

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of the Insurance Company: United India Insurance Company Limited

Information as at 31/03/2023

a. Specify whether In-house Claim Settlement or Services rendered by TPA

a.1 TPA NAME East West Assist Insurance TPA Private Limited
Validity of agreement From 01-04-2021 To 31-03-2024

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Retail	Group	Govt.
No. of Policies serviced	72	18	0
No. of Lives Covered	124	32359	0

c. Geographical Area in which services are rendered by the TPA (As per Annexure A)

d. Data of number of claims processed:

Description	No.	Percentage
i Outstanding number of claims at the beginning of the year:	205	NA
ii Number of claims received during the year	26377	NA
iii Number of claims paid during the year: (Number & Percentage)	25417	95.62%
iv Number of Claims repudiated during the year: (Number & Percentage)	675	2.54%
v Number of claims outstanding at the end of the year:	490	NA

e. Turn Around Time *

TAT for cashless claims (in respect of number of claims):

Description	Individual Policies (in %)		Group Policies (in %)	
	TAT for pre-auth **	TAT for discharge#	TAT for pre-auth **	TAT for discharge#
1 Within < 1 hour	89.29%	82.14%	91.77%	88.02%
2 Within 1-2 hours	7.14%	14.29%	3.06%	7.54%
3 Within 2-6 hours	3.57%	3.57%	5.16%	4.43%
4 Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5 Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6 >24 hours	0.00%	0.00%	0.00%	0.00%
Total	100.00%	100.00%	100.00%	100.00%

*Percentage to be calculated on total of the respective column

**reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

#reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. TAT in case of Payment /Repudiation of Claims

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
	Within 1 Month	19	35.59%	25054	96.21%	0	0.00%	25073
Between 1-3 months	16	30.51%	718	2.76%	0	0.00%	734	2.81%
Between 3-6 months	12	23.73%	254	0.97%	0	0.00%	266	1.02%
More than 6 months	5	10.17%	14	0.05%	0	0.00%	19	0.07%
Total	52	100.00%	26040	100.00%	0	0.00%	26092	100.00%

*Percentage to be calculated on total of the respective column

g. Data of grievances received against the TPA:

Description	NO.
1 Grievance outstanding as on 01/04/2022	0
2 Grievances received during 2022-23	2
3 Grievances resolved during 2022-23	2
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : East West Assist Insurance TPA Private Limited

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Andhra Pradesh	Visakhapatnam
2	Delhi	Delhi
3	Karnataka	Bengaluru
4	West Bengal	Kolkata
5	Maharashtra	Pune
6	Telangana	Hyderabad