

**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 - Good Health 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	20,869	3,551	-
Number of lives serviced	57,395	3,37,976	-

**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	1,298	
ii.	Number of claims received during the year	20,962	
iii.	Number of claims paid during the year (specify % also in brackets)	18,704	84.0%
iv.	Number of claims repudiated during the year (specify % also in brackets)	2,289	10.3%
v.	Number of claims outstanding at the end of the year	1,267	

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	85.0%	97.0%	95.0%	97.0%
2	Within 1-2 hours	15.0%	3.0%	5.0%	3.0%
3	Within 2-6 hours	0.0%	0.0%	0.0%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	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:

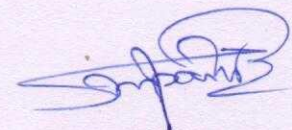
Description (to be reckoned from the date of receipt of last	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	4,431	94.7%	15,586	95.5%	-	0.0%	20,017	95.4%
Between 1-3 months	249	5.3%	727	4.5%	-	0.0%	976	4.6%
Between 3 to 6 months	-	0.0%	-	0.0%	-	0.0%	-	0.0%
More than 6 months	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Total	4,680	100.0%	16,313	100.0%	-	0.0%	20,993	100.0%

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	313
3	Grievances resolved during the year	313
4	Grievances outstanding at the end of the year	-

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
Andhra Pradesh	Ananthapur, Chittoor, Cuddapah, East Godavari, Guntur, Kurnool, Visakhapatnam, Vizianagaram, West Godavari
Delhi	Delhi
Karnataka	Bengaluru
Maharashtra	Mumbai
Puducherry	Puducherry
Tamil Nadu	Chennai, Dindigul, Kanchipuram, Kanyakumari, Karur, Madurai, Ramanathapuram, Sivaganga, Theni, Tiruchirappalli, Tiruvallur, Tiruvannamalai, Vellore, Virudhunagar
Telangana	Hyderabad, Karim Nagar, Mahabub Nagar, Warangal