

**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** Family Health Plan Insurance TPA Limited
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	25,797	2,136	-
No. of Lives Covered	54,620	3,86,529	-

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:	10,725	NA
ii Number of claims received during the year	1,44,523	NA
iii Number of claims paid during the year: (Number & Percentage)	1,34,220	86.46%
iv Number of Claims repudiated during the year:(Number & Percentage)	12,824	8.26%
v Number of claims outstanding at the end of the year:	8,204	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	54.90%	47.77%	77.01%	54.08%
2 Within 1-2 hours	21.24%	29.72%	13.81%	31.65%
3 Within 2-6 hours	15.70%	18.20%	5.72%	11.79%
4 Within 6-12 hours	2.61%	2.26%	0.87%	0.71%
5 Within 12-24 hours	4.32%	1.59%	1.80%	1.38%
6 >24 hours	1.23%	0.46%	0.79%	0.39%
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	6,906	92.96%	1,32,478	94.89%	-	0.00%	1,39,384
Between 1-3 months	428	5.76%	5,148	3.69%	-	0.00%	5,576	3.79%
Between 3-6 months	77	1.04%	1,509	1.08%	-	0.00%	1,586	1.08%
More than 6 months	18	0.24%	480	0.34%	-	0.00%	498	0.34%
Total	7,429	100.00%	1,39,615	100.00%	-	0.00%	1,47,044	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	9
2 Grievances received during 2023-24	63
3 Grievances resolved during 2023-24	68
4 Grievance outstanding as on 31/03/2024	4

Place: Chennai
Date :

Signature of the CMD
United India Insurance Co Ltd.

TPA PUBLIC DISCLOSURE 2023-24

Annexure A

TPA Name : Family Health Plan Insurance TPA Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Andhra Pradesh	Anantaipur
2	Andhra Pradesh	Chittoor
3	Andhra Pradesh	Cuddapah
4	Andhra Pradesh	East Godavari
5	Andhra Pradesh	Guntur
6	Andhra Pradesh	Krishna
7	Andhra Pradesh	Kurnool
8	Andhra Pradesh	Nellore
9	Andhra Pradesh	Prakasam
10	Andhra Pradesh	Srikakulam
11	Andhra Pradesh	Visakhapatnam
12	Andhra Pradesh	Vizianagaram
13	Andhra Pradesh	West Godavari
14	Bihar	Madhubani
15	Bihar	Patna
16	Bihar	Siwan
17	Dadra & Nagar Haveli	Dadra & Nagar Haveli
18	Delhi	Central *
19	Delhi	East *
20	Delhi	New Delhi
21	Delhi	North West *
22	Delhi	South West *
23	Delhi	West *
24	Goa	South Goa
25	Gujarat	Ahmadabad
26	Gujarat	Anand *
27	Gujarat	Bharuch
28	Gujarat	Bhavnagar
29	Gujarat	Gandhinagar
30	Gujarat	Jamnagar
31	Gujarat	Kachchh
32	Gujarat	Mahesana
33	Gujarat	Navsari *
34	Gujarat	Rajkot
35	Gujarat	Sabar Kantha
36	Gujarat	Surat
37	Gujarat	Surendranagar
38	Gujarat	Vadodara
39	Gujarat	Valsad
40	Haryana	Faridabad
41	Haryana	Gurgaon
42	Haryana	Hisar

43	Haryana	Kurukshetra
44	Haryana	Rohtak
45	Haryana	Sonapat
46	Himachal Pradesh	Chamba
47	Himachal Pradesh	Kangra
48	Himachal Pradesh	Shimla
49	Jharkhand	Gumla
50	Karnataka	Bagalkot *
51	Karnataka	Bangalore
52	Karnataka	Belgaum
53	Karnataka	Bellary
54	Karnataka	Bijapur
55	Karnataka	Chikkaballapur
56	Karnataka	Chikmagalur
57	Karnataka	Chitradurga
58	Karnataka	Dakshina Kannada
59	Karnataka	Davanagere*
60	Karnataka	Dharwad
61	Karnataka	Gulbarga
62	Karnataka	Hassan
63	Karnataka	Haveri *
64	Karnataka	Kodagu
65	Karnataka	Kolar
66	Karnataka	Koppal *
67	Karnataka	Mandya
68	Karnataka	Mysore
69	Karnataka	Raichur
70	Karnataka	Tumkur
71	Karnataka	Udupi *
72	Kerala	Alappuzha
73	Kerala	Ernakulam
74	Kerala	Idukki
75	Kerala	Kannur
76	Kerala	Kasaragod
77	Kerala	Kollam
78	Kerala	Kottayam
79	Kerala	Kozhikode
80	Kerala	Palakkad
81	Kerala	Pathanamthitta
82	Kerala	Thiruvananthapuram
83	Kerala	Thrissur
84	Kerala	Wayanad
85	Lakshadweep	Lakshadweep
86	Madhya Pradesh	Dewas
87	Madhya Pradesh	Gwalior
88	Madhya Pradesh	Indore
89	Maharashtra	Amravati
90	Maharashtra	Guntur
91	Maharashtra	Kolhapur
92	Maharashtra	Mumbai

