

## 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 31/03/2022

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

Name of the TPA - Ericson Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA From: 01/04/2021 To: 31/03/2024

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

Description	Individual	Group	Government
Number of policies serviced	8,685	65	-
Number of lives serviced	19,302	65,816	-

**c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer**  
As per Annexure A**d. Data of number of claims processed:**

i.	Outstanding number of claims at the beginning of the year		836
ii.	Number of claims received during the year		11,824
iii.	Number of claims paid during the year (specify % also in brackets)		11,841
iv.	Number of claims repudiated during the year (specify % also in brackets)		565
v.	Number of claims outstanding at the end of the year		254

**e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):**

S. No.	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	99.0%	77.0%	99.0%	78.0%
2	Within 1-2 hours	1.0%	23.0%	1.0%	22.0%
3	Within 2-6 hours	0.0%	0.0%	0.0%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	<b>Total</b>	100.0%	100.0%	100.0%	100.0%

\*\* 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. Turn Around Time in case of payment / repudiation of claims:**

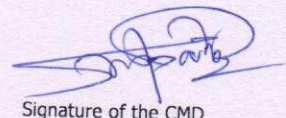
Description (to be reckoned from the date of receipt of last	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	2,202	64.3%	5,337	59.4%	-	0.0%	7,539	60.8%
Between 1-3 months	1,221	35.7%	3,646	40.6%	-	0.0%	4,867	39.2%
Between 3 to 6 months	-	0.0%	-	0.0%	-	0.0%	-	0.0%
More than 6 months	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Total</b>	3,423	100.0%	8,983	100.0%	-	0.0%	12,406	100.0%

**g. Data of grievances received against the TPA:**

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Place: Chennai

Date: 24/11/2022



Signature of the CMD

United India Insurance Company Limited

## Annexure - A

**c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer**

Name of the State	Name of the Districts
Maharashtra	Mumbai, Pune, Nagpur
Karnataka	Bengaluru
Delhi	New Delhi
West Bengal	Kolkata
Tamilnadu	Chennai
Gujarat	Ahmedabad, Surat
Chandigarh	Chandigarh