

TPA PUBLIC DISCLOSURE 2019-20

a.1 **TPA NAME** Health Insurance TPA Of India Ltd.
Validity of agreement From 01/04/2019 To 31/03/2021

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	60879	136	0
No. of Lives Covered	174798	188652	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:	5529	NA
ii Number of claims received during the year	117180	NA
iii Number of claims paid during the year: (Number & Percentage)	102987	83.93%
iv Number of Claims repudiated during the year:(Number & Percentage)	8024	6.54%
v Number of claims outstanding at the end of the year:	11698	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	80.00%	88.00%	90.00%	96.00%
2 Within 1-2 hours	20.00%	12.00%	10.00%	4.00%
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	17591	62.01%	52499	63.52%	0	0.00%	70090
Between 1-3 months	9351	32.96%	24254	29.35%	0	0.00%	33605	30.27%
Between 3-6 months	1255	4.42%	4807	5.82%	0	0.00%	6062	5.46%
More than 6 months	170	0.60%	1084	1.31%	0	0.00%	1254	1.13%
Total	28367	100.00%	82644	100.00%	0	0.00%	111011	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	2
2 Grievances received during 2019-20	346
3 Grievances resolved during 2019-20	345
4 Grievance outstanding as on 31/03/2020	3

Place: Chennai
 Date: 18/12/2020

Signature of CEO
 United India Insurance Co Ltd



Annexure A

TPA Name : | Health Insurance TPA of India Ltd.

Geographical Area in which services are rendered by the TPA

Sno.	Statename	District Name	Sno.	Statename	District Name
1	ANDHRA PRADESH	Adilabad	203	RAJASTHAN	Kota
2	UTTAR PRADESH	Agra	204	KERALA	Kottayam
3	RAJASTHAN	Ajmer	205	ANDHRA PRADESH	Krishna
4	UTTAR PRADESH	Alapur	206	TAMIL NADU	Krishnagiri
5	UTTAR PRADESH	Aligarh	207	TELANGANA	Kubeer
6	UTTAR PRADESH	Allahabad	208	ANDHRA PRADESH	Kurnool
7	UTTARAKHAND	Almora	209	HARYANA	Kurukshetra
8	RAJASTHAN	Alwar	210	UTTAR PRADESH	Kushinagar