93	Maharashtra	Nagpur
94	Maharashtra	Nashik
95	Maharashtra	Osmanabad
96	Maharashtra	Parbhani
97	Maharashtra	Pune
98	Maharashtra	Raigarh
99	Maharashtra	Ratnagiri
100	Maharashtra	Sangli
101	Maharashtra	Satara
102	Maharashtra	Sindhudurg
103	Maharashtra	Solapur
104	Maharashtra	Thane
105	Maharashtra	Yavatmal
106	Manipur	Imphal East *
107	Meghalaya	East Khasi Hills
108	Nagaland	Dimapur *
109	Orissa	Gajapati *
110	Orissa	Khordha
111	Orissa	Mayurbhanj
112	Orissa	Rayagada *
113	Pondicherry	Pondicherry
114	Punjab	Rupnagar
115	Rajasthan	Ajmer
116	Rajasthan	Jaipur
117	Rajasthan	Jaisalmer
118	Rajasthan	Jalor
119	Rajasthan	Jodhpur
120	Rajasthan	Kota
121	Rajasthan	Pali
122	Rajasthan	Rajsamand *
123	Rajasthan	Sirohi
124	Rajasthan	Udaipur
125	Tamil Nadu	Chennai
126	Tamil Nadu	Coimbatore
127	Tamil Nadu	Cuddalore
128	Tamil Nadu	Dindigul
129	Tamil Nadu	Erode
130	Tamil Nadu	Kancheepuram
131	Tamil Nadu	Kanniyakumari
132	Tamil Nadu	Karur *
133	Tamil Nadu	Krishnagiri
134	Tamil Nadu	Madurai
135	Tamil Nadu	Nagapattinam *
136	Tamil Nadu	Namakkal *
137	Tamil Nadu	Salem
138	Tamil Nadu	Sivaganga
139	Tamil Nadu	The Nilgiris
140	Tamil Nadu	Theni *
141	Tamil Nadu	Thiruvallur
142	Tamil Nadu	Thiruvarur

143	Tamil Nadu	Tiruchirappalli
144	Tamil Nadu	Tirunelveli
145	Tamil Nadu	Tiruvannamalai
146	Tamil Nadu	Vellore
147	Tamil Nadu	Viluppuram
148	Tamil Nadu	Virudhunagar
149	Telangana	Adilabad
150	Telangana	Hyderabad
151	Telangana	Karimnagar
152	Telangana	Khammam
153	Telangana	Mahbubnagar
154	Telangana	Medak
155	Telangana	Nalgonda
156	Telangana	Nizamabad
157	Telangana	Rangareddi
158	Telangana	Warangal
159	Uttar Pradesh	Agra
160	Uttar Pradesh	Allahabad
161	Uttar Pradesh	Baghat *
162	Uttar Pradesh	Gautam Buddha Nagar *
163	Uttar Pradesh	Ghaziabad
164	Uttar Pradesh	Gorakhpur
165	Uttar Pradesh	Kanpur Nagar
166	Uttar Pradesh	Kheri
167	Uttar Pradesh	Lucknow
168	Uttar Pradesh	Pratapgarh
169	Uttar Pradesh	Varanasi
170	UTTARAKHAND	Hardwar
171	UTTARAKHAND	Udham Singh Nagar *
172	West Bengal	Bardhaman
173	West Bengal	Birbhum
174	West Bengal	Darjiling
175	West Bengal	Hooghly
176	West Bengal	Howrah
177	West Bengal	Koch Bihar
178	West Bengal	Kolkata
179	West Bengal	Medinipur
180	West Bengal	North Twenty Four Parganas
181	West Bengal	Puruliya
182	West Bengal	South Twenty Four Parganas