

United India Insurance Company Limited

Corporate Identity Number: U93090TN1938GOI000108

Registered Office: 24 Whites Road, Chennai – 600014

IRDAI REG NO.545



Date: March 6, 2023

Standards and Benchmarks for the Hospitals in the Provider Network

For an applicant (Hospital/Ayush Hospital/Ayush Day Care Centre) to be considered for empanelment as provider on the network of the United India Insurance Company Ltd. (UIIC), The following basic reference/guide criteria should be fulfilled & declared:

1. The Applicant should meet with the definition of Hospital/Ayush Hospital/Ayush Day Care Centre mentioned in IRDAI master circular bearing Ref. IRDAI/HLT/REG/CIR/193/07/2020 Dated 22nd July, 2020.
2. The Applicant should be registered with Registry of Hospitals in the Network of insurers ([ROHINI](#)) maintained by Insurance Information Bureau (IIB).
3. The Applicant shall comply with the minimum standard clauses in the agreement with UIIC as provided in Annexure 22 of IRDAI Master Circular Ref. IRDAI/TPA/REG/CIR/130/06/2020 dated 03.06.2020 and as amended from time to time.
4. The applicant shall be bound by the Provider Services—Cashless facility admission procedure laid down in Schedule A of Master Circular Ref. IRDAI/TPA/REG/CIR/130/06/2020 dated 03.06.2020 and as amended from time to time.
5. The applicant shall be bound by the process of de-empanelment of providers laid down in Schedule B of Master Circular Ref. IRDAI/TPA/REG/CIR/130/06/2020 dated 03.06.2020 as amended from time to time.
6. The applicant shall follow the standard discharge summary format prescribed under Schedule C of Master Circular Ref. IRDAI/TPA/REG/CIR/130/06/2020 dated 03.06.2020 and as amended from time to time.
7. The applicant shall follow the standard format for provider bills prescribed under Schedule D of Master Circular Ref. IRDAI/TPA/REG/CIR/130/06/2020 dated 03.06.2020 and as amended from time to time.
8. The applicant shall ensure that the standard claim form and form for request for cashless hospitalization for Health Insurance Policy provided for under Annexure 30 of Master Circular Ref. IRDAI/TPA/REG/CIR/130/06/2020 dated 03.06.2020 and as amended from time to time are adhered to in respect of all claims.