9	HARYANA	Ambala	211	ODISHA	Kutra
10	TAMIL NADU	Ambattur	212	ANDHRA PRADESH	Lepakshi
11	ANDHRA PRADESH	Amberpet	213	UTTAR PRADESH	Lucknow
12	UTTAR PRADESH	Amraudha	214	PUNJAB	Ludhiana
13	MAHARASHTRA	Amravati	215	TELANGANA	Luxettipet
14	PUNJAB	Amritsar	216	TELANGANA	Machareddy
15	UTTAR PRADESH	Amroha	217	UTTAR PRADESH	Madhuban
16	GUJARAT	Anand	218	BIHAR	Madhubani
17	UTTAR PRADESH	Anand Nagar	219	TAMIL NADU	Madurai
18	ANDHRA PRADESH	Anantapur	220	TELANGANA	Mahabub Nagar
19	TAMIL NADU	Ariyalur	221	UTTAR PRADESH	Maharajganj
20	TELANGANA	Armoor	222	UTTAR PRADESH	Mahauli
21	UTTAR PRADESH	Ashok Nagar	223	HARYANA	Mahendragarh
22	ANDHRA PRADESH	Asifnagar	224	UTTAR PRADESH	Mainpuri
23	UTTAR PRADESH	Auraiya	225	TELANGANA	Mallapur
24	BIHAR	Aurangabad(BH)	226	TELANGANA	Mancherial
25	UTTAR PRADESH	Azamgarh	227	MADHYA PRADESH	Mandsaur
26	KARNATAKA	Bagalkot	228	KARNATAKA	Mangalore
27	UTTAR PRADESH	Baghpat	229	TAMIL NADU	Mannargudi
28	ANDHRA PRADESH	Bahadurpura	230	UTTAR PRADESH	Mathura
29	UTTAR PRADESH	Bahraich	231	TAMIL NADU	Mayiladuthurai
30	ANDHRA PRADESH	Balanagar	232	ODISHA	Mayurbhanj
31	HARYANA	Ballabgarh	233	TELANGANA	Medak
32	UTTAR PRADESH	Ballia	234	ANDHRA PRADESH	Medapalli
33	WEST BENGAL	Bandel	235	UTTAR PRADESH	Meerut
34	ANDHRA PRADESH	Bandlaguda	236	ANDHRA PRADESH	Metpalli
35	KARNATAKA	Bangalore	237	UTTAR PRADESH	Mirzapur
36	WEST BENGAL	Bankura	238	PUNJAB	Mohali
37	RAJASTHAN	Banswara	239	UTTAR PRADESH	Moradabad
38	WEST BENGAL	Barabani	240	MADHYA PRADESH	Morena
39	UTTAR PRADESH	Baraut	241	BIHAR	Motihari
40	UTTAR PRADESH	Bareilly	242	UTTAR PRADESH	Mrg
41	RAJASTHAN	Barmer	243	TELANGANA	Mudhole
42	UTTAR PRADESH	Barra	244	MAHARASHTRA	Mumbai
43	UTTAR PRADESH	Baruat	245	BIHAR	Munger
44	WEST BENGAL	Baruipur	246	TELANGANA	Musheerabad
45	UTTAR PRADESH	Basai Road	247	UTTAR PRADESH	Muzaffarnagar
46	UTTAR PRADESH	Basti	248	BIHAR	Muzaffarpur

47	BIHAR	Begusarai	249	KARNATAKA	Mysore
48	TELANGANA	Bellampalle	250	WEST BENGAL	Nadia
49	KARNATAKA	Bellary	251	TAMIL NADU	Nagapattinam
50	BIHAR	Bhagalpur	252	ANDHRA PRADESH	Nagarkurnool
51	RAJASTHAN	Bharatpur	253	MAHARASHTRA	Nagpur
52	GUJARAT	Bharuch	254	UTTARAKHAND	Nainital
53	RAJASTHAN	Bhilwara	255	BIHAR	Nalanda
54	ANDHRA PRADESH	Bhimavaram	256	TELANGANA	Nalgonda
55	MADHYA PRADESH	Bhind	257	TAMIL NADU	Namakkal
56	HARYANA	Bhiwani	258	ANDHRA PRADESH	Nampally
57	BIHAR	Bhojpur	259	MAHARASHTRA	Nanded
58	MADHYA PRADESH	Bhopal	260	MAHARASHTRA	Nashik
59	KARNATAKA	Bidar	261	PUNJAB	Nawanshahr
60	UTTAR PRADESH	Bijnor	262	ANDHRA PRADESH	Nellore
61	RAJASTHAN	Bikaner	263	DELHI	New Delhi
62	TELANGANA	Boath	264	TELANGANA	Nirmal
63	ANDHRA PRADESH	Bodhan	265	TELANGANA	Nizamabad
64	TAMIL NADU	Bodinayakanur	266	UTTAR PRADESH	Noida
65	UTTAR PRADESH	Budaun	267	DELHI	North Delhi
66	UTTAR PRADESH	Bulandshahr	268	DELHI	North West Delhi
67	WEST BENGAL	Burdwan	269	KERALA	Palakkad
68	BIHAR	Buxar	270	UTTAR PRADESH	Palia
69	ASSAM	Cachar	271	HARYANA	Palwal
70	DELHI	Central Delhi	272	HARYANA	Panchkula
71	TELANGANA	Ch.madharam	273	HARYANA	Panipat
72	HIMACHAL PRADESH	Chamba	274	MADHYA PRADESH	Panna
73	UTTARAKHAND	Chamoli	275	TELANGANA	Patancheru
74	UTTAR PRADESH	Chandauli	276	KERALA	Pathanamthitta
75	MAHARASHTRA	Chandrapur	277	PUNJAB	Pathankot
76	ANDHRA PRADESH	Charminar	278	PUNJAB	Patiala
77	TAMIL NADU	Chennai	279	BIHAR	Patna
78	TELANGANA	Chennur	280	UTTARAKHAND	Pauri Garhwal
79	HARYANA	Chhachhrauli	281	ANDHRA PRADESH	Peddakothapally
80	MADHYA PRADESH	Chhindwara	282	TELANGANA	Peddemandadi
81	WEST BENGAL	Chinsurah - Magra	283	ANDHRA PRADESH	Peddapalli
82	RAJASTHAN	Chirawa	284	ANDHRA PRADESH	Peddapuram
83	ANDHRA PRADESH	Chittoor	285	TAMIL NADU	Perambalur
84	RAJASTHAN	Churu	286	ANDHRA PRADESH	Peravali Mandalam
85	TAMIL NADU	Coimbatore	287	UTTARAKHAND	Pithoragarh
86	TAMIL NADU	Cuddalore	288	ANDHRA PRADESH	Prakasam
87	ANDHRA PRADESH	Cuddapah	289	UTTAR PRADESH	Pratapgarh
88	TELANGANA	Dachepalle	290	TAMIL NADU	Pudukkottai
89	UTTAR PRADESH	Dada Nagar	291	MAHARASHTRA	Pune
90	UTTAR PRADESH	Dalmau	292	ODISHA	Puri
91	BIHAR	Darbhanga	293	BIHAR	Purnia
92	WEST BENGAL	Darjiling	294	TELANGANA	Quthbullapur Mandal
93	GUJARAT	Daskroi	295	TELANGANA	Qutubullapur
94	KARNATAKA	Davangere	296	MAHARASHTRA	Raigarh
95	UTTARAKHAND	Dehradun	297	TELANGANA	Raikal
96	DELHI	Delhi	298	ANDHRA PRADESH	Rajahmundry (Urban)
97	UTTAR PRADESH	Deoria	299	ANDHRA PRADESH	Rajahmundry Rural
98	MADHYA PRADESH	Dewas	300	TAMIL NADU	Rajapalayam
99	UTTAR PRADESH	Dhanaura	301	ANDHRA PRADESH	Rajendranagar

