

**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 Med Save Health Insurance TPA 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	49,799	890	-
No. of Lives Covered	1,17,641	1,07,314	-

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:	4,192	NA
ii Number of claims received during the year	32,290	NA
iii Number of claims paid during the year: (Number & Percentage)	29,545	80.99%
iv Number of Claims repudiated during the year: (Number & Percentage)	3,953	10.84%
v Number of claims outstanding at the end of the year:	2,984	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	88.24%	81.88%	85.44%	80.97%
2 Within 1-2 hours	8.37%	14.88%	10.75%	15.73%
3 Within 2-6 hours	2.65%	2.69%	3.15%	2.75%
4 Within 6-12 hours	0.14%	0.07%	0.16%	0.06%
5 Within 12-24 hours	0.15%	0.12%	0.19%	0.19%
6 >24 hours	0.46%	0.36%	0.32%	0.29%
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

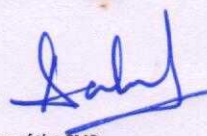
Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
	Within 1 Month	19,813	88.43%	9,530	85.91%	-	0.00%	29,343
Between 1-3 months	2,003	8.94%	749	6.75%	-	0.00%	2,752	8.22%
Between 3-6 months	426	1.90%	340	3.06%	-	0.00%	766	2.29%
More than 6 months	162	0.72%	475	4.28%	-	0.00%	637	1.90%
Total	22,404	100.00%	11,094	100.00%	-	0.00%	33,498	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	317
3 Grievances resolved during 2023-24	317
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 : Medsave Health Insurance TPA Ltd

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	ANDHRA PRADESH	WEST GODAVARI ,Visakhapatnam, HYDERABAD
2	ASSAM	GUWAHATI, KAMRUP
3	BIHAR	NALANDA , PATNA
4	CHANDIGARH	CHANDIGARH
5	CHANDIGARH U.T.	CHANDIGARH
6	CHATTISGARH	RAIGARH, RAIPUR
7	DADRA & NAGAR HAVELI	DADRA & NAGAR HAVELI
8	DAMAN AND DIU	DAMAN
9	DELHI	NEW DELHI
10	GOA	GOA - NORTH
11	GUJARAT	AHAMADABAD, GANDHINAGAR
12	HARYANA	SONIPAT
13	HIMACHAL PRADESH	SHIMLA
14	JAMMU & KASHMIR	BARAMULLA
15	JHARKHAND	RANCHI
16	KARNATAKA	BANGALORE
17	KERALA	ERNAKULAM
18	MADHYA PRADESH	BHOPAL, SATNA
19	MAHARASHTRA	MUMBAI
20	ODISHA	BALASORE
21	PUNJAB	CHANDIGARH
22	RAJASTHAN	JAIPUR
23	TAMIL NADU	CHENNAI
24	TELANGANA	HYDERABAD
25	UTTAR PRADESH	LUCKNOW
26	UTTARAKHAND	DEHRADUN
27	West Bengal	Kolkata