

**TPA PUBLIC DISCLOSURE 2019-20**

a.1 **TPA NAME** HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.  
**Validity of agreement** From 01/04/2019 To 31/03/2021

**b Policy Particulars**

Description	Retail	Group	Govt.
No. of Policies serviced	67313	19651	0
No. of Lives Covered	160457	340800	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:	2777	NA
ii Number of claims received during the year	55064	NA
iii Number of claims paid during the year: (Number & Percentage)	44511	76.95%
iv Number of Claims repudiated during the year:(Number & Percentage)	9138	15.80%
v Number of claims outstanding at the end of the year:	4192	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	86.00%	89.00%	90.00%	92.00%
2 Within 1-2 hours	9.00%	4.00%	6.00%	3.00%
3 Within 2-6 hours	3.00%	4.00%	2.00%	2.00%
4 Within 6-12 hours	2.00%	3.00%	2.00%	3.00%
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	19862	96.52%	32070	97.04%	0	0.00%	51932
Between 1-3 months	717	3.48%	978	2.96%	0	0.00%	1695	3.16%
Between 3-6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	20579	100.00%	33048	100.00%	0	0.00%	53627	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	0
2 Grievances received during 2019-20	93
3 Grievances resolved during 2019-20	93
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai  
Date: 18/12/2020

Signature of CEO  
United India Insurance Co Ltd




## Annexure A

TPA Name : Health India Insurance TPA Services Pvt. Ltd.

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

Sno.	Statename	District Name
1	Maharastra	Mumbai
2	Maharastra	Pune
3	Maharastra	Satara
4	Maharastra	Kolhapur
5	Maharastra	Solapur
6	Maharastra	Nagpur
7	Maharastra	Nashik
8	Maharastra	Aurangaba
9	Maharastra	Jalgaon
10	Gujarat	Ahmedabad
11	Gujarat	Surat
12	Gujarat	Vadodara
13	Gujarat	Rajkot
14	Gujarat	Valsad
15	Delhi	New Delhi
16	Uttar Pradesh	Lucknow
17	Madhya Pradesh	Indore
18	Madhya Pradesh	Bhopal
19	Uttarakhand	Deharadun
20	Rajasthan	Jaipur
21	Tamil Nadu	Chennai
22	Tamil Nadu	Madurai
23	Karnataka	Banglore
24	Telangana	Hyderabad
25	Kerala	Cochin
26	West Bengal	Kolkata
27	Assam	Guwahati
28	Bihar	Patna
29	Odisha	Bhubaneswar