

**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** Health Insurance TPA of India 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	36,404	63	1
No. of Lives Covered	86,186	32,804	95,02,921

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:	11,795	NA
ii Number of claims received during the year	78,426	NA
iii Number of claims paid during the year: (Number & Percentage)	62,894	69.71%
iv Number of Claims repudiated during the year:(Number & Percentage)	4,803	5.32%
v Number of claims outstanding at the end of the year:	22,524	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	89.55%	91.45%	90.40%	95.52%
2 Within 1-2 hours	10.00%	8.00%	9.00%	4.00%
3 Within 2-6 hours	0.45%	0.55%	0.60%	0.48%
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	4,901	62.96%	6,161	68.19%	50,879	0.00%	61,941
Between 1-3 months	2,623	33.71%	2,701	29.89%	-	0.00%	5,324	7.86%
Between 3-6 months	259	3.33%	173	1.92%	-	0.00%	432	0.64%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total	7,783	100.00%	9,035	100.00%	50,879	0.00%	67,697	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	24
3 Grievances resolved during 2023-24	24
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 Insurance TPA of India Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District-Name
1	ANDAMAN AND NICOBAR ISLANDS	SOUTH ANDAMAN
2	ANDHRA PRADESH	ANANTAPUR
3	ANDHRA PRADESH	Chittoor
4	ANDHRA PRADESH	CUDDAPAH
5	ANDHRA PRADESH	GODAVARI - EAST
6	ANDHRA PRADESH	GODAVARI - WEST
7	ANDHRA PRADESH	Guntur
8	ANDHRA PRADESH	Krishna
9	ANDHRA PRADESH	Kurnool
10	ANDHRA PRADESH	Nellore
11	ANDHRA PRADESH	NIZAMBAD
12	ANDHRA PRADESH	PRAKASAM
13	ANDHRA PRADESH	Srikakulam
14	ANDHRA PRADESH	Visakhapatnam
15	ANDHRA PRADESH	Vizianagaram
16	ASSAM	BONGAIGAON
17	ASSAM	Nagaon
18	ASSAM	Sibsagar
19	ASSAM	Sonitpur
20	BIHAR	Aurangabad(BH)
21	BIHAR	Bhagalpur
22	BIHAR	Bhojpur
23	BIHAR	Buxar
24	BIHAR	Darbhanga
25	BIHAR	Gaya
26	BIHAR	Kaimur (Bhabua)
27	BIHAR	Khagaria
28	BIHAR	MADHEPURA
29	BIHAR	Madhubani
30	BIHAR	Munger
31	BIHAR	MUZAFFARPUR
32	BIHAR	NALANDA
33	BIHAR	Nawada
34	BIHAR	Patna
35	BIHAR	Rohtas
36	BIHAR	Samastipur
37	BIHAR	Saran
38	BIHAR	Sitamarhi
39	BIHAR	SIWAN
40	CHANDIGARH	CHANDIGARH
41	CHATTISGARH	BILASPUR
42	CHATTISGARH	Durg

43	CHATTISGARH	Raipur
44	CHATTISGARH	Rajnandgaon
45	CHATTISGARH	Surguja
46	DADRA AND NAGAR HAVELI	DADRA AND NAGAR HAVELI
47	DELHI	DELHI
48	GOA	GOA.
49	GUJARAT	AHMADABAD
50	GUJARAT	ANAND
51	GUJARAT	BANAS KANTHA
52	GUJARAT	Bharuch
53	GUJARAT	Bhavnagar
54	GUJARAT	DAHOD
55	GUJARAT	GANDHINAGAR
56	GUJARAT	GIR SOMNATH
57	GUJARAT	Jamnagar
58	GUJARAT	JUNAGADH
59	GUJARAT	KACHCHH
60	GUJARAT	Kheda
61	GUJARAT	MEHSANA
62	GUJARAT	NAVSARI
63	GUJARAT	Panch Mahals
64	GUJARAT	PATAN
65	GUJARAT	Porbandar
66	GUJARAT	Rajkot
67	GUJARAT	SABAR KANTHA
68	GUJARAT	Surat
69	GUJARAT	SURENDRANAGAR
70	GUJARAT	Vadodara
71	GUJARAT	VAPI
72	HARYANA	AMBALA
73	HARYANA	Faridabad
74	HARYANA	Fatehabad
75	HARYANA	Gurgaon
76	HARYANA	HISAR
77	HARYANA	Jhajjar
78	HARYANA	Jind
79	HARYANA	Kaithal
80	HARYANA	KARNAL
81	HARYANA	MAHENDRAGARH
82	HARYANA	NUH
83	HARYANA	Panchkula
84	HARYANA	Panipat
85	HARYANA	REWARI
86	HARYANA	Rohtak
87	HARYANA	Sirsa
88	HARYANA	Sonipat
89	HARYANA	YAMUNANAGAR
90	HIMACHAL PRADESH	HAMIRPUR(HP)
91	HIMACHAL PRADESH	Kangra
92	HIMACHAL PRADESH	Solan