100	TAMIL NADU	Dharmapuri	302	GUJARAT	Rajkot
101	TAMIL NADU	Dindigul	303	TELANGANA	Ramachandrapuram
102	CHATTISGARH	Durg	304	TELANGANA	Ramagundam
103	WEST BENGAL	Durgapur Mc	305	TAMIL NADU	Ramanathapuram
104	DELHI	East Delhi	306	UTTAR PRADESH	Rampur
105	WEST BENGAL	East Midnapore	307	JHARKHAND	Ranchi
106	JHARKHAND	East Singhbhum	308	TELANGANA	Rangareddy
107	TAMIL NADU	Egmore Nungambakkam	309	UTTAR PRADESH	Ratan Lal Nagar
108	ANDHRA PRADESH	Eluru	310	MADHYA PRADESH	Ratlam
109	KERALA	Ernakulam	311	BIHAR	Raxaul
110	UTTAR PRADESH	Etah	312	MADHYA PRADESH	Rewa
111	UTTAR PRADESH	Etawah	313	HARYANA	Rewari
112	UTTAR PRADESH	Faizabad	314	HARYANA	Rohtak
113	HARYANA	Faridabad	315	BIHAR	Rohtas
114	UTTAR PRADESH	Farrukhabad	316	UTTARAKHAND	Rudraprayag
115	HARYANA	Fatehabad	317	PUNJAB	Rupnagar
116	PUNJAB	Fatehgarh Sahib	318	UTTAR PRADESH	Sadabad
117	UTTAR PRADESH	Firozabad	319	UTTAR PRADESH	Saharanpur
118	PUNJAB	Firozpur	320	TELANGANA	Saidabad
119	TELANGANA	Gambhiraopet	321	WEST BENGAL	Salanpur
120	WEST BENGAL	Gandhinagar	322	GOA	Salcete
121	RAJASTHAN	Ganganagar	323	TAMIL NADU	Salem
122	ODISHA	Ganjam	324	WEST BENGAL	Saltklake
123	UTTAR PRADESH	Gautam Buddha Nagar	325	BIHAR	Samastipur
124	BIHAR	Gaya	326	PUNJAB	Sangrur
125	TELANGANA	Ghatkesar	327	UTTAR PRADESH	Sant Kabir Nagar
126	UTTAR PRADESH	Ghaziabad	328	BIHAR	Saran
127	UTTAR PRADESH	Ghazipur	329	TELANGANA	Saroonnagar
128	HIMACHAL PRADESH	Ghumarwin	330	ANDHRA PRADESH	Secunderabad
129	JHARKHAND	Godda	331	JHARKHAND	Serampore
130	ANDHRA PRADESH	Golconda	332	WEST BENGAL	Serampur Uttarpara
131	UTTAR PRADESH	Gonda	333	TELANGANA	Seri Lingampally
132	BIHAR	Gopalganj	334	TELANGANA	Serilingampally
133	UTTAR PRADESH	Gorakhpur	335	UTTAR PRADESH	Shahjahanpur
134	KARNATAKA	Gulbarga	336	ANDHRA PRADESH	Shaikpet
135	ANDHRA PRADESH	Guntur	337	TELANGANA	Shamshabad
136	PUNJAB	Gurdaspur	338	KARNATAKA	Shimoga
137	HARYANA	Gurgaon	339	MADHYA PRADESH	Shivpuri
138	MADHYA PRADESH	Gwalior	340	UTTAR PRADESH	Shivrajpur
139	UTTAR PRADESH	Gyanpur	341	UTTAR PRADESH	Siddharthnagar
140	WEST BENGAL	Habibpur	342	RAJASTHAN	Sikar
141	HIMACHAL PRADESH	Hamirpur(HP)	343	BIHAR	Sikarahana
142	UTTARAKHAND	Haridwar	344	JHARKHAND	Simdega
143	KARNATAKA	Hassan	345	MAHARASHTRA	Sindhudurg
144	ANDHRA PRADESH	Hayathnagar	346	TELANGANA	Sirpur (t)
145	JHARKHAND	Hazaribag	347	HARYANA	Sirsa
146	ANDHRA PRADESH	Himayathnagar	348	TELANGANA	Sirsilla
147	HARYANA	Hisar	349	BIHAR	Sitamarhi
148	HARYANA	Hodal	350	TAMIL NADU	Sivaganga
149	WEST BENGAL	Howrah	351	BIHAR	Siwan
150	TELANGANA	Huzur	352	HIMACHAL PRADESH	Solan
151	TELANGANA	Huzurabad	353	UTTAR PRADESH	Sonbhadra
152	TELANGANA	Huzurnagar	354	HARYANA	Sonipat

