

TPA PUBLIC DISCLOSURE 2020-21

a.1 **TPA NAME** Family Health Plan Ltd.
Validity of agreement From 01/04/2021 To 31/03/2024

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	15217	232	0
No. of Lives Covered	34129	765896	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:	9599	NA
ii Number of claims received during the year	98836	NA
iii Number of claims paid during the year: (Number & Percentage)	91844	84.70%
iv Number of Claims repudiated during the year: (Number & Percentage)	7695	7.10%
v Number of claims outstanding at the end of the year:	8896	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	86.00%	73.00%	83.00%	82.00%
2 Within 1-2 hours	9.00%	20.00%	14.00%	13.00%
3 Within 2-6 hours	4.00%	7.00%	3.00%	4.00%
4 Within 6-12 hours	1.00%	0.00%	0.00%	0.00%
5 Within 12-24 hours	0.00%	0.00%	0.00%	1.00%
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	70893596	90.00%	3634156048	94.00%	0	0.00%	3705049644	93.92%
Between 1-3 months	7089360	9.00%	193306173	5.00%	0	0.00%	200395533	5.08%
Between 3-6 months	787707	1.00%	19330617	0.50%	0	0.00%	20118324	0.51%
More than 6 months	0	0.00%	19330617	0.50%	0	0.00%	19330617	0.49%
Total	78770662	100.00%	3866123455	100.00%	0	0.00%	3944894118	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	2
2 Grievances received during 2019-20	226
3 Grievances resolved during 2019-20	224
4 Grievance outstanding as on 31/03/2020	4

Place: Chennai
 Date: 20/09/2021


 Signature of CEO
 United India Insurance Co Ltd


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Annexure A

TPA Name : Family Health Plan Insurance TPA Ltd.

Geographical Area in which services are rendered by the TP/

Sr.no.	Statename	District Name	Sr.no.	Statename	District Name
1	Andhra Pradesh	ANANTAPUR	101	Maharashtra	PUNE
2	Andhra Pradesh	CHITTOOR	102	Maharashtra	RAIGARH
3	Andhra Pradesh	CUDDAPAH	103	Maharashtra	RATNAGIRI
4	Andhra Pradesh	EAST GODAVARI	104	Maharashtra	SANGLI
5	Andhra Pradesh	GUNTUR	105	Maharashtra	SATARA
6	Andhra Pradesh	HYDERABAD	106	Maharashtra	SOLAPUR
7	Andhra Pradesh	KARIMNAGAR	107	Maharashtra	THANE
8	Andhra Pradesh	KHAMMAM	108	Meghalaya	EAST KHASI HILLS
9	Andhra Pradesh	KRISHNA	109	Nagaland	MON
10	Andhra Pradesh	KURNOOL	110	Orissa	BALANGIR
11	Andhra Pradesh	MAHBUBNAGAR	111	Orissa	BALESHWAR
12	Andhra Pradesh	MEDAK	112	Orissa	BHADRAK
13	Andhra Pradesh	NELLORE	113	Orissa	CUTTACK
14	Andhra Pradesh	PRAKASAM	114	Orissa	DHENKANAL
15	Andhra Pradesh	RANGAREDDI	115	Orissa	GAJAPATI
16	Andhra Pradesh	SRIKAKULAM	116	Orissa	GANJAM
17	Andhra Pradesh	VISAKHAPATNAM	117	Orissa	JAJAPUR
18	Andhra Pradesh	VIZIANAGARAM	118	Orissa	KHORDHA
19	Andhra Pradesh	WARANGAL	119	Orissa	KORAPUT
20	Andhra Pradesh	WEST GODAVARI	120	Orissa	MAYURBHANJ
21	Assam	DIBRUGARH	121	Orissa	PURI
22	Bihar	BEGUSARAI	122	Orissa	RAYAGADA
23	Bihar	MUNGER	123	Orissa	SUNDARGARH
24	Bihar	PATNA	124	Pondicherry	KARAİKAL
25	Bihar	VAISHALI	125	Pondicherry	PONDICHERRY
26	Daman & Diu	DAMAN	126	Punjab	GURDASPUR
27	Delhi	CENTRAL	127	Punjab	LUDHIANA
28	Delhi	Delhi	128	Rajasthan	BHILWARA
29	Delhi	EAST	129	Rajasthan	JAIPUR
30	Delhi	NEW DELHI	130	Tamil Nadu	CHENNAI
31	Delhi	NORTH WEST	131	Tamil Nadu	COIMBATORE
32	Delhi	SOUTH	132	Tamil Nadu	CUDDALORE
33	Delhi	SOUTH WEST	133	Tamil Nadu	DINDIGUL
34	Delhi	WEST	134	Tamil Nadu	ERODE
35	Goa	NORTH GOA	135	Tamil Nadu	KANCHEEPURAM
36	Goa	SOUTH GOA	136	Tamil Nadu	KANNIYAKUMARI
37	Gujarat	AHMADABAD	137	Tamil Nadu	KASARAGOD
38	Gujarat	AMRELI	138	Tamil Nadu	krishnagiri
39	Gujarat	BANAS KANTHA	139	Tamil Nadu	MADURAI
40	Gujarat	BHAVNAGAR	140	Tamil Nadu	NAMAKKAL
41	Gujarat	GANDHINAGAR	141	Tamil Nadu	SALEM
42	Gujarat	JUNAGADH	142	Tamil Nadu	THE NILGIRIS
43	Gujarat	KACHCHH	143	Tamil Nadu	THENI
44	Gujarat	KHEDA	144	Tamil Nadu	THIRUVALLUR
45	Gujarat	SURAT	145	Tamil Nadu	TIRUCHIRAPPALLI
46	Gujarat	SURENDRANAGAR	146	Tamil Nadu	TIRUNELVELI
47	Gujarat	VADODARA	147	Tamil Nadu	TIRUPUR
48	Haryana	FARIDABAD	148	Tamil Nadu	TIRUVANNAMALAI
49	Haryana	GURGAON	149	Tamil Nadu	VELLORE
50	Haryana	SONIPAT	150	Tamil Nadu	VILUPPURAM
51	Himachal Pradesh	SHIMLA	151	Telangana	ADILABAD
52	Jharkhand	DHANBAD	152	Telangana	HYDERABAD