93	HIMACHAL PRADESH	UNA
94	JAMMU AND KASHMIR	BADGAM
95	JAMMU AND KASHMIR	BARAMULA
96	JAMMU AND KASHMIR	JAMMU
97	JAMMU AND KASHMIR	PULWAMA
98	JAMMU AND KASHMIR	SRINAGAR
99	JHARKHAND	Bokaro
100	JHARKHAND	DHANBAD
101	JHARKHAND	DUMKA
102	JHARKHAND	GIRIDIH
103	JHARKHAND	Godda
104	JHARKHAND	Hazaribag
105	JHARKHAND	JAMTARA
106	JHARKHAND	KODERMA
107	JHARKHAND	Ranchi
108	JHARKHAND	SINGHBHUM - EAST
109	KARNATAKA	KANARA - NORTH
110	KARNATAKA	BANGALORE
111	KARNATAKA	BELGAUM
112	KARNATAKA	BELLARY
113	KARNATAKA	Bidar
114	KARNATAKA	BIJAPUR
115	KARNATAKA	DAVANGERE
116	KARNATAKA	DHARWAD
117	KARNATAKA	GADAG
118	KARNATAKA	Gulbarga
119	KARNATAKA	Hassan
120	KARNATAKA	Haveri
121	KARNATAKA	HUBLI
122	KARNATAKA	KANARA - NORTH
123	KARNATAKA	KANARA - SOUTH (MANGALORE)
124	KARNATAKA	Kolar
125	KARNATAKA	Koppal
126	KARNATAKA	MANDYA
127	KARNATAKA	MYSORE
128	KARNATAKA	Shimoga
129	KARNATAKA	TUMKUR
130	KARNATAKA	UDUPI
131	KERALA	ALAPPUZHA
132	KERALA	ALUVA
133	KERALA	ERNAKULAM
134	KERALA	IDUKKI
135	KERALA	KANNUR
136	KERALA	KASARAGOD
137	KERALA	Kollam
138	KERALA	Kottayam
139	KERALA	KOZHICODE
140	KERALA	Malappuram
141	KERALA	PALAKKAD
142	KERALA	Pathanamthitta

143	KERALA	THIRUVANANTHAPURAM
144	KERALA	Thrissur
145	KERALA	WAYANAD
146	MADHYA PRADESH	Balaghat
147	MADHYA PRADESH	Betul
148	MADHYA PRADESH	BHOPAL
149	MADHYA PRADESH	Chhindwara
150	MADHYA PRADESH	Dewas
151	MADHYA PRADESH	DHAR
152	MADHYA PRADESH	Gwalior
153	MADHYA PRADESH	Harda
154	MADHYA PRADESH	Indore
155	MADHYA PRADESH	Jabalpur
156	MADHYA PRADESH	JHABUA
157	MADHYA PRADESH	Khandwa
158	MADHYA PRADESH	KHARGONE
159	MADHYA PRADESH	NIMAR - EAST
160	MADHYA PRADESH	Ratlam
161	MADHYA PRADESH	REWA
162	MADHYA PRADESH	Seoni
163	MADHYA PRADESH	Tikamgarh
164	MADHYA PRADESH	Ujjain
165	MAHARASHTRA	AHMADNAGAR
166	MAHARASHTRA	AKOLA
167	MAHARASHTRA	Amravati
168	MAHARASHTRA	Aurangabad
169	MAHARASHTRA	Bhandara
170	MAHARASHTRA	BID
171	MAHARASHTRA	BULDANA
172	MAHARASHTRA	Chandrapur
173	MAHARASHTRA	Dhule
174	MAHARASHTRA	Gadchiroli
175	MAHARASHTRA	GONDIYA
176	MAHARASHTRA	GREATER MUMBAI
177	MAHARASHTRA	HINGOLI
178	MAHARASHTRA	JALGAON
179	MAHARASHTRA	Jalna
180	MAHARASHTRA	KOLHAPUR
181	MAHARASHTRA	Latur
182	MAHARASHTRA	MUMBAI
183	MAHARASHTRA	Nagpur
184	MAHARASHTRA	Nanded
185	MAHARASHTRA	Nandurbar
186	MAHARASHTRA	Nashik
187	MAHARASHTRA	Osmanabad
188	MAHARASHTRA	PARBHANI
189	MAHARASHTRA	Pune
190	MAHARASHTRA	Raigarh
191	MAHARASHTRA	Ratnagiri
192	MAHARASHTRA	SANGLI

