	54,425	52	B
Max Bupa Health	Heartbeat Gold	75,770	38	C
Cigna TTK Health	Pro Health Plus	85,409	37	C

₹20 lakh

Insurer	Product	Premium (₹, including service tax)	Overall score (1-5)	Rating
ICICI Lombard General	Health Smart plus	77,370	83	A
Religare Health	Care	46,498	78	A
Max Bupa Health	Health Companion	39,739	78	A
Bajaj Allianz General	Health Care Supreme	81,251	58	B
HDFC Ergo General	Health Suraksha Silver	60,267	55	B
Cigna TTK Health	Pro Health Preferred	1,07,285	40	C
Max Bupa Health	Heartbeat Gold	92,709	38	C

Source: e-Procure India

* Products published on the website of insurers or available through the company call-centres have been considered. * Premium includes service tax at 14%. * Information drawn from public sources unless specifically mentioned.
 * Products as on 15 June 2015. * Where location determines premiums, Delhi has been selected. * Where products have a third-party administrator (TPA) and a non-TPA rate, the TPA rates have been taken.
 * Where a maternity and a non-maternity option are available, the non-maternity option has been selected. If an option is not available, then the maternity product has been selected. * In the criterion of disease-wise capping, we have only considered capping on non-cancer treatment. * Sub-limits on room type is classified as 'No' if a single or higher category room is allowed without any price restrictions. * Co-pay has been marked 'Yes' if it is required for all claims, claims in hospitals outside the network hospitals or in claims from select diseases. * Co-pay is considered assuming a person buys the insurance at the age segment being considered.
 * Where co-pay options are voluntarily available, we have not considered it. * For scoring no-claim bonus, we have considered only sum-insured increases and not premium discounts.
 * For no-claim bonus, we have considered all-back options to increase sum insured. Riders that can increase sum insured at a cost are not considered. * Where insurers have multiple similar products, we have generally selected the higher rated product.
 * **Claim complaints:** * We have considered claim complaints per 10,000 claims registered as on 31 December 2014. * Overall claim complaints considered and not just health insurance specific years since these are not disclosed publicly. * Oriental Insurance Co. Ltd, National Insurance Co. Ltd, United India Insurance Co. Ltd and New India Assurance Ltd report absolute number of claim complaints. So we have used the absolute claims reported in Q3, 2015, to convert this into the common format of 'per 10,000 claims'.
 * Claim settled (%) is claims settled/total claims taken, i.e. claims settled/claims settled + claims rejected + claims closed.
 * **Claims payment:** * Considered for Apr 2014 to December 2014 unless otherwise mentioned. * Oriental Insurance Public disclosures for Q2, FY2015 are not available on the website so we have considered data for only two quarters, Q1 and Q3 of FY2015.
 * HDFC Standard Life Insurance Co. Ltd, Reliance Life Insurance Co. Ltd and Indefat Life: Claims data is taken from these insurers because life insurers do not publicly disclose this information.
 * Bajaj Allianz General Insurance Co. Ltd has discrepancies in the published claims data. So, company provided corrections have been factored in. * SBI General Insurance Co. Ltd Minor corrections made based on company feedback.
 * Future Generali India Life Insurance Co. Ltd Company information used because public disclosures do not capture claim repudiation.