

**TPA PUBLIC DISCLOSURE 2020-21**

a.1 **TPA NAME** Heritage Health 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	118986	199	3
No. of Lives Covered	276267	53326	3200431

**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:	9140	NA
ii Number of claims received during the year	76882	NA
iii Number of claims paid during the year: (Number & Percentage)	74429	86.52%
iv Number of Claims repudiated during the year:(Number & Percentage)	9420	10.95%
v Number of claims outstanding at the end of the year:	2173	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	83.00%	84.00%	81.00%	80.00%
2 Within 1-2 hours	14.00%	12.00%	12.00%	14.00%
3 Within 2-6 hours	2.00%	4.00%	5.00%	5.00%
4 Within 6-12 hours	1.00%	0.00%	2.00%	1.00%
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	1240593320	90.26%	1074528047	81.06%	291695319	99.97%	2606816686
Between 1-3 months	96487537	7.02%	119171073	8.99%	87535	0.03%	215746145	7.21%
Between 3-6 months	29825920	2.17%	79535755	6.00%	0	0.00%	109361675	3.66%
More than 6 months	7559565	0.55%	52361039	3.95%	0	0.00%	59920604	2.00%
Total	1374466342	100.00%	1325595913	100.00%	291782854	100.00%	2991845109	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	43
2 Grievances received during 2019-20	382
3 Grievances resolved during 2019-20	374
4 Grievance outstanding as on 31/03/2020	51

Place: Chennai  
 Date: 20/09/2021

  
 Signature of CEO  
 United India Insurance Co Ltd

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Annexure A

**TPA Name : Heritage Health Insurance TPA Private Limited**

**Geographical Area in which services are rendered by the TPA**

<b>Sr.no.</b>	<b>Statename</b>	<b>District Name</b>
1	Gujarat	Ahmedabad
2	Orrisa	Bhubaneswar
3	Karnataka	Bengaluru
4	Tamil Nadu	Chennai
5	Tamil Nadu	Coimbatore
6	Delhi	Delhi
7	Assam	Guwahati
8	Telangana	Hyderabad
9	Rajasthan	Jaipur
10	Uttar Pradesh	Lucknow
11	Maharashtra	Mumbai
12	Bihar	Patna
13	Pondicherry	Pondicherry
14	Maharashtra	Pune
15	West Bengal	Kolkata
16	West Bengal	Malda
17	West Bengal	Dakhin Dinajpur
18	West Bengal	Jalpaiguri