

TPA PUBLIC DISCLOSURE 2019-20

a.1 **TPA NAME** Ericson Insurance TPA Pvt. Ltd.
Validity of agreement From 01/04/2019 To 31/03/2021

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	7018	47	0
No. of Lives Covered	14442	90415	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:	596	NA
ii Number of claims received during the year	23123	NA
iii Number of claims paid during the year: (Number & Percentage)	22992	96.93%
iv Number of Claims repudiated during the year:(Number & Percentage)	46	0.19%
v Number of claims outstanding at the end of the year:	681	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	72.00%	78.00%	82.00%	81.00%
2 Within 1-2 hours	28.00%	22.00%	18.00%	19.00%
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	2175	100.00%	20863	100.00%	0	0.00%	23038
Between 1-3 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Between 3-6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	2175	100.00%	20863	100.00%	0	0.00%	23038	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 01/04/2019	0
2 Grievances received during 2019-20	32
3 Grievances resolved during 2019-20	32
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai
 Date : 18/12/2020

Signature of CEO
 United India Insurance Co Ltd

KB

TPA Name : Ericson Insurance TPA Pvt. Ltd.

Geographical Area in which services are rendered by the

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Sno.	State	City	Sno.	State	City
1	ANDHRA PRADESH	EAST GODAVARI	57	MADHYA PRADESH	INDORE
2	ANDHRA PRADESH	GUNTUR	58	MADHYA PRADESH	JABALPUR
3	ANDHRA PRADESH	VISAKHAPATNAM	59	MAHARASHTRA	AHMADNAGAR AMRAVATI
4	ASSAM	KAMRUP	60	MAHARASHTRA	
5	BIHAR	PATNA	61	MAHARASHTRA	AURANGABAD
6	CHANDIGARH	CHANDIGARH	62	MAHARASHTRA	BEED
7	DELHI	CENTRAL DELHI	63	MAHARASHTRA	HINGOLI
8	DELHI	DELHI	64	MAHARASHTRA	JALGAON
9	DELHI	EAST DELHI	65	MAHARASHTRA	KOLHAPUR
10	DELHI	NEW DELHI	66	MAHARASHTRA	MUMBAI
11	DELHI	NORTH	67	MAHARASHTRA	NASHIK
12	DELHI	NORTH DELHI	68	MAHARASHTRA	NAVI MUMBAI
13	DELHI	NORTH WEST DELHI	69	MAHARASHTRA	PALGHAR
14	DELHI	SOUTH DELHI	70	MAHARASHTRA	PUNE
15	DELHI	SOUTH WEST DELHI	71	MAHARASHTRA	RAIGAD
16	DELHI	WEST DELHI	72	MAHARASHTRA	RATNAGIRI
17	DELHI	YAMUNA NAGAR	73	MAHARASHTRA	SANGALI
18	GOA	MARGAO	74	MAHARASHTRA	SATARA
19	GUJARAT	AHMEDABAD	75	MAHARASHTRA	SINDHUDURG
20	GUJARAT	ANAND	76	MAHARASHTRA	SOLAPUR
21	GUJARAT	BANASKANTHA	77	MAHARASHTRA	THANE
22	GUJARAT	BHARUCH	78	MAHARASHTRA	WARDHA
23	GUJARAT	BHAVNAGAR	79	MAHARASHTRA	YAVATMAL
24	GUJARAT	GANDHINAGAR	80	ODISHA	CUTTACK
25	GUJARAT	KACHCHH	81	PUNJAB	MOHALI
26	GUJARAT	KHEDA	82	PUNJAB	PANIPAT
27	GUJARAT	KUTCH	83	PUNJAB	PATIALA
28	GUJARAT	NAVSARI	84	RAJASTHAN	ALWAR
29	GUJARAT	RAJKOT	85	RAJASTHAN	BARMER
30	GUJARAT	SABARKANTHA	86	RAJASTHAN	CHITTORGARH
31	GUJARAT	SURAT	87	RAJASTHAN	DAUSA
32	GUJARAT	VADODARA	88	RAJASTHAN	JAIPUR
33	GUJARAT	VALSAD	89	RAJASTHAN	PALI
34	GUJARAT	VAPI	90	RAJASTHAN	SIROHI
35	HARAYANA	FARIDABAD	91	RAJASTHAN	UDAIPUR

36	HARYANA	PANCHKULA	92	TAMIL NADU	CHENNAI
37	HARYANA	GURGAON	93	TAMIL NADU	KANCHEEPURAM
38	HARYANA	HISAR	94	TAMIL NADU	KANCHIPURAM
39	HARYANA	JHAJJAR	95	TAMIL NADU	MADURAI
40	HARYANA	JIND	96	TAMIL NADU	NAGAPATTINAM
41	HARYANA	KARNAL	97	TAMIL NADU	TIRUCHIRAPALLI
42	HARYANA	REWARI	98	TAMIL NADU	TIRUVALLUR
43	HARYANA	SONIPAT	99	TELANGANA	HYDERABAD
44	HIMACHAL PRADESH	SHIMLA	100	UTTAR PRADESH	ALLAHABAD
45	HIMACHAL PRADESH	SITAMARHI	101	UTTAR PRADESH	AURAIYA
46	HIMACHAL PRADESH	SOLAN	102	UTTAR PRADESH	BASTI
47	JHARKHAND	SAHIBGANJ	103	UTTAR PRADESH	BIJNOR
48	KARNATAKA	BENGALURU	104	UTTAR PRADESH	GAUTAM BUDH NAGAR
49	KARNATAKA	DHARWAD	105	UTTAR PRADESH	GHAZIABAD
50	KARNATAKA	MANGALORE	106	UTTAR PRADESH	JALAUN
51	KARNATAKA	UDUPI	107	UTTAR PRADESH	LUCKNOW
52	KERALA	ERNAKULAM	108	UTTAR PRADESH	SONBHADRA
53	KERALA	KASARAGOD	109	UTTARAKHAND	DEHRADUN
54	KERALA	KOTTAYAM	110	WEST BENGAL	24 PARGANAS (N)
55	KERALA	PALAKKAD	111	WEST BENGAL	HOOGHLY
56	MADHYA PRADESH	BHOPAL	112	WEST BENGAL	KOLKATA