

**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** Genins India Insurance TPA Ltd.
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	36,711	287	-
No. of Lives Covered	85,127	27,583	-

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:	2,101	NA
ii Number of claims received during the year	25,658	NA
iii Number of claims paid during the year: (Number & Percentage)	22,275	80.24%
iv Number of Claims repudiated during the year: (Number & Percentage)	4,010	14.45%
v Number of claims outstanding at the end of the year:	1,474	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	83.90%	91.21%	83.46%	94.76%
2 Within 1-2 hours	11.97%	7.05%	12.26%	4.03%
3 Within 2-6 hours	4.13%	1.74%	4.28%	1.21%
4 Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5 Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
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	23,091	96.10%	2,188	96.90%	-	0.00%	25,279
Between 1-3 months	776	3.23%	62	2.76%	-	0.00%	838	3.19%
Between 3-6 months	151	0.63%	8	0.34%	-	0.00%	159	0.60%
More than 6 months	9	0.04%	-	0.00%	-	0.00%	9	0.03%
Total	24,027	100.00%	2,258	100.00%	-	0.00%	26,285	100.00%

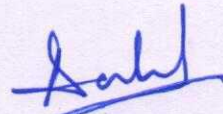
*Percentage to be calculated on total of the respective column

g. Data of grievances received against the TPA:

Description	NO.
1 Grievance outstanding as on 01/04/2023	0
2 Grievances received during 2023-24	102
3 Grievances resolved during 2023-24	102
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai

Date :


 Signature of the CMD
 United India Insurance Co Ltd.

TPA PUBLIC DISCLOSURE 2023-24

Annexure A

TPA Name : Genins India Insurance TPA Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Andhra Pradesh	Chittoor
2	Andhra Pradesh	Prakasam
3	Andhra Pradesh	West Godavari
4	Bihar	Patna
5	Chattisgarh	Mahasamund
6	Delhi	South Delhi
7	Goa	North Goa
8	Goa	South Goa
9	Gujarat	Ahmedabad
10	Gujarat	Amreli
11	Gujarat	Banaskantha
12	Gujarat	Bhavnagar
13	Gujarat	Jamnagar
14	Gujarat	Junagadh
15	Gujarat	Mahesana
16	Gujarat	Panch Mahals
17	Gujarat	Patan
18	Gujarat	Porbandar
19	Gujarat	Rajkot
20	Gujarat	Sabarkantha
21	Gujarat	Surendra Nagar
22	Gujarat	Vadodara
23	Karnataka	Bangalore
24	Karnataka	Kodagu
25	Karnataka	Kolar
26	Karnataka	Mandya
27	Karnataka	Mysore
28	Kerala	Palakkad
29	Kerala	Thrissur
30	Madhya Pradesh	Indore
31	Madhya Pradesh	Neemuch
32	Madhya Pradesh	Ujjain
33	Maharashtra	Ahmed Nagar
34	Maharashtra	Akola
35	Maharashtra	Amravati
36	Maharashtra	Buldhana
37	Maharashtra	Jalgaon
38	Maharashtra	Mumbai
39	Maharashtra	Nagpur
40	Maharashtra	Nashik
41	Maharashtra	Pune
42	Maharashtra	Thane

43	Maharashtra	Washim
44	Maharashtra	Yavatmal
45	Rajasthan	Barmer
46	Rajasthan	Ganganagar
47	Rajasthan	Hanumangarh
48	Telangana	Hyderabad
49	Uttar Pradesh	Allahabad
50	Uttar Pradesh	Bijnor
51	Uttar Pradesh	Budaun
52	Uttar Pradesh	Kanpur Nagar
53	Uttar Pradesh	Lucknow
54	Uttar Pradesh	Mathura
55	Uttar Pradesh	Pilibhit
56	Uttar Pradesh	Shahjahanpur
57	West Bengal	Bankura
58	West Bengal	East Midnapore
59	West Bengal	Kolkata
60	West Bengal	Nadia
61	West Bengal	North 24 Parganas
62	West Bengal	West Tripura