53	Jharkhand	HAZARIBAG	153	Telangana	KARIMNAGAR
54	Jharkhand	PALAMU	154	Telangana	KHAMMAM
55	Jharkhand	PURBI SINGHBHUM	155	Telangana	MAHBUBNAGAR
56	Karnataka	BANGALORE	156	Telangana	MEDAK
57	Karnataka	BANGALORE RURAL	157	Telangana	NALGONDA
58	Karnataka	BELGAUM	158	Telangana	NIZAMABAD
59	Karnataka	BELLARY	159	Telangana	RANGAREDDI
60	Karnataka	BIDAR	160	Telangana	WARANGAL
61	Karnataka	CHAMARAJANAGAR	161	Tripura	NORTH TRIPURA
62	Karnataka	Chikkaballapur	162	Tripura	WEST TRIPURA
63	Karnataka	CHIKMAGALUR	163	Uttar Pradesh	ALIGARH
64	Karnataka	CHITRADURGA	164	Uttar Pradesh	BALLIA
65	Karnataka	DAKSHINA KANNADA	165	Uttar Pradesh	BARABANKI
66	Karnataka	DAVANAGERE	166	Uttar Pradesh	BASTI
67	Karnataka	DHARWAD	167	Uttar Pradesh	DEORIA
68	Karnataka	GULBARGA	168	Uttar Pradesh	GAUTAM BUDDHA NAGAR
69	Karnataka	HASSAN	169	Uttar Pradesh	GHAZIABAD
70	Karnataka	HAVERI	170	Uttar Pradesh	LUCKNOW
71	Karnataka	KODAGU	171	Uttar Pradesh	MIRZAPUR
72	Karnataka	KOLAR	172	Uttar Pradesh	MUZAFFARNAGAR
73	Karnataka	MANDYA	173	Uttar Pradesh	RAE BARELI
74	Karnataka	MYSORE	174	Uttar Pradesh	SANT RAVIDAS NAGAR
75	Karnataka	RAICHUR	175	Uttar Pradesh	VARANASI
76	Karnataka	Ramanagar	176	UTTARAKHAND	CHAMPAWAT
77	Karnataka	SHIMOGA	177	UTTARAKHAND	UDHAM SINGH NAGAR
78	Karnataka	TUMKUR	178	West Bengal	BANKURA
79	Karnataka	UDUPI	179	West Bengal	BARDDHAMAN
80	Karnataka	UTTARA KANNADA	180	West Bengal	BIRBHUM
81	Kerala	ALAPPUZHA	181	West Bengal	DARJILING
82	Kerala	ERNAKULAM	182	West Bengal	Hooghly
83	Kerala	IDUKKI	183	West Bengal	Howrah
84	Kerala	KANNUR	184	West Bengal	KOCH BIHAR
85	Kerala	KASARAGOD	185	West Bengal	KOLKATA
86	Kerala	KOCHI	186	West Bengal	MEDINIPUR
87	Kerala	KOLLAM	187	West Bengal	MURSHIDABAD
88	Kerala	KOTTAYAM	188	West Bengal	NORTH TWENTY FOUR PARGAN
89	Kerala	KOZHICODE	189	West Bengal	PURULIYA
90	Kerala	PALAKKAD	190	West Bengal	SOUTH TWENTY FOUR PARGAN
91	Kerala	PATHANAMTHITTA			
92	Kerala	THIRUVANANTHAPURAM			
93	Kerala	THRISSUR			
94	Madhya Pradesh	INDORE			
95	Maharashtra	AURANGABAD			
96	Maharashtra	MUMBAI			
97	Maharashtra	NAGPUR			
98	Maharashtra	NANDED			
99	Maharashtra	NASHIK			
100	Maharashtra	PARBHANI			