

**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** Medi Assist India 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	97,555	930	3
No. of Lives Covered	2,29,965	27,41,233	4,07,01,217

**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:	1,02,352	NA
ii Number of claims received during the year	9,93,607	NA
iii Number of claims paid during the year: (Number & Percentage)	8,55,004	78.01%
iv Number of Claims repudiated during the year: (Number & Percentage)	88,962	8.12%
v Number of claims outstanding at the end of the year:	1,51,993	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	83.41%	69.85%	89.69%	83.83%
2 Within 1-2 hours	11.85%	23.76%	8.43%	12.67%
3 Within 2-6 hours	4.46%	6.09%	1.69%	3.22%
4 Within 6-12 hours	0.15%	0.25%	0.12%	0.21%
5 Within 12-24 hours	0.12%	0.04%	0.07%	0.08%
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	23,578	96.73%	3,82,199	97.39%	3,49,539	66.31%	7,55,316
Between 1-3 months	709	2.91%	8,872	2.26%	1,44,387	27.39%	1,53,968	16.31%
Between 3-6 months	78	0.32%	1,178	0.30%	19,040	3.61%	20,296	2.15%
More than 6 months	12	0.05%	176	0.04%	14,198	2.69%	14,386	1.52%
Total	24,377	100.00%	3,92,425	100.00%	5,27,164	100.00%	9,43,966	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	426
3 Grievances resolved during 2023-24	426
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
Date :

Signature of the CMD  
United India Insurance Co Ltd.

*[Handwritten Signature]*

**TPA PUBLIC DISCLOSURE 2023-24**

Annexure A

TPA Name : Medi Assist India TPA Pvt Ltd

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

Sr.no.	Statename	Distriet Name
1	GUJARAT	UIIC AHMEDABAD RO
2	KARNATAKA	UIIC BANGALORE LCB
3	KARNATAKA	UIIC BANGALORE RO
4	MADHYA PRADESH	UIIC BHOPAL RO
5	ODISHA	UIIC BHUBANESWAR RO
6	CHANDIGARH	UIIC CHANDIGARH RO
7	TAMIL NADU	UIIC CHENNAI LCB
8	TAMIL NADU	UIIC CHENNAI RO
9	TAMIL NADU	UIIC COIMBATORE RO
10	UTTARAKHAND	UIIC DEHRADUN RO
11	DELHI	UIIC DELHI RO 1
12	DELHI	UIIC DELHI RO 2
13	ASSAM	UIIC GUWAHATI RO
14	KARNATAKA	UIIC HUBLI RO
15	TELANGANA	UIIC HYDERABAD LCB
16	TELANGANA	UIIC HYDERABAD RO
17	RAJASTHAN	UIIC JAIPUR RO
18	KERALA	UIIC KOCHI RO
19	WEST BENGAL	UIIC KOLKATA RO
20	WEST BENGAL	UIIC KOLKATTA LCB
21	KERALA	UIIC KOZHIKODE RO
22	UTTAR PRADESH	UIIC LUCKNOW RO
23	PUNJAB	UIIC LUDHIANA RO
24	TAMIL NADU	UIIC MADURAI RO
25	MAHARASHTRA	UIIC MUMBAI LCB
26	MAHARASHTRA	UIIC MUMBAI RO 1
27	MAHARASHTRA	UIIC MUMBAI RO 2
28	GUJARAT	UIIC NADIAD RO
29	MAHARASHTRA	UIIC NAGPUR RO
30	DELHI	UIIC NEW DELHI LCB
31	BIHAR	UIIC PATNA RO
32	PONDICHERRY	UIIC PONDICHERRY RO
33	MAHARASHTRA	UIIC PUNE LCB
34	MAHARASHTRA	UIIC PUNE RO
35	GUJARAT	UIIC VADODARA RO
36	ANDHRA PRADESH	UIIC VISAKHAPATNAM RO
37	MAHARASHTRA	Aurangabad
38		Buldhana
39		Chandrapur
40		Jalgaon
41		Mumbai & Mumbai Suburban
42		Wardha
43		Yavatmal
44		ARIYALUR
45	COIMBATORE	

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TAMIL NADU

KARUR
KRISHNAGIRI
MAYILADUTHURAI
NAGAPATTINAM
PERAMBALUR
SALEM
SIVAGANGAI
THE NILGIRIS
THENI
TIRUPATTUR
TIRUPPUR
TIRUVARUR
VELLORE
Ariyalur
Coimbatore
DHARMAPURI
Erode
KANNIYAKUMARI
KARUR
KRISHNAGIRI
NAGAPATTNAM
NAMAKKAL
PERAMBALUR
PUDUKOTTAI
SALEM
THANJAVUR
THE NILGIRIS
THIRUNELVELI
TIRUCHIRAPPALLI
TIRUPUR
TIRUVARUR
Ariyalur
Coimbatore
DHARMAPURI
Erode
KARUR
KRISHNAGIRI
KANNIYAKUMARI
NAGAPATTNAM
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NAMAKKAL
PUDUKOTTAI
PERAMBALUR
SALEM
THANJAVUR
THIRUNELVELI
TIRUPUR
TIRUCHIRAPPALLI
TIRUVARUR
All District