

**TPA PUBLIC DISCLOSURE 2019-20**

a.1 **TPA NAME** Family Health Plan Ltd.  
**Validity of agreement** From 01/04/2019 To 31/03/2021

**b Policy Particulars**

Description	Retail	Group	Govt.
No. of Policies serviced	2184	295	0
No. of Lives Covered	5161	695243	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:	8172	NA
ii Number of claims received during the year	130323	NA
iii Number of claims paid during the year: (Number & Percentage)	121309	87.59%
iv Number of Claims repudiated during the year:(Number & Percentage)	7587	5.48%
v Number of claims outstanding at the end of the year:	9599	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	67.00%	58.00%	76.00%	69.00%
2 Within 1-2 hours	25.00%	29.00%	19.00%	24.00%
3 Within 2-6 hours	8.00%	12.00%	4.00%	6.00%
4 Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5 Within 12-24 hours	0.00%	0.00%	1.00%	0.00%
6 >24 hours	0.00%	1.00%	0.00%	1.00%
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	637	92.45%	124122	96.83%	0	0.00%	124759
Between 1-3 months	46	6.68%	3304	2.58%	0	0.00%	3350	2.60%
Between 3-6 months	6	0.87%	637	0.50%	0	0.00%	643	0.50%
More than 6 months	0	0.00%	122	0.10%	0	0.00%	122	0.09%
Total	689	100.00%	128186	100.00%	0	0.00%	128875	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	3
2 Grievances received during 2019-20	76
3 Grievances resolved during 2019-20	77
4 Grievance outstanding as on 31/03/2020	2

Place: Chennai  
 Date: 18/12/2020

Signature of CEO  
 United India Insurance Co Ltd




## Annexure A

TPA Name : Family Health Plan Insurance TPA Ltd.

## Geographical Area in which services are rendered by the TPA

Sno.	Statename	District Name	Sno.	Statename	District Name
1	Andhra Pradesh	ANANTAPUR	106	Maharashtra	NAGPUR
2	Andhra Pradesh	EAST GODAVARI	107	Maharashtra	NASHIK
3	Andhra Pradesh	GUNTUR	108	Maharashtra	PUNE
4	Andhra Pradesh	HYDERABAD	109	Maharashtra	RAIGARH
5	Andhra Pradesh	KRISHNA	110	Maharashtra	SATARA
6	Andhra Pradesh	MEDAK	111	Maharashtra	SOLAPUR
7	Andhra Pradesh	NELLORE	112	Maharashtra	THANE
8	Andhra Pradesh	PRAKASAM	113	Manipur	THOUBAL
9	Andhra Pradesh	RANGAREDDI	114	Meghalaya	EAST KHASI HILLS
10	Andhra Pradesh	SRIKAKULAM	115	Meghalaya	ERNAKULAM
11	Andhra Pradesh	VISAKHAPATNAM	116	Orissa	ANUGUL
12	Andhra Pradesh	WEST GODAVARI	117	Orissa	BALESHWAR
13	Assam	BONGAIGAON	118	Orissa	BARGARH
14	Assam	CACHAR	119	Orissa	BHADRAK
15	Assam	DHUBRI	120	Orissa	Bhubaneswar
16	Assam	DIBRUGARH	121	Orissa	CUTTACK
17	Assam	Dispur	122	Orissa	DHENKANAL
18	Assam	GOALPARA	123	Orissa	GANJAM
19	Assam	GOLAGHAT	124	Orissa	JAGATSINGHAPUR
20	Assam	JORHAT	125	Orissa	JAJAPUR
21	Assam	KAMRUP	126	Orissa	JHARSUGUDA
22	Assam	KARIMGANJ	127	Orissa	KALAHANDI
23	Assam	KOKRAJHAR	128	Orissa	KENDRAPARA
24	Assam	LAKHIMPUR	129	Orissa	KEONJHAR
25	Assam	MARIGAON	130	Orissa	KHORDHA
26	Assam	NAGAON	131	Orissa	KORAPUT
27	Assam	NALBARI	132	Orissa	MAYURBHANJ
28	Assam	SIBSAGAR	133	Orissa	PURI
29	Assam	SONITPUR	134	Orissa	RAYAGADA
30	Assam	TINSUKIA	135	Orissa	SAMBALPUR
31	Bihar	BEGUSARAI	136	Orissa	SUNDARGARH
32	Bihar	BHOJPUR	137	Punjab	AMRITSAR
33	Bihar	DARBHANGA	138	Punjab	HOSHIARPUR
34	Bihar	GAYA	139	Punjab	JALANDHAR
35	Bihar	MUNGER	140	Punjab	LUDHIANA
36	Bihar	MUZAFFARPUR	141	Punjab	MUKTSAR
37	Bihar	Patna	142	Punjab	PATIALA
38	Bihar	PURNIA	143	Punjab	RUPNAGAR
39	Bihar	SAMASTIPUR	144	Punjab	SANGRUR
40	Bihar	SITAMARHI	145	Punjab	SAS NAGAR (MOHALI)
41	Chandigarh	CHANDIGARH	146	Rajasthan	AJMER
42	Chhattisgarh	DURG	147	Rajasthan	BHARATPUR
43	Delhi	CENTRAL	148	Rajasthan	DUNGARPUR

