

**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** Safeway 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	17,325	17	-
No. of Lives Covered	41,024	16,535	-

**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:	703	NA
ii Number of claims received during the year	11,607	NA
iii Number of claims paid during the year: (Number & Percentage)	10,138	82.36%
iv Number of Claims repudiated during the year: (Number & Percentage)	1,362	11.06%
v Number of claims outstanding at the end of the year:	810	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	96.72%	97.21%	97.81%	98.63%
2 Within 1-2 hours	3.28%	2.79%	2.19%	1.37%
3 Within 2-6 hours	0.00%	0.00%	0.00%	0.00%
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	9,729	99.71%	1,736	99.64%	-	0.00%	11,465	99.70%
Between 1-3 months	29	0.29%	6	0.36%	-	0.00%	35	0.30%
Between 3-6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total	9,758	100.00%	1,742	100.00%	-	0.00%	11,500	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	49
3 Grievances resolved during 2023-24	49
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 : SAFEWAY INSURANCE TPA PVT LTD**

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

Sr.no.	Statename	District Name
1	ANDHRA PRADESH	ANANTAPUR, CHITTOOR, CUDDAPAH, GODAVARI - EAST, GODAVARI - WEST, GUNTUR, KRISHNA, KURNOOL, NELLORE, PRAKASAM, SRIKAKULAM, VISAKHAPATNAM, VIZIANAGARAM
2	ASSAM	CACHAR, KAMRUP
3	BIHAR	ARWAL, CHAMPARAN - EAST, CHAMPARAN - WEST, GAYA, JAMUI, KISHANGANJ, MADHUBANI, NALANDA, PATNA, ROHTAS, SAHARSA, SARAN, SITAMARHI
4	CHANDIGARH U.T.	CHANDIGARH
5	CHATTISGARH	DURG, KORBA
6	DADRA AND NAGAR HAVELI	DADRA AND NAGAR HAVELI
7	DELHI	CENTRAL DELHI, EAST DELHI, NEW DELHI, NORTH DELHI, NORTH WEST DELHI, SOUTH DELHI, SOUTH WEST DELHI, WEST DELHI
8	GUJARAT	AHMADABAD, SURAT, VADODARA
9	HARYANA	AMBALA, BHIWANI, FARIDABAD, FATEHABAD, GURGAON, HISAR, JHAJJAR, JIND, KAITHAL, KARNAL, KURUKSHETRA, MAHENDRAGARH, NUH, PALWAL, PANCHKULA, PANIPAT, REWARI, ROHTAK, SONIPAT, YAMUNANAGAR
10	HIMACHAL PRADESH	SIRMAUR, SOLAN
11	JAMMU AND KASHMIR	JAMMU
12	JHARKHAND	BOKARO, DHANBAD, RANCHI
13	KARNATAKA	BANGALORE, BANGALORE RURAL, BELGAUM, DHARWAD, GADAG, GULBARGA, KOPPAL, MYSORE
14	KERALA	ERNAKULAM, IDUKKI, THRISSUR
15	MADHYA PRADESH	BHOPAL, GWALIOR, INDORE, JABALPUR, SHAHDOL, SHIVPURI
16	MAHARASHTRA	AURANGABAD, GONDIYA, JALGAON, LATUR, MUMBAI, PUNE, THANE
17	ODISHA	CUTTACK, KHORDHA, MAYURBHANJ, RAYAGADA
18	PONDICHERRY U.T.	PONDICHERRY
19	PUNJAB	AMRITSAR, FIROZPUR, GURDASPUR, HOSHIARPUR, JALANDHAR, LUDHIANA, MOHALI, PATIALA, PHAGWARA, ROPAR, RUPNAGAR



20	<b>RAJASTHAN</b>	ALWAR, BARMER, BHARATPUR, BIKANER, BUNDI, CHURU, DHOLPUR, HANUMANGARH, JAIPUR, JHUNJHUNUN, JODHPUR, KARALI, KOTA, NAGPUR, SAWAI MADHOPUR, SIKAR, SIROHI
21	<b>TAMIL NADU</b>	CHENNAI, COIMBATORE, CUDDALORE, KANCHIPURAM, KANNIYAKUMARI, KARUR, NILGIRIS, SIVAGANGA, TENI, TIRUCHCHIRAPPALLI, TIRUNELVELI, TIRUVALLUR, TIRUVANNAMALAI, VELLORE, VILUPPURAM
22	<b>TELANGANA</b>	ADILABABAD, HYDERABAD, HYDERABAD1, K.V.RANGAREDDY, KARIMNAGAR, KHAMMAM, KOTHAGUEDEM, MAHABUB NAGAR, MAHBUBNAGAR, MEDAK, MEDCHAL MALKAJIRI, NALGONDA, NIZAMABAD, RANGAREDDY, SANGAREDDY, VIKARABAD, WARANGAL
23	<b>UTTAR PRADESH</b>	AGRA, ALIGARH, ALLAHABAD, AURAIYA, AZAMGARH, BAGHPAT, BANDA, BAREILLY, BIJNOR, BULANDSHAHR, ETAH, GAUTAM BUDDHA NAGAR, GHAZIABAD, GORAKHPUR, HARDOI, JAUNPUR, JHANSI, JYOTIBA RAO PHULE NAGAR, KANPUR URBAN, KUSHINAGAR, LAKHIMPUR KHERI, LUCKNOW, MAHAMAYA NAGAR (HATHRAS), MAHARAJGANJ, MATHURA, MAUNATH BHANJAN, MEERUT, MORADABAD, MUZAFFARNAGAR, SAHARANPUR, SANT KABIR NAGAR, SULTANPUR, