

**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** 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	20428	42	1
No. of Lives Covered	47822	34476	9502921

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:	12645	NA
ii Number of claims received during the year	62850	NA
iii Number of claims paid during the year: (Number & Percentage)	59491	78.80%
iv Number of Claims repudiated during the year: (Number & Percentage)	4209	5.58%
v Number of claims outstanding at the end of the year:	11795	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	90.00%	92.00%	91.00%	96.00%
2 Within 1-2 hours	10.00%	8.00%	9.00%	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	3060	49.74%	5417	71.20%	49940	100.00%	58417
Between 1-3 months	1937	31.50%	1829	24.03%	0	0.00%	3766	5.91%
Between 3-6 months	1154	18.77%	363	4.77%	0	0.00%	1517	2.38%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	6151	100.00%	7609	100.00%	49940	100.00%	63700	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	34
3 Grievances resolved during 2022-23	34
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

Health Insurance TPA of

TPA Name :

India Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name	Sr.no.	Statename	District Name
1	TELANGANA	Hyderabad	136	KARNATAKA	Gulbarga
2	MAHARASHTRA	Nagpur	137	ODISHA	Nuapada
3	TAMIL NADU	Chennai	138	WEST BENGAL	Howrah
4	TELANGANA	RANGAREDDY	139	TAMIL NADU	TENI
5	DELHI	DELHI	140	BIHAR	East Champaran
6	KERALA	Ernakulam	141	TAMIL NADU	VIRUDUNAGAR
7	KERALA	Kochi	142	BIHAR	Begusarai
8	MAHARASHTRA	Mumbai	143	ANDAMAN AND NICOB	South Andaman
9	KERALA	Alappuzha	144	UTTARAKHAND	Nainital
10	TAMIL NADU	TIRUVALLUR	145	GOA	GOA - NORTH
11	TELANGANA	HYDERABAD1	146	PUNJAB	Ludhiana
12	UTTAR PRADESH	GHAZIABAD	147	GUJARAT	Bhavnagar
13	TAMIL NADU	KANCHIPURAM	148	KERALA	Kannur
14	UTTAR PRADESH	Gautam Buddha Nagar	149	UTTAR PRADESH	Muzaffarnagar
15	HARYANA	Gurgaon	150	BIHAR	Arwal
16	TELANGANA	ADILABAD	151	CHATTISGARH	Bilaspur(CGH)
17	ANDHRA PRADESH	Nalgonda	152	UTTAR PRADESH	Bijnor
18	HARYANA	Faridabad	153	TAMIL NADU	Salem
19	UTTAR PRADESH	Mathura	154	MADHYA PRADESH	Harda
20	TELANGANA	Medak	155	KARNATAKA	Koppal
21	KARNATAKA	Bangalore	156	TAMIL NADU	Ramanathapuram
22	ANDHRA PRADESH	K.V.Rangareddy	157	BIHAR	Siwan
23	MAHARASHTRA	Thane	158	JHARKHAND	Ranchi
24	MAHARASHTRA	Pune	159	WEST BENGAL	BARDDHAMAN
25	TELANGANA	Nizamabad	160	RAJASTHAN	Bhilwara
26	GUJARAT	Vadodara	161	JHARKHAND	SINGHBHUM - EAST
27	RAJASTHAN	Jaipur	162	JAMMU AND KASHMIR	Jammu
28	TELANGANA	Khammam	163	WEST BENGAL	NORTH TWENTY FOUR PARGANAS
29	KERALA	Kollam	164	MAHARASHTRA	Washim
30	GUJARAT	AHMADABAD	165	MAHARASHTRA	Akola
31	TAMIL NADU	Coimbatore	166	KERALA	Wayanad
32	TELANGANA	Mahabub Nagar	167	KARNATAKA	BIDAR
33	MAHARASHTRA	Bhandara	168	ANDHRA PRADESH	Nellore
34	TELANGANA	Warangal	169	TELANGANA	SURYAPET
35	TELANGANA	KARIMNAGAR	170	MAHARASHTRA	Yavatmal
36	KERALA	Thiruvananthapuram	171	TELANGANA	SANGAREDDY
37	MAHARASHTRA	Gadchiroli	172	KARNATAKA	Mandya
38	ANDHRA PRADESH	Krishna	173	BIHAR	Rohtas
39	ANDHRA PRADESH	Guntur	174	PUNJAB	Mohali
40	KERALA	Thrissur	175	HARYANA	Mahendragarh
41	KERALA	Kottayam	176	BIHAR	Bhojpur
42	ANDHRA PRADESH	Visakhapatnam	177	ANDHRA PRADESH	West Godavari
43	UTTAR PRADESH	Meerut	178	UTTAR PRADESH	Farrukhabad
44	UTTAR PRADESH	Pilibhit	179	JHARKHAND	Koderma
45	MAHARASHTRA	Chandrapur	180	GUJARAT	Jamnagar
46	GUJARAT	Kachchh	181	KARNATAKA	Kolar
47	KERALA	Pathanamthitta	182	BIHAR	Kaimur (Bhabua)

