

**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 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	8043	47	0
No. of Lives Covered	18152	31534	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:	254	NA
ii Number of claims received during the year	9368	NA
iii Number of claims paid during the year: (Number & Percentage)	9402	97.71%
iv Number of Claims repudiated during the year: (Number & Percentage)	80	0.83%
v Number of claims outstanding at the end of the year:	140	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	100.00%	94.90%	100.00%	95.38%
2 Within 1-2 hours	0.00%	5.10%	0.00%	4.62%
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	2824	79.64%	4315	72.69%	0	0.00%	7139	75.29%
Between 1-3 months	722	20.36%	1621	27.31%	0	0.00%	2343	24.71%
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	3546	100.00%	5936	100.00%	0	0.00%	9482	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	3
3 Grievances resolved during 2022-23	3
4 Grievance outstanding as on 31/03/2023	0

Place:
Date:

Chennai
10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

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	HARYANA	FARIDABAD
3	MAHARASHTRA	THANE
4	TAMIL NADU	CHENNAI
5	UTTAR PRADESH	GHAZIABAD
6	TAMIL NADU	KANCHIPURAM
7	TAMIL NADU	TIRUVALLUR
8	DELHI	SOUTH DELHI
9	DELHI	NEW DELHI
10	GUJARAT	AHMEDABAD
11	JHARKHAND	RANCHI
12	GUJARAT	VADODARA
13	HARYANA	GURGAON
14	KARNATAKA	BENGALURU
15	MAHARASHTRA	RAIGAD
16	UTTAR PRADESH	GAUTAM BUDH NAGAR
17	GUJARAT	ANAND
18	DELHI	WEST DELHI
19	DELHI	EAST DELHI
20	MAHARASHTRA	NASHIK