

TRINITY

Star Health settles Rs.1,606 cr claims

Chennai, June 25:

Star Health and Allied Insurance Company Limited has announced a major expansion of its operations in Tamil Nadu, reinforcing its commitment to improving health insurance access and delivering faster, technology-driven claims support across the state.

In the financial year 2025-26 (FY26), the standalone health insurer settled over 2.5 lakh claims worth more than Rs 1,606 crores in Tamil Nadu alone.

Chennai serves as the home market and central hub for Star Health's operations. In FY26, the company recorded a Gross Written Premium (GWP) of Rs 2,951 crores within the state, covering more than 3.8 million lives. Retail health continues to be the bedrock of its business here, making up over 94% of its regional portfolio.

The company's extensive on-ground presence in Tamil Nadu currently includes: **119** branch offices, **1.28 lakh+** insurance advisors, **1,900+** empanelled network hospitals

Star Health continues to command a dominant position in the state's insurance landscape. According to the company, it held a massive 62% retail health market share in Tamil Nadu in FY25, solidifying the state as one of its most vital markets. Nationally, the insurer maintains a leading 31.3% market share across the general insurance industry.

To tackle rising healthcare costs and boost insurance penetration, Star Health is actively rolling out its 'Value Plus' product portfolio. This initiative offers policyholders a more manageable premium structure



by leveraging a specially curated hospital network. The company expects Value Plus to contribute at least 10% of its total business in the current financial year.

Technology is also transforming how local policyholders experience claims. Nationally, Star Health processes over 8,300 claims daily, with 92% of cashless claims cleared in under three hours. Backed by an investment of nearly Rs 200 crores in digital transformation, the company has integrated AI-driven straight-through processing. Currently, AI handles 20% of routine cashless claims, with a target to scale this to 50% over the next two years.

Speaking on the company's roots and scale, Anand Roy, MD & CEO of Star Health and Allied Insurance, said: "Tamil Nadu is where Star Health's journey began, and the retail health market share we held in the state reflects the depth of customer trust built over the years. The next phase is about using our scale to make the customer journey simpler—from local advice and hospital access to faster claims support, preventive health, and care at home."

Balaji Babu, Business Head,

Tamil Nadu, emphasized the importance of their local distribution network during a recent agent meet: "Our strength in the state has been built through deep local relationships. The agent meet is an opportunity to recognise the agency force that has helped take health insurance conversations into homes, neighbourhoods, and smaller markets across the state."

Star Health is transitioning from a traditional claims-payer to a broader health partner by scaling its preventive and digital healthcare services. Nationally in FY26, the company saw preventive health check-ups grow by 42% to 5.48 lakh, telemedicine consultations spike by 88% to 1.17 lakh, and home healthcare utilization reach over 92,000 instances across 300 cities to curb unnecessary hospitalizations.

On the community front, the insurer is providing free primary healthcare to underserved populations through its 'Arogya Seva Kendra' initiative in partnership with Piramal Swasthya. In Tamil Nadu, these structured primary care clinics are actively operating in Chennai, Nagercoil, Thoothukudi, Tiruppur, and Karur.