193	MAHARASHTRA	SATARA
194	MAHARASHTRA	Sindhudurg
195	MAHARASHTRA	SOLAPUR
196	MAHARASHTRA	THANE
197	MAHARASHTRA	Wardha
198	MAHARASHTRA	Washim
199	MAHARASHTRA	Yavatmal
200	ODISHA	ANGUL
201	ODISHA	Bargarh
202	ODISHA	Bhadrak
203	ODISHA	Cuttack
204	ODISHA	Jajapur
205	ODISHA	KENDRAPARA
206	ODISHA	KHORDHA
207	ODISHA	KHURDA
208	ODISHA	Koraput
209	ODISHA	Nuapada
210	ODISHA	Puri
211	ODISHA	KENDUJHAR (KEONJHAR)
212	ODISHA	BALASORE
213	ODISHA	SUNDARGARH
214	PONDICHERRY U.T.	KARAIKAL
215	PONDICHERRY U.T.	PONDICHERRY
216	PONDICHERRY U.T.	YANAM
217	PUNJAB	Amritsar
218	PUNJAB	BATHINDA
219	PUNJAB	Fatehgarh Sahib
220	PUNJAB	FIROZPUR
221	PUNJAB	Gurdaspur
222	PUNJAB	Hoshiarpur
223	PUNJAB	Jalandhar
224	PUNJAB	KAPURTHALA
225	PUNJAB	Ludhiana
226	PUNJAB	MANSA
227	PUNJAB	Moga
228	PUNJAB	Mohali
229	PUNJAB	PATIALA
230	PUNJAB	ROPAR
231	PUNJAB	RUPNAGAR
232	PUNJAB	SANGRUR
233	RAJASTHAN	Ajmer
234	RAJASTHAN	ALWAR
235	RAJASTHAN	Baran
236	RAJASTHAN	BARMAR
237	RAJASTHAN	Barmer
238	RAJASTHAN	Bharatpur
239	RAJASTHAN	BHILWARA
240	RAJASTHAN	Bikaner
241	RAJASTHAN	BUNDI
242	RAJASTHAN	CHURU

243	RAJASTHAN	DAUSA
244	RAJASTHAN	DHOLPUR
245	RAJASTHAN	Ganganagar
246	RAJASTHAN	Hanumangarh
247	RAJASTHAN	JAIPUR
248	RAJASTHAN	Jaisalmer
249	RAJASTHAN	Jalor
250	RAJASTHAN	JHUNJHUNUN
251	RAJASTHAN	Jodhpur
252	RAJASTHAN	Kota
253	RAJASTHAN	Nagaur
254	RAJASTHAN	Pali
255	RAJASTHAN	Sawai Madhopur
256	RAJASTHAN	SIKAR
257	RAJASTHAN	Sirohi
258	RAJASTHAN	TONK
259	RAJASTHAN	Udaipur
260	RAJASTHAN	CHITTAURGARH
261	SIKKIM	EAST SIKKIM
262	TAMIL NADU	Ariyalur
263	TAMIL NADU	CHENGALPATTU
264	TAMIL NADU	Chennai
265	TAMIL NADU	COIMBATORE
266	TAMIL NADU	Cuddalore
267	TAMIL NADU	Dharmapuri
268	TAMIL NADU	Dindigul
269	TAMIL NADU	Erode
270	TAMIL NADU	Kanchipuram
271	TAMIL NADU	KANNIYAKUMARI
272	TAMIL NADU	Karur
273	TAMIL NADU	Krishnagiri
274	TAMIL NADU	Madurai
275	TAMIL NADU	MAYILADUTHURAI
276	TAMIL NADU	NAGAPATTINAM
277	TAMIL NADU	Namakkal
278	TAMIL NADU	NILGIRIS
279	TAMIL NADU	PERAMBALUR
280	TAMIL NADU	PUDUKKOTTAI
281	TAMIL NADU	Ramanathapuram
282	TAMIL NADU	Salem
283	TAMIL NADU	SIVAGANGA
284	TAMIL NADU	TENI
285	TAMIL NADU	Thanjavur
286	TAMIL NADU	Theni
287	TAMIL NADU	THIRUVARUR
288	TAMIL NADU	TIRUCHCHIRAPPALLI
289	TAMIL NADU	TIRUCHENGODE
290	TAMIL NADU	Tirunelveli
291	TAMIL NADU	TIRUPUR
292	TAMIL NADU	Tiruvallur