153	TELANGANA	Hyderabad	355	DELHI	South Delhi
154	TELANGANA	Ibrahimpattanam	356	DELHI	South West Delhi
155	KERALA	Idukki	357	ANDHRA PRADESH	Srikakulam
156	MADHYA PRADESH	Indore	358	TAMIL NADU	Sriperumbudur
157	MADHYA PRADESH	Jabalpur	359	TELANGANA	Srirangam
158	HARYANA	Jagadhri	360	UTTAR PRADESH	Sultanpur
159	TELANGANA	Jagtial	361	RAJASTHAN	Surajgarh
160	MEGHALAYA	Jaintia Hills	362	GUJARAT	Surat
161	RAJASTHAN	Jaipur	363	ANDHRA PRADESH	Tadipatri
162	UTTAR PRADESH	Jajmau	364	ANDHRA PRADESH	Tadoor
163	PUNJAB	Jalandhar	365	TAMIL NADU	Tambaram
164	UTTAR PRADESH	Jalaun	366	WEST BENGAL	Tarakeswar
165	RAJASTHAN	Jalor	367	MAHARASHTRA	Thane
166	BIHAR	Jamui	368	TAMIL NADU	Thanjavur
167	UTTAR PRADESH	Jaunpur	369	ANDHRA PRADESH	Thekappally
168	HARYANA	Jhajjar	370	KERALA	Thiruvananthapuram
169	UTTAR PRADESH	Jhansi	371	KERALA	Thrissur
170	UTTAR PRADESH	Jhinjhak	372	TAMIL NADU	Tindivanam
171	RAJASTHAN	Jhunjhunu	373	TAMIL NADU	Tiruchirappalli
172	HARYANA	Jind	374	TAMIL NADU	Tirukkoyilur
173	RAJASTHAN	Jodhpur	375	TELANGANA	Tirumalagiri
174	ANDHRA PRADESH	K.V.Rangareddy	376	TAMIL NADU	Tirunelveli
175	GUJARAT	Kachchh	377	ANDHRA PRADESH	Tirupati (Urban)
176	JHARKHAND	Kadma	378	TAMIL NADU	Tiruturaipundi
177	HARYANA	Kaithal	379	TAMIL NADU	Tiruvallur
178	ANDHRA PRADESH	Kakinada	380	TAMIL NADU	Tiruvannamalai
179	UTTAR PRADESH	Kalyanpur	381	GOA	Tiswadi
180	TELANGANA	Kamareddy	382	TELANGANA	Tondiarpet Fort St George
181	ASSAM	Kamrup	383	ANDHRA PRADESH	Tuni
182	TAMIL NADU	Kanchipuram	384	TAMIL NADU	Tuticorin
183	HIMACHAL PRADESH	Kangra	385	UTTARAKHAND	Udham Singh Nagar
184	UTTAR PRADESH	Kannauj	386	KARNATAKA	Udupi
185	KERALA	Kannur	387	MADHYA PRADESH	Ujjain
186	UTTAR PRADESH	Kanpur Dehat	388	TELANGANA	Uluberia - I
187	PUNJAB	Kapurthala	389	HIMACHAL PRADESH	Una
188	ANDHRA PRADESH	Karim Nagar	390	UTTAR PRADESH	Unnao
189	TELANGANA	Karimnagar	391	ANDHRA PRADESH	Uppal
190	HARYANA	Karnal	392	GUJARAT	Vadodara
191	TAMIL NADU	Karur	393	BIHAR	Vaishali
192	UTTAR PRADESH	Kaushambi	394	ANDHRA PRADESH	Vajrakarur
193	ANDHRA PRADESH	Khairatabad	395	UTTAR PRADESH	Varanasi
194	TELANGANA	Khammam	396	TAMIL NADU	Vellore
195	UTTAR PRADESH	Kheora	397	TELANGANA	Vijayawada (Urban)
196	JHARKHAND	Koderma	398	TAMIL NADU	Vilavancode
197	ASSAM	Kokrajhar	399	TAMIL NADU	Viluppuram
198	WEST BENGAL	Kolkata	400	ANDHRA PRADESH	Visakhapatnam
199	KERALA	Kollam	401	TELANGANA	Visakhapatnam (Urban)
200	KARNATAKA	Koppal	402	ANDHRA PRADESH	Vizianagaram
201	TELANGANA	Koratal	403	TELANGANA	Warangal
202	ANDHRA PRADESH	Korukonda	404	DELHI	West Delhi