

**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 31/03/2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA - TPA

Name of the TPA - Family Health Plan Insurance TPA Ltd.

Validity of agreement with the TPA From: 01/04/2021 To: 31/03/2024

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	20,431	3,282	-
Number of lives serviced	40,858	13,27,180	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

As per Annexure A

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	5,097	
ii.	Number of claims received during the year	1,69,289	
iii.	Number of claims paid during the year (specify % also in brackets)	1,55,339	89.1%
iv.	Number of claims repudiated during the year (specify % also in brackets)	9,451	5.4%
v.	Number of claims outstanding at the end of the year	9,596	

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	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	60.0%	54.0%	82.0%	71.0%
2	Within 1-2 hours	26.0%	31.0%	14.0%	21.0%
3	Within 2-6 hours	11.0%	13.0%	3.0%	7.0%
4	Within 6-12 hours	1.0%	1.0%	0.0%	0.0%
5	Within 12-24 hours	1.0%	1.0%	1.0%	0.0%
6	>24 hours	1.0%	0.0%	0.0%	1.0%
	Total	100.0%	100.0%	100.0%	100.0%

** 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. Turn Around Time in case of payment / repudiation of claims:

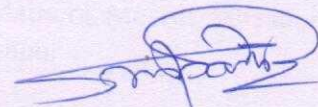
Description (to be reckoned from the date of receipt of last	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	3,545	93.4%	1,54,405	95.9%	-	0.0%	1,57,950	95.8%
Between 1-3 months	222	5.8%	5,403	3.4%	-	0.0%	5,625	3.4%
Between 3 to 6 months	20	0.5%	874	0.5%	-	0.0%	894	0.5%
More than 6 months	7	0.2%	314	0.2%	-	0.0%	321	0.2%
Total	3,794	100.0%	1,60,996	100.0%	-	0.0%	1,64,790	100.0%

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	4
2	Grievances received during the year	112
3	Grievances resolved during the year	114
4	Grievances outstanding at the end of the year	2

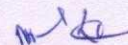
Place: Chennai

Date: 24/11/2022



Signature of the CMD

United India Insurance Company Limited



Annexure - A

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Andaman & Nicobar	Nicobars
Andhra Pradesh	Anantapur, Chittoor, Cuddapah, Cuddapah, East Godavari, Guntur, Krishna, Kurnool, Nellore, Prakasam, Srikakulam, Visakhapatnam, Vizianagaram, West Godavari
Assam	Kokrajhar, Tinsukia
Bihar	Aurangabad, Bhojpur, Pashchim Champaran, Patna, Vaishali
Chandigarh	Chandigarh
Chhattisgarh	Raigarh
Dadra & Nagar Haveli	Dadra & Nagar Haveli
Daman & Diu	Daman
Delhi	Delhi
Goa	North Goa
Gujarat	Ahmadabad, Amreli, Banas Kantha, Bharuch, Gandhinagar, Kachchh, Kheda, Navsari, Surat, Surendranagar, Vadodara, Valsad
Haryana	Faridabad, Gurgaon, Jhajjar, Jind, Kurukshetra, Panchkula, Panipat, Sonipat
Himachal Pradesh	Bilaspur, Shimla
Jharkhand	Bokaro, Purbi Singhbhum, Ranchi
Jharkhand	Bangalore, Belgaum, Bellary, Bidar, Chamarajanagar, Chikkaballapur, Chikmagalur, Chitradurga, Dakshina Kannada, Davanagere, Dharwad, Gulbarga, Hassan, Haveri, Kodagu, Kolar, Mandya, Mysore, Raichur, Ramanagar, Tumkur, Udupi, Uttara Kannada
Kerala	Alappuzha, Ernakulam, Idukki, Kannur, Kasaragod, Kochi, Kollam, Kottayam, Kozhikode, Malappuram, Palakkad, Pathanamthitta, Thiruvananthapuram, Thrissur, Wayanad
Madhya Pradesh	Bhopal, Dhar, Chhindwara, Harda, Indore, Satna, Seoni
Maharashtra	Ahmadnagar, Amravati, Chandrapur, Gondiya, Jalgaon, Kolhapur, Latur, Mumbai, Nagpur, Mumbai (Suburban), Nanded, Nandurbar, Nashik, Osmanabad, Parbhani, Pune, Ratnagiri, Sangli, Satara, Sindhudurg, Solapur, Thane, Wardha, Yavatmal,
Meghalaya	East Khasi Hills
Orissa	Baleswar, Bargarh, Cuttack, Dhenkanal, Ganjam, Khordha, Kendrapara, Khordha, Koraput, Mayurbhanj, Puri, Rayagada, Sundargarh
Pondicherry	Karaikal, Pondicherry, Yanam
Punjab	Sas Nagar (Mohali)
Rajasthan	Jaipur, Jhunjhunun, Kota, Sikar
Tamil Nadu	Kanniyakumari, Karur, Krishnagiri, Madurai, Nagapattinam, Namakkal, Pudukkottai, Ramanathapuram, Salem, Sivaganga, Thanjavur, The Nilgiris, Theni, Thiruvallur, Thiruvarur, Thoothukkudi, Tiruchirappalli, Tirunelveli, Tirupur, Tuticorin, Tiruvannamalai, Vellore, Viluppuram, Virudhunagar
Telangana	Adilabad, Bhadradi Kothagudem, Hyderabad, Jagtial, Jangaon, Jayashankar
Tripura	West Tripura
Uttar Pradesh	Ghaziabad, Ghazipur, Gonda, Kanpur Nagar, Lucknow, Mathura, Meerut, Mirzapur, Moradabad, Muzaffarnagar, Rae Bareli, Rampur, Saharanpur
Uttarakhand	Hardwar, Udham Singh Nagar
West Bengal	Bardhaman, Darjiling, Hooghly, Howrah, Koch Bihar, Kolkata, Medinipur, Nadia, Murshidabad, North Twenty Four Parganas, Puruliya, South Twenty Four Parganas