

**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 Healthindia Insurance TPA Services Pvt. 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	61,538	450	-
No. of Lives Covered	1,36,959	1,50,486	-

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:	1,937	NA
ii Number of claims received during the year	36,239	NA
iii Number of claims paid during the year: (Number & Percentage)	31,979	83.77%
iv Number of Claims repudiated during the year: (Number & Percentage)	4,625	12.11%
v Number of claims outstanding at the end of the year:	1,572	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	91.40%	90.47%	92.00%	92.58%
2 Within 1-2 hours	8.59%	9.54%	8.00%	7.42%
3 Within 2-6 hours	0.00%	0.00%	0.00%	0.00%
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

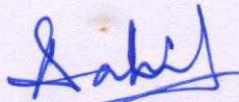
Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 Month	24,523	99.18%	11,719	98.65%	-	0.00%	36,242	99.01%
Between 1-3 months	202	0.82%	160	1.35%	-	0.00%	362	0.99%
Between 3-6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total	24,725	100.00%	11,879	100.00%	-	0.00%	36,604	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	28
3 Grievances resolved during 2023-24	28
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 : Health India Insurance TPA Services Pvt. Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Maharashtra	Mumbai
2	Maharashtra	Mumbai
3	Gujarat	Ahmedabad
4	Maharashtra	Aurangabad
5	Karnataka	Bangalore
6	Madhya Pradesh	Bhopal
7	Tamil nadu	Chennai
8	Kerala	Cochin
9	Haryana	Gurgaon
10	Telangana	Hyderabad
11	Madhya Pradesh	Indore
12	Rajasthan	Jaipur
13	Maharashtra	Kolhapur
14	west Bengal	Kolkata
15	Uttar Pradesh	Lucknow
16	Tamil nadu	Madurai
17	Karnataka	Mangalore
18	Maharashtra	Nagpur
19	Maharashtra	Nashik
20	Maharashtra	Pune
21	Chhattisgarh	Raipur
22	Gujarat	Rajkot
23	Maharashtra	Solapur
24	Gujarat	Surat
25	Gujarat	Vadodara
26	Maharashtra	Borivali (W)
27	Odisha	Bhubaneswar
28	Bihar	PATNA
29	Gujarat	VALSAD
30	Uttarakhand	DEHARADHUN
31	Tamil nadu	Coimbatore
32	JHARKHAND	Ranchi
33	Assam	Guwahati
34	Punjab	Chandigarh