

**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 - Medi Assist Insurance TPA 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	72,882	3,830	3
Number of lives serviced	1,74,499	30,45,726	3,81,48,917

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	1,45,941	
ii.	Number of claims received during the year	15,82,926	
iii.	Number of claims paid during the year (specify % also in brackets)	16,01,555	92.6%
iv.	Number of claims repudiated during the year (specify % also in brackets)	20,976	1.2%
v.	Number of claims outstanding at the end of the year	1,06,336	

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	82.5%	70.2%	88.7%	77.3%
2	Within 1-2 hours	12.5%	22.6%	8.6%	18.4%
3	Within 2-6 hours	4.9%	7.1%	2.0%	3.8%
4	Within 6-12 hours	0.1%	0.1%	0.5%	0.4%
5	Within 12-24 hours	0.0%	0.0%	0.2%	0.1%
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:

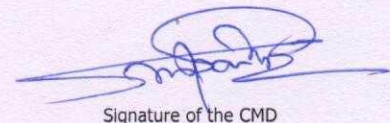
Description (to be reckoned from the date of receipt of last	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	37,975	95.6%	4,51,976	95.4%	10,76,455	97.1%	15,66,406	96.5%
Between 1-3 months	1,443	3.6%	17,434	3.7%	31,640	2.9%	50,517	3.1%
Between 3 to 6 months	285	0.7%	3,734	0.8%	605	0.1%	4,624	0.3%
More than 6 months	22	0.1%	654	0.1%	308	0.0%	984	0.1%
Total	39,725	100.0%	4,73,798	100.0%	11,09,008	100.0%	16,22,531	100.0%

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	3
2	Grievances received during the year	935
3	Grievances resolved during the year	935
4	Grievances outstanding at the end of the year	3


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
Gujarat	Ahmedabad
Karnataka	Bangalore
Odisha	Bhubaneswar
Chandigarh	Chandigarh
Tamilnadu	Chennai, Coimbatore, Cuddalore, Dharmapuri, Kanyakumari, Madurai, Pudukottai, Ramanathapuram, Thanjavur, Tirunelveli, Tuticorin, Tiruvannamalai
Delhi	New Delhi
Assam	Guwahati
Karnataka	Hubli
Telangana	Hyderabad
Kerala	Kochi
West Bengal	Kolkata, Alipurduar, Cooch Behar, Darjeeling, Kalimpong, Uttar Dinajpur
Kerala	Kozhikode
Uttar Pradesh	Lucknow
Tamilnadu	Madurai
Maharashtra	Mumbai, Nagpur, Pune, Aurangabad, Buldana, Jalgaon, Yawatmal, Chandrapur, Wardha
Bihar	Patna
Pondicherry	Pondicherry
Maharashtra	Pune
Gujarat	Vadodara
Andhra Pradesh	Visakhapatnam