

**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 31/03/2024

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

a.1 TPA NAME MDIndia Health Insurance TPA 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	92,377	278	3
No. of Lives Covered	2,13,422	37,17,896	6,28,06,363

**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:	1,35,861	NA
ii Number of claims received during the year	10,02,962	NA
iii Number of claims paid during the year: (Number & Percentage)	8,48,993	74.55%
iv Number of Claims repudiated during the year: (Number & Percentage)	84,674	7.44%
v Number of claims outstanding at the end of the year:	2,05,156	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	86.75%	82.44%	90.10%	87.42%
2 Within 1-2 hours	10.28%	15.53%	9.49%	10.93%
3 Within 2-6 hours	2.97%	2.03%	0.41%	1.65%
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	37,652	96.15%	1,21,191	94.05%	5,18,584	67.73%	6,77,427	72.56%
Between 1-3 months	1,367	3.49%	4,829	3.75%	1,95,018	25.47%	2,01,214	21.55%
Between 3-6 months	140	0.36%	1,199	0.93%	16,296	2.13%	17,635	1.89%
More than 6 months	-	0.00%	1,634	1.27%	35,757	4.67%	37,391	4.00%
Total	39,159	100.00%	1,28,853	100.00%	7,65,655	100.00%	9,33,667	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 01/04/2023	0
2 Grievances received during 2023-24	61
3 Grievances resolved during 2023-24	61
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
Date :Signature of the CMD  
United India Insurance Co Ltd.

**TPA PUBLIC DISCLOSURE 2023-24**

Annexure A

TPA Name : MDIndia Health Insurance TPA Pvt. Ltd.

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

Sr.no.	Statename	District Name
1	Chattisgarh	Raipur
2	Delhi	Central Delhi
3	Gujarat	Ahmedabad
4	Gujarat	Vadodara
5	Gujarat	Surat
6	Haryana	Gurgaon
7	Haryana	Faridabad
8	Haryana	North West Delhi
9	Haryana	North Delhi
10	Haryana	South West Delhi
11	Haryana	West Delhi
12	Karnataka	Bangalore
13	Karnataka	Hubli
14	Kerala	TRIVANDRUM
15	Kerala	Kochi
16	Madhya Pradesh	Bhopal
17	Maharashtra	Ahmadnagar
18	Maharashtra	Akola
19	Maharashtra	Amravati
20	Maharashtra	Beed
21	Maharashtra	Bhandara
22	Maharashtra	Dhule
23	Maharashtra	Gadchiroli
24	Maharashtra	Gondiya
25	Maharashtra	Jalna
26	Maharashtra	Kolhapur
27	Maharashtra	Latur
28	Maharashtra	Mumbai
29	Maharashtra	Nagpur
30	Maharashtra	Nanded
31	Maharashtra	Nandurbar
32	Maharashtra	Nashik
33	Maharashtra	Osmanabad
34	Maharashtra	Raigad
35	Maharashtra	Ratnagiri
36	Maharashtra	Satara
37	Maharashtra	Sindhudurg
38	Maharashtra	Washim
39	Maharashtra	Pune
40	Maharashtra	Sangali
41	Maharashtra	Solapur
42	Maharashtra	Pandharpur

43	Maharashtra	Ahmednagar
44	Maharashtra	Osmanabad
45	Maharashtra	Tuljapur
46	Odisha	Bhubaneswar
47	Punjab	Fazilka
48	Tamil Nadu	Chennai
49	Tamil Nadu	Coimbatore
50	Tamil Nadu	Cuddalore
51	Tamil Nadu	Erode
52	Tamil Nadu	Kallakurichi
53	Tamil Nadu	Kanyakumari
54	Tamil Nadu	Madurai
55	Tamil Nadu	Pondicherry
56	Tamil Nadu	Pudukottai
57	Tamil Nadu	Ramanathapuram
58	Tamil Nadu	Ranipet
59	Tamil Nadu	Tenkasi
60	Tamil Nadu	Tirunelveli
61	Tamil Nadu	Tuticorin
62	Tamil Nadu	Villupuram
63	Telangana	Hyderabad
64	Uttarakhand	Dehradun
65	West Bengal	Kolkata