

**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 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	71968	944	0
No. of Lives Covered	172534	29916	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:	1913	NA
ii Number of claims received during the year	32421	NA
iii Number of claims paid during the year: (Number & Percentage)	28021	81.61%
iv Number of Claims repudiated during the year: (Number & Percentage)	4212	12.27%
v Number of claims outstanding at the end of the year:	2101	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	79.74%	95.66%	76.36%	89.15%
2 Within 1-2 hours	13.41%	3.09%	17.58%	9.49%
3 Within 2-6 hours	6.84%	1.25%	6.06%	1.36%
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	27091	90.79%	2167	90.48%	0	0.00%	29258	90.77%
Between 1-3 months	2516	8.43%	216	9.04%	0	0.00%	2732	8.48%
Between 3-6 months	222	0.75%	9	0.39%	0	0.00%	231	0.72%
More than 6 months	10	0.03%	2	0.10%	0	0.00%	12	0.04%
Total	29839	100.00%	2394	100.00%	0	0.00%	32233	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	0
2 Grievances received during 2022-23	236
3 Grievances resolved during 2022-23	236
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

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.	Statehame	District Name
1	Delhi	New Delhi	29	Maharashtra	Ahmednagar
2	Goa	North Goa	30	Maharashtra	Akola
3	Goa	South Goa	31	Maharashtra	Amravati
4	Gujarat	Ahmedabad	32	Maharashtra	Buldhana
5	Gujarat	Amreli	33	Maharashtra	Dhule
6	Gujarat	Banaskantha	34	Maharashtra	Jalgaon
7	Gujarat	Bhavnagar	35	Maharashtra	Nashik
8	Gujarat	Botad	36	Maharashtra	Pune
9	Gujarat	Dahod	37	Maharashtra	Thane
10	Gujarat	Gandhinagar	38	Maharashtra	Washim
11	Gujarat	Jamnagar	39	Maharashtra	Yavatmal
12	Gujarat	Junagadh	40	Telangana	Hyderabad
13	Gujarat	Mehsana	41	West Bengal	Kolkata
14	Gujarat	Morbi	42	West Bengal	Nadia
15	Gujarat	Panchmahal	43	West Bengal	North 24 Parganas
16	Gujarat	Patan	44	West Bengal	Paschim Bardhaman
17	Gujarat	Porbandar	45	West Bengal	Purba Medinipur
18	Gujarat	Rajkot	46	West Bengal	South 24 Parganas
19	Gujarat	Sabarkantha			
20	Gujarat	Surendranagar			
21	Gujarat	Vadodara			
22	Karnataka	Bengaluru Rural			
23	Karnataka	Bengaluru Urban			
24	Karnataka	Chikkaballapura			
25	Karnataka	Kodagu			
26	Karnataka	Kolar			
27	Karnataka	Mandya			
28	Karnataka	Mysuru			