

**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 31/03/2024

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

a.1 **TPA NAME** Ericson Insurance TPA Pvt. Ltd.
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	6,273	17	-
No. of Lives Covered	15,216	9,299	-

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:	140	NA
ii Number of claims received during the year	5,564	NA
iii Number of claims paid during the year: (Number & Percentage)	5,303	92.97%
iv Number of Claims repudiated during the year:(Number & Percentage)	318	5.58%
v Number of claims outstanding at the end of the year:	83	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	98.74%	99.63%	97.73%	99.14%
2 Within 1-2 hours	1.26%	0.37%	2.27%	0.86%
3 Within 2-6 hours	0.00%	0.00%	0.00%	0.00%
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	2,627	79.96%	1,800	77.08%	-	0.00%	4,427
Between 1-3 months	498	15.14%	294	12.61%	-	0.00%	792	14.09%
Between 3-6 months	141	4.28%	197	8.43%	-	0.00%	338	6.01%
More than 6 months	20	0.62%	44	1.89%	-	0.00%	64	1.14%
Total	3,286	100.00%	2,335	100.00%	-	0.00%	5,621	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 01/04/2023	0
2 Grievances received during 2023-24	5
3 Grievances resolved during 2023-24	5
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai
Date :

Signature of the CMD
United India Insurance Co Ltd.

TPA PUBLIC DISCLOSURE 2023-24

Annexure A

TPA Name : Ericson Insurance TPA Pvt. Ltd.

Geographical Area in which services are rendered by the.TPA

Sr.no.	Statename	District Name
1	Maharashtra	Mumbai
2	Karnataka	Bengaluru
3	Delhi	New Delhi
4	West Bengal	Kolkata
5	Tamil Nadu	Chennai
6	Gujarat	Ahmedabad
7	Maharashtra	Pune
8	Gujarat	Surat
9	Maharashtra	Nagpur
10	Chhattisgarh	Raipur
11	Kerala	Kochi
12	Telangana	Hyderabad
13	Maharashtra	Nashik
14	Gujarat	Vadodara
15	Bihar	Patna
16	Uttar Pradesh	Lucknow
17	Odisha	Bhubaneswar

UNION INDIA
HEAD OFFICE