44	Delhi	EAST	149	Rajasthan	JAIPUR
45	Delhi	NEW DELHI	150	Rajasthan	JODHPUR
46	Delhi	NORTH	151	Tamil Nadu	CHENNAI
47	Delhi	NORTH WEST	152	Tamil Nadu	COIMBATORE
48	Delhi	SOUTH	153	Tamil Nadu	ERODE
49	Delhi	SOUTH WEST	154	Tamil Nadu	KANCHEEPURAM
50	Delhi	WEST	155	Tamil Nadu	KANNIYAKUMARI
51	Goa	SOUTH GOA	156	Tamil Nadu	krishnagiri
52	Gujarat	AHMADABAD	157	Tamil Nadu	MADURAI
53	Gujarat	BHAVNAGAR	158	Tamil Nadu	SALEM
54	Gujarat	GANDHINAGAR	159	Tamil Nadu	THANJAVUR
55	Gujarat	JUNAGADH	160	Tamil Nadu	THENI
56	Gujarat	RAJKOT	161	Tamil Nadu	THIRUVALLUR
57	Gujarat	SURAT	162	Tamil Nadu	TIRUCHIRAPPALLI
58	Gujarat	VADODARA	163	Tamil Nadu	TIRUNELVELI
59	Haryana	FARIDABAD	164	Tamil Nadu	TIRUVANNAMALAI
60	Haryana	GURGAON	165	Tamil Nadu	VELLORE
61	Haryana	JHAJJAR	166	Telangana	HYDERABAD
62	Haryana	REWARI	167	Telangana	KARIMNAGAR
63	Jharkhand	BOKARO	168	Telangana	MEDAK
64	Jharkhand	DEOGHAR	169	Telangana	NALGONDA
65	Jharkhand	DHANBAD	170	Telangana	NIZAMABAD
66	Jharkhand	HAZARIBAG	171	Telangana	RANGAREDDI
67	Jharkhand	KODARMA	172	Tripura	NORTH TRIPURA
68	Jharkhand	LOHARDAGA	173	Tripura	SOUTH TRIPURA
69	Jharkhand	RANCHI	174	Tripura	WEST TRIPURA
70	Karnataka	BANGALORE	175	Uttar Pradesh	AGRA
71	Karnataka	BANGALORE RURAL	176	Uttar Pradesh	ALLAHABAD
72	Karnataka	BELLARY	177	Uttar Pradesh	GAUTAM BUDDHA NAGAR
73	Karnataka	Chikkaballapur	178	Uttar Pradesh	GHAZIABAD
74	Karnataka	DAKSHINA KANNADA	179	Uttar Pradesh	GHAZIPUR
75	Karnataka	DAVANAGERE	180	Uttar Pradesh	KANPUR DEHAT
76	Karnataka	GULBARGA	181	Uttar Pradesh	KANPUR NAGAR
77	Karnataka	KODAGU	182	Uttar Pradesh	LUCKNOW
78	Karnataka	MANDYA	183	Uttar Pradesh	Mathura
79	Karnataka	MYSORE	184	Uttar Pradesh	MEERUT
80	Karnataka	Ramanagar	185	Uttar Pradesh	VARANASI
81	Karnataka	TUMKUR	186	Uttaranchal	DEHRADUN
82	Karnataka	UDUPI	187	Uttaranchal	NAINITAL
83	Kerala	ERNAKULAM	188	Uttaranchal	UDHAM SINGH NAGAR
84	Kerala	IDUKKI	189	West Bengal	BANKURA
85	Kerala	KANNUR	190	West Bengal	BARDDHAMAN
86	Kerala	KASARAGOD	191	West Bengal	BIRBHUM
87	Kerala	KOLLAM	192	West Bengal	DAKSHIN DINAJPUR
88	Kerala	KOTTAYAM	193	West Bengal	DARJILING
89	Kerala	KOZHIKODE	194	West Bengal	Hooghly
90	Kerala	MALAPPURAM	195	West Bengal	Howrah
91	Kerala	PALAKKAD	196	West Bengal	JALPAIGURI

92	Kerala	PATHANAMTHITTA	197	West Bengal	KOCH BIHAR
93	Kerala	THIRUVANANTHAPURAM	198	West Bengal	KOLKATA
94	Kerala	THRISSUR	199	West Bengal	MALDAH
95	Kerala	WAYANAD	200	West Bengal	MEDINIPUR
96	Madhya Pradesh	BHOPAL	201	West Bengal	MUMBAI
97	Madhya Pradesh	INDORE	202	West Bengal	MURSHIDABAD
98	Madhya Pradesh	JABALPUR	203	West Bengal	NADIA
99	Madhya Pradesh	NEEMUCH	204	West Bengal	NORTH TWENTY FOUR PARGANAS
100	Madhya Pradesh	SATNA	205	West Bengal	PACHIM MEDINIPUR
101	Madhya Pradesh	UJJAIN	206	West Bengal	PURAB MEDINIPUR
102	Maharashtra	AHMADABAD	207	West Bengal	PURULIYA
103	Maharashtra	AURANGABAD	208	West Bengal	SOUTH TWENTY FOUR PARGANAS
104	Maharashtra	KOLHAPUR	209	West Bengal	UTTAR DINAJPUR
105	Maharashtra	MUMBAI			