48	WEST BENGAL	East Midnapore			
49	KERALA	ALUVA	183	MADHYA PRADESH	Ratlam
50	WEST BENGAL	Kolkata	184	KERALA	KASARAGOD
51	MADHYA PRADESH	Indore	185	RAJASTHAN	Ganganagar
52	ANDHRA PRADESH	Chittoor	186	PUNJAB	Jalandhar
53	MAHARASHTRA	Nashik	187	ODISHA	Ganjam
54	ANDHRA PRADESH	GODAVARI - EAST	188	HARYANA	Jind
55	TAMIL NADU	Vellore	189	RAJASTHAN	Ajmer
56	UTTAR PRADESH	Lucknow	190	HARYANA	Panchkula
57	MAHARASHTRA	Wardha	191	CHATTISGARH	Korba
58	BIHAR	Patna	192	MAHARASHTRA	Aurangabad
59	ANDHRA PRADESH	ANANTAPUR	193	RAJASTHAN	Kota
60	MAHARASHTRA	GREATER MUMBAI	194	RAJASTHAN	Churu
61	PONDICHERRY U.T.	Pondicherry	195	ODISHA	Sambalpur
62	HARYANA	Rewari	196	GUJARAT	VAPI
63	GUJARAT	Surat	197	RAJASTHAN	Sawai Madhopur
64	ANDHRA PRADESH	Cuddapah	198	MADHYA PRADESH	Jabalpur
65	ANDHRA PRADESH	Prakasam	199	BIHAR	Gaya
66	ANDHRA PRADESH	GODAVARI - WEST	200	ODISHA	DEOGARH
67	MAHARASHTRA	Amravati	201	MADHYA PRADESH	Shajapur
68	CHATTISGARH	Raipur	202	ANDHRA PRADESH	Ananthapur
69	RAJASTHAN	Alwar	203	HIMACHAL PRADESH	Shimla
70	CHATTISGARH	Durg	204	HARYANA	Ambala
71	ANDHRA PRADESH	Kurnool	205	MADHYA PRADESH	Shivpuri
72	MAHARASHTRA	GONDIYA	206	UTTAR PRADESH	RAE BARELI
73	TAMIL NADU	Nilgiris	207	KERALA	Kozhikode
74	UTTAR PRADESH	KANPUR URBAN	208	UTTAR PRADESH	ALIGARH
75	ANDHRA PRADESH	Vizianagaram	209	ODISHA	Balangir
76	RAJASTHAN	Udaipur	210	HARYANA	YAMUNANAGAR
77	HARYANA	Sonipat	211	JHARKHAND	Godda
78	MAHARASHTRA	Nanded	212	TAMIL NADU	KANNIYAKUMARI
79	KERALA	Palakkad	213	MAHARASHTRA	Gondia
80	MAHARASHTRA	Raigarh	214	PONDICHERRY U.T.	Karaikal
81	UTTAR PRADESH	Budaun	215	UTTAR PRADESH	Ballia
82	BIHAR	Nawada	216	GUJARAT	SURENDRANAGAR
83	RAJASTHAN	Bikaner	217	ODISHA	Cuttack
84	MADHYA PRADESH	Dewas	218	JHARKHAND	JAMSHEDPUR
85	TELANGANA	MAHBUBNAGAR	219	BIHAR	Madhubani
86	MADHYA PRADESH	Chhindwara	220	UTTAR PRADESH	Rampur
87	UTTAR PRADESH	Agra	221	UTTAR PRADESH	Sultanpur
88	PUNJAB	Patiala	222	WEST BENGAL	West Midnapore
89	ANDHRA PRADESH	Srikakulam	223	PUNJAB	Gurdaspur
90	TAMIL NADU	Erode	224	TAMIL NADU	Dindigul
91	KARNATAKA	Bellary	225	BIHAR	Darbhanga
92	KARNATAKA	KANARA - SOUTH (MANGALORE)	226	MAHARASHTRA	Jalna
93	UTTAR PRADESH	Bulandshahr	227	TAMIL NADU	Thanjavur
94	MADHYA PRADESH	Betul	228	PUNJAB	Amritsar
95	TAMIL NADU	Madurai	229	RAJASTHAN	JODHPUR
96	TAMIL NADU	Sivaganga	230	BIHAR	Buxar
97	UTTARAKHAND	Haridwar	231	MADHYA PRADESH	Gwalior
98	UTTAR PRADESH	Etah	232	RAJASTHAN	Jhujhunu
99	TAMIL NADU	TIRUCHCHIRAPPALLI	233	KERALA	Malappuram
100	UTTAR PRADESH	Varanasi	234	BIHAR	Banka
101	KARNATAKA	Bangalore Rural	235	WEST BENGAL	Darjiling
102	MADHYA PRADESH	Balaghat	236	UTTAR PRADESH	MAHAMAYA NAGAR (HATHRAS)
			237	TAMIL NADU	Tiruvannamalai

