

**TPA PUBLIC DISCLOSURE 2020-21**

a.1 TPA NAME HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.  
 Validity of agreement From 01/04/2021 To 31/03/2024

**b Policy Particulars**

Description	Retail	Group	Govt.
No. of Policies serviced	106246	20221	0
No. of Lives Covered	213047	249963	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:	4192	NA
ii Number of claims received during the year	38210	NA
iii Number of claims paid during the year: (Number & Percentage)	32796	77.35%
iv Number of Claims repudiated during the year: (Number & Percentage)	7635	18.01%
v Number of claims outstanding at the end of the year:	1971	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	77.42%	79.54%	80.43%	81.20%
2 Within 1-2 hours	21.34%	19.39%	17.75%	16.86%
3 Within 2-6 hours	1.24%	1.07%	1.82%	1.94%
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	728083538	78.41%	869850448	88.00%	0	0.00%	1597933986	83.35%
Between 1-3 months	200476005	21.59%	118615970	12.00%	0	0.00%	319091975	16.65%
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	928559543	100.00%	988466418.5	100.00%	0	0.00%	1917025961	100.00%

\*Percentage to be calculated on total of the respective column

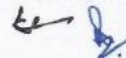
**g Data of grievances received against the TPA:**

Description	NO.
1 Grievance outstanding as on 01/04/2019	0
2 Grievances received during 2019-20	257
3 Grievances resolved during 2019-20	257
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai  
 Date: 20/09/2021



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**

<b>Sr.no.</b>	<b>Statename</b>	<b>District Name</b>
1	Chattisgarh	Raipur
2	Delhi	New Delhi
3	Gujarat	Ahmedabad
4	Gujarat	Vadodara
5	Karnataka	Banglore
6	Kerala	Ernakulam
7	Kerala	Kozikode
8	Madhya Pradesh	Bhopal
9	Maharastra	Mumbai
10	Maharastra	Pune
11	Maharastra	Nagpur
12	Pudducherry	Pudducherry
13	Punjab	Ludhiana
14	Tamil Nadu	Chennai
15	Tamil Nadu	Madurai