293	TAMIL NADU	TIRUVANNAMALAI
294	TAMIL NADU	TUTICORIN
295	TAMIL NADU	Vellore
296	TAMIL NADU	Villupuram
297	TAMIL NADU	VILUPPURAM
298	TAMIL NADU	VIRUDUNAGAR
299	TELANGANA	ADILABABAD
300	TELANGANA	Adilabad
301	TELANGANA	HYDERABAD
302	TELANGANA	K.V.Rangareddy
303	TELANGANA	Karim Nagar
304	TELANGANA	Khammam
305	TELANGANA	KOTHAGUDEM
306	TELANGANA	MAHABUB NAGAR
307	TELANGANA	Medak
308	TELANGANA	Nalgonda
309	TELANGANA	NIZAMABAD
310	TELANGANA	RANGAREDDY
311	TELANGANA	SANGAREDDY
312	TELANGANA	SURYAPET
313	TELANGANA	VIKARABAD
314	TELANGANA	Warangal
315	TELANGANA	JAGITYAL
316	TELANGANA	MEDCHAL MALKAJGIRI
317	TRIPURA	TRIPURA - WEST
318	UTTAR PRADESH	Agra
319	UTTAR PRADESH	Aligarh
320	UTTAR PRADESH	ALLAHABAD
321	UTTAR PRADESH	AMBEDKARNAGAR
322	UTTAR PRADESH	Auraiya
323	UTTAR PRADESH	Azamgarh
324	UTTAR PRADESH	BAGHPAT
325	UTTAR PRADESH	Bahraich
326	UTTAR PRADESH	Ballia
327	UTTAR PRADESH	BANDA
328	UTTAR PRADESH	Barabanki
329	UTTAR PRADESH	Bareilly
330	UTTAR PRADESH	Basti
331	UTTAR PRADESH	BIJNOR
332	UTTAR PRADESH	Budaun
333	UTTAR PRADESH	Bulandshahr
334	UTTAR PRADESH	Deoria
335	UTTAR PRADESH	Farrukhabad
336	UTTAR PRADESH	FATEHPUR
337	UTTAR PRADESH	Gautam Buddha Nagar
338	UTTAR PRADESH	GHAZIABAD
339	UTTAR PRADESH	GORAKHPUR
340	UTTAR PRADESH	Hardoi
341	UTTAR PRADESH	JALAUN
342	UTTAR PRADESH	Jaunpur

343	UTTAR PRADESH	Jhansi
344	UTTAR PRADESH	KANPUR URBAN
345	UTTAR PRADESH	KAUSHAMBI
346	UTTAR PRADESH	KUSHINAGAR
347	UTTAR PRADESH	Lucknow
348	UTTAR PRADESH	MAHAMAYA NAGAR (HATHRAS)
349	UTTAR PRADESH	Mahoba
350	UTTAR PRADESH	MAINPURI
351	UTTAR PRADESH	MATHURA
352	UTTAR PRADESH	MEERUT
353	UTTAR PRADESH	Muzaffarnagar
354	UTTAR PRADESH	Pilibhit
355	UTTAR PRADESH	Pratapgarh
356	UTTAR PRADESH	Rampur
357	UTTAR PRADESH	Saharanpur
358	UTTAR PRADESH	SANT RAVI NAGAR
359	UTTAR PRADESH	Shahjahanpur
360	UTTAR PRADESH	SITAPUR
361	UTTAR PRADESH	SONBHADRA
362	UTTAR PRADESH	SULTANPUR
363	UTTAR PRADESH	Varanasi
364	UTTAR PRADESH	KANPUR RURAL
365	UTTAR PRADESH	RAE BARELI
366	UTTAR PRADESH	KANNUAJ
367	UTTAR PRADESH	JYOTIBA RAO PHULE NAGAR
368	UTTARAKHAND	ALMORA
369	UTTARAKHAND	Dehradun
370	UTTARAKHAND	Haridwar
371	UTTARAKHAND	Nainital
372	UTTARAKHAND	Pithoragarh
373	UTTARAKHAND	Udham Singh Nagar
374	WEST BENGAL	BARDDHAMAN
375	WEST BENGAL	Birbhum
376	WEST BENGAL	Darjiling
377	WEST BENGAL	EAST MIDNAPORE
378	WEST BENGAL	HOOGLI
379	WEST BENGAL	Howrah
380	WEST BENGAL	KOLKATA
381	WEST BENGAL	MALDAH
382	WEST BENGAL	Murshidabad
383	WEST BENGAL	North 24 Parganas
384	WEST BENGAL	SOUTH TWENTY FOUR PARGANAS