

**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 31/03/2023

**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	65680	818	0
No. of Lives Covered	147350	250451	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:	1715	NA
ii Number of claims received during the year	37385	NA
iii Number of claims paid during the year: (Number & Percentage)	33151	84.79%
iv Number of Claims repudiated during the year: (Number & Percentage)	4012	10.26%
v Number of claims outstanding at the end of the year:	1937	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	83.73%	70.46%	91.22%	72.58%
2 Within 1-2 hours	13.57%	27.20%	5.85%	26.94%
3 Within 2-6 hours	2.70%	2.34%	2.93%	0.49%
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	19729	98.97%	16967	98.48%	0	0.00%	36696
Between 1-3 months	206	1.03%	261	1.52%	0	0.00%	467	1.26%
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	19935	100.00%	17228	100.00%	0	0.00%	37163	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 01/04/2022	0
2 Grievances received during 2022-23	17
3 Grievances resolved during 2022-23	17
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai  
Date: 10-07-2023

Signature of the CMD  
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

Sr.no.	Statename	District Name
1	Maharashtra	Mumbai Suburban
2	Maharashtra	Mumbai City
3	Gujarat	Ahmedabad
4	Karnataka	Bangalore
5	Tamil Nadu	Chennai
6	Kerala	Ernakulum
7	DELHI	DELHI
8	Andhra Pradesh	Hyderabad
9	West Bengal	Kolkata
10	Maharashtra	Kolhapur
11	Uttar Pradesh	Lucknow
12	Karnataka	Dakshina Kannada
13	Maharashtra	Nagpur
14	Maharashtra	Pune
15	Gujarat	Surat