

**TPA PUBLIC DISCLOSURE 2020-21**

a.1 **TPA NAME** Genins India Insurance TPA Ltd.  
**Validity of agreement** From 01/04/2021 To 31/03/2024

b **Policy Particulars**

Description	Retail	Group	Govt.
No. of Policies serviced	100784	100	0
No. of Lives Covered	246436	16177	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:	1909	NA
ii Number of claims received during the year	24726	NA
iii Number of claims paid during the year: (Number & Percentage)	22690	85.19%
iv Number of Claims repudiated during the year: (Number & Percentage)	2202	8.27%
v Number of claims outstanding at the end of the year:	1743	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	80.76%	91.10%	74.23%	91.61%
2 Within 1-2 hours	12.49%	5.87%	18.94%	4.35%
3 Within 2-6 hours	6.75%	3.03%	6.83%	4.04%
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	1199753372	96.75%	46336030	95.05%	0	0.00%	1246089402
Between 1-3 months	34845550	2.81%	2144961	4.40%	0	0.00%	36990511	2.87%
Between 3-6 months	3100138	0.25%	116998	0.24%	0	0.00%	3217136	0.25%
More than 6 months	2356105	0.19%	151122	0.31%	0	0.00%	2507227	0.19%
Total	1240055165	100.00%	48749110.79	100.00%	0	0.00%	1288804276	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	1
2 Grievances received during 2019-20	159
3 Grievances resolved during 2019-20	160
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai  
 Date: 20/09/2021

  
 Signature of CEO  
 United India Insurance Co Ltd  


**TPA PUBLIC DISCLOSURE 2020-2021**

## Annexure A

TPA Name : Genins India Insurance TPA Ltd.

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

Sr.no.	Statename	District Name	Sr.no.	Statename	District Name
1	Delhi	New Delhi	28	Karnataka	Mandya
2	Goa	North Goa	29	Karnataka	Mysore
3	Goa	South Goa	30	Maharashtra	Ahmed Nagar
4	Gujarat	Ahmedabad	31	Maharashtra	Akola
5	Gujarat	Amreli	32	Maharashtra	Amravati
6	Gujarat	Anand	33	Maharashtra	Beed
7	Gujarat	Banaskantha	34	Maharashtra	Buldhana
8	Gujarat	Bhavnagar	35	Maharashtra	Dhule
9	Gujarat	Botad	36	Maharashtra	Jalgaon
10	Gujarat	Dahod	37	Maharashtra	Latur
11	Gujarat	Gandhinagar	38	Maharashtra	Mumbai
12	Gujarat	Jamnagar	39	Maharashtra	Nanded
13	Gujarat	Junagadh	40	Maharashtra	Nashik
14	Gujarat	Kachchh	41	Maharashtra	Parbhani
15	Gujarat	Mahesana	42	Maharashtra	Pune
16	Gujarat	Mehsana	43	Maharashtra	Raigad
17	Gujarat	Morbi	44	Maharashtra	Solapur
18	Gujarat	Panch Mahals	45	Maharashtra	Thane
19	Gujarat	Patan	46	Maharashtra	Washim
20	Gujarat	Porbandar	47	Maharashtra	Yavatmal
21	Gujarat	Rajkot	48	West Bengal	Bardhaman
22	Gujarat	Sabarkantha	49	West Bengal	Hooghly
23	Gujarat	Surendra Nagar	50	West Bengal	Kolkata
24	Gujarat	Vadodara	51	West Bengal	Nadia
25	Karnataka	Bangalore	52	West Bengal	North 24 Parganas
26	Karnataka	Kodagu	53	West Bengal	South 24 Parganas
27	Karnataka	Kolar			