

**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 31/03/2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA - TPA

Name of the TPA - Healthindia Insurance TPA Services Pvt. Ltd.

Validity of agreement with the TPA From: 01/04/2021 To: 31/03/2024

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	66,947	14,499	-
Number of lives serviced	1,76,221	1,28,962	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

As per Annexure A

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1,971	
ii.	Number of claims received during the year	39,435	
iii.	Number of claims paid during the year (specify % also in brackets)	35,882	86.7%
iv.	Number of claims repudiated during the year (specify % also in brackets)	3,809	9.2%
v.	Number of claims outstanding at the end of the year	1,715	

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	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	75.5%	77.3%	83.2%	82.4%
2	Within 1-2 hours	22.2%	19.1%	14.3%	14.2%
3	Within 2-6 hours	2.3%	3.6%	2.5%	3.4%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	Total	100.0%	100.0%	100.0%	100.0%

** 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. Turn Around Time in case of payment / repudiation of claims:


Description (to be reckoned from the date of receipt of last	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	28,714	97.2%	9,877	97.2%	-	0.0%	38,591	97.2%
Between 1-3 months	817	2.8%	283	2.8%	-	0.0%	1,100	2.8%
Between 3 to 6 months	-	0.0%	-	0.0%	-	0.0%	-	0.0%
More than 6 months	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Total	29,531	100.0%	10,160	100.0%	-	0.0%	39,691	100.0%

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	229
3	Grievances resolved during the year	229
4	Grievances outstanding at the end of the year	-

Place: Chennai

Date: 24/11/2022



Signature of the CMD

United India Insurance Company Limited

Annexure - A

C. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Bihar	Patna
Karnataka	Bangalore
Andhra Pradesh	Hyderabad
Chandigarh	Chandigarh
Chhattisgarh	Raipur
DELHI	DELHI
Gujarat	Ahmedabad, Surat, Vadodara, Rajkot
Karnataka	Dakshina Kannada
Kerala	Ernakulum
Madhya Pradesh	Bhopal, Indore
Maharashtra	Mumbai, Kolhapur, Nagpur, Pune, Solapur, Nashik, Aurangabad, Satara
Odisha	Sundargarh
Rajasthan	Jaipur
Tamil Nadu	Chennai, Madurai
Uttar Pradesh	Lucknow
West Bengal	Kolkata