103	HIMACHAL PRADESH	Hamirpur(HP)	238	RAJASTHAN	Pali
104	UTTARAKHAND	Dehradun	239	TAMIL NADU	Tuticorin
105	GUJARAT	Bharuch	240	ODISHA	KENDUJHAR (KEONJHAR)
106	WEST BENGAL	SOUTH TWENTY FOUR PARGANAS	241	PUNJAB	Mansa
107	ODISHA	Bargarh	242	WEST BENGAL	MALDAH
108	BIHAR	Muzaffarpur	243	WEST BENGAL	Birbhum
109	UTTARAKHAND	Udham Singh Nagar	244	HARYANA	Panipat
110	WEST BENGAL	Bardhaman	245	UTTAR PRADESH	Deoria
111	TAMIL NADU	VILUPPURAM	246	HARYANA	Kaithal
112	KARNATAKA	Udupi	247	KARNATAKA	Hassan
113	JHARKHAND	Hazaribag	248	ODISHA	BALASORE
114	MADHYA PRADESH	Ujjain	249	HIMACHAL PRADESH	Una
115	GUJARAT	Kheda	250	BIHAR	Aurangabad(BH)
116	GUJARAT	Junagadh	251	JHARKHAND	Bokaro
117	HARYANA	Jhajjar	252	TELANGANA	VIKARABAD
118	UTTAR PRADESH	Bareilly	253	CHATTISGARH	Dhamtari
119	TAMIL NADU	CHENGALPATTU	254	GOA	GOA - SOUTH
120	HIMACHAL PRADESH	Kangra	255	WEST BENGAL	Hooghly
121	CHANDIGARH U.T.	Chandigarh	256	HARYANA	Karnal
122	TAMIL NADU	Krishnagiri	257	BIHAR	Bhagalpur
123	TAMIL NADU	Namakkal	258	TELANGANA	KAMAREDDY
124	UTTAR PRADESH	Allahabad	259	KARNATAKA	Mysore
125	TAMIL NADU	Tirunelveli	260	CHATTISGARH	Rajnandgaon
126	UTTAR PRADESH	Saharanpur	261	ASSAM	Nagaon
127	TAMIL NADU	Cuddalore	262	CHATTISGARH	BILASPUR
128	HARYANA	Rohtak	263	RAJASTHAN	Dholpur
129	MADHYA PRADESH	Bhopal	264	GUJARAT	GANDHINAGAR
130	ODISHA	SUNDARGARH	265	KERALA	Idukki
131	UTTAR PRADESH	JHANSI	266	ODISHA	KHORDHA
132	HARYANA	Hisar	267	BIHAR	Nalanda
133	UTTAR PRADESH	Shahjahanpur	268	NAGALAND	Dimapur
134	TAMIL NADU	Dharmapuri	269	UTTAR PRADESH	Mainpuri
135	WEST BENGAL	HOOGLI			