

**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** 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	16609	7776	0
No. of Lives Covered	36544	363957	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:	9596	NA
ii Number of claims received during the year	125814	NA
iii Number of claims paid during the year: (Number & Percentage)	116851	86.29%
iv Number of Claims repudiated during the year: (Number & Percentage)	7834	5.79%
v Number of claims outstanding at the end of the year:	10725	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	44.00%	41.00%	78.00%	84.00%
2 Within 1-2 hours	29.00%	32.00%	16.00%	12.00%
3 Within 2-6 hours	19.00%	22.00%	4.00%	4.00%
4 Within 6-12 hours	3.00%	2.00%	1.00%	0.00%
5 Within 12-24 hours	4.00%	2.00%	1.00%	0.00%
6 >24 hours	1.00%	1.00%	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	3434	91.00%	117284	97.00%	0	0.00%	120718
Between 1-3 months	302	8.00%	2418	2.00%	0	0.00%	2720	2.18%
Between 3-6 months	38	1.00%	0	0.00%	0	0.00%	38	0.03%
More than 6 months	0	0.00%	1209	1.00%	0	0.00%	1209	0.97%
Total	3774	100.00%	120911	100.00%	0	0.00%	124685	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	2
2 Grievances received during 2022-23	117
3 Grievances resolved during 2022-23	110
4 Grievance outstanding as on 31/03/2023	9

Place: Chennai  
Date: 10-07-2023

Signature of the CMD  
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

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	Sr.no.	Statename	District Name
1	Andhra Pradesh	ANANTAPUR	83	Madhya Pradesh	INDORE
2	Andhra Pradesh	CHITTOOR	84	Maharashtra	ERNAKULAM
3	Andhra Pradesh	CUDDAPAH	85	Maharashtra	JALGAON
4	Andhra Pradesh	EAST GODAVARI	86	Maharashtra	Kamareddy
5	Andhra Pradesh	GUNTUR	87	Maharashtra	KOLHAPUR
6	Andhra Pradesh	HYDERABAD	88	Maharashtra	MUMBAI
7	Andhra Pradesh	KRISHNA	89	Maharashtra	NAGPUR
8	Andhra Pradesh	KURNOOL	90	Maharashtra	NASHIK
9	Andhra Pradesh	NELLORE	91	Maharashtra	OSMANABAD
10	Andhra Pradesh	PRAKASAM	92	Maharashtra	PARBHANI
11	Andhra Pradesh	SRIKAKULAM	93	Maharashtra	PUNE
12	Andhra Pradesh	VISAKHAPATNAM	94	Maharashtra	RAIGARH
13	Andhra Pradesh	VIZIANAGARAM	95	Maharashtra	SANGLI
14	Andhra Pradesh	WEST GODAVARI	96	Maharashtra	SATARA
15	Bihar	MADHUBANI	97	Maharashtra	SINDHUDURG
16	Bihar	NALANDA	98	Maharashtra	SOLAPUR
17	Bihar	PATNA	99	Maharashtra	THANE
18	Chhattisgarh	RAIGARH	100	Maharashtra	YAVATMAL
19	Daman & Diu	DAMAN	101	Meghalaya	EAST KHASI HILLS
20	Delhi	CENTRAL *	102	Orissa	MAYURBHANJ
21	Delhi	EAST *	103	Pondicherry	PONDICHERRY
22	Delhi	NEW DELHI	104	Rajasthan	JAIPUR
23	Delhi	NORTH WEST *	105	Tamil Nadu	CHENNAI
24	Delhi	SOUTH *	106	Tamil Nadu	COIMBATORE
25	Delhi	SOUTH WEST *	107	Tamil Nadu	CUDDALORE
26	Delhi	WEST *	108	Tamil Nadu	DHARMAPURI
27	Goa	SOUTH GOA	109	Tamil Nadu	DINDIGUL
28	Gujarat	AHMADABAD	110	Tamil Nadu	ERODE
29	Gujarat	AMRELI	111	Tamil Nadu	KANCHEEPURAM
30	Gujarat	BANAS KANTHA	112	Tamil Nadu	KANNIYAKUMARI
31	Gujarat	GANDHINAGAR	113	Tamil Nadu	KARUR *
32	Gujarat	KACHCHH	114	Tamil Nadu	krishnagiri
33	Gujarat	RAJKOT	115	Tamil Nadu	MADURAI
34	Gujarat	SURAT	116	Tamil Nadu	NAMAKKAL *
35	Gujarat	SURENDRANAGAR	117	Tamil Nadu	PUDUKKOTTAI
36	Gujarat	VADODARA	118	Tamil Nadu	SALEM
37	Gujarat	VALSAD	119	Tamil Nadu	SIVAGANGA
38	Haryana	FARIDABAD	120	Tamil Nadu	THE NILGIRIS
39	Haryana	GURGAON	121	Tamil Nadu	THENI *

40	Haryana	HISAR	122	Tamil Nadu	THIRUVALLUR
41	Haryana	KURUKSHETRA	123	Tamil Nadu	THIRUVARUR
42	Haryana	SONIPAT	124	Tamil Nadu	TIRUCHIRAPPALLI
43	Himachal Pradesh	SHIMLA	125	Tamil Nadu	TIRUPUR
44	Jharkhand	BOKARO *	126	Tamil Nadu	TIRUVANNAMALAI
45	Jharkhand	RANCHI	127	Tamil Nadu	VILUPPURAM
46	Karnataka	BANGALORE	128	Telangana	ADILABAD
47	Karnataka	BANGALORE RURAL	129	Telangana	HYDERABAD
48	Karnataka	BELGAUM	130	Telangana	KARIMNAGAR
49	Karnataka	BELLARY	131	Telangana	KHAMMAM
50	Karnataka	BIDAR	132	Telangana	MAHBUBNAGAR
51	Karnataka	CHAMARAJANAGAR*	133	Telangana	MEDAK
52	Karnataka	Chikkaballapur	134	Telangana	NALGONDA
53	Karnataka	CHIKMAGALUR	135	Telangana	NIZAMABAD
54	Karnataka	DAKSHINA KANNADA	136	Telangana	RANGAREDDI
55	Karnataka	DAVANAGERE*	137	Telangana	Sangareddy
56	Karnataka	DHARWAD	138	Telangana	WARANGAL
57	Karnataka	GULBARGA	139	Uttar Pradesh	AGRA
58	Karnataka	HASSAN	140	Uttar Pradesh	GAUTAM BUDDHA NA
59	Karnataka	HAVERI *	141	Uttar Pradesh	GHAZIABAD
60	Karnataka	KODAGU	142	Uttar Pradesh	KHERI
61	Karnataka	KOLAR	143	Uttar Pradesh	LUCKNOW
62	Karnataka	MANDYA	144	Uttar Pradesh	MEERUT
63	Karnataka	MYSORE	145	Uttar Pradesh	MUZAFFARNAGAR
64	Karnataka	PRAKASAM	146	UTTARAKHAND	ALMORA
65	Karnataka	RAICHUR	147	UTTARAKHAND	HARDWAR
66	Karnataka	Ramanagar	148	UTTARAKHAND	UDHAM SINGH NAGA
67	Karnataka	TUMKUR	149	West Bengal	BANKURA
68	Karnataka	UDUPI *	150	West Bengal	BARDDHAMAN
69	Karnataka	UTTARA KANNADA	151	West Bengal	DARJILING
70	Kerala	ALAPPUZHA	152	West Bengal	Hooghly
71	Kerala	ERNAKULAM	153	West Bengal	Howrah
72	Kerala	IDUKKI	154	West Bengal	KOCH BIHAR
73	Kerala	KANNUR	155	West Bengal	KOLKATA
74	Kerala	KASARAGOD	156	West Bengal	MEDINIPUR
75	Kerala	KOLLAM	157	West Bengal	MURSHIDABAD
76	Kerala	KOTTAYAM	158	West Bengal	NORTH TWENTY FOU
77	Kerala	KOZHICODE	159	West Bengal	PURULIYA
78	Kerala	PALAKKAD	160	West Bengal	SOUTH TWENTY FOU
79	Kerala	PATHANAMTHITTA			
80	Kerala	THIRUVANANTHAPU			
81	Kerala	THRISSUR			
82	Kerala	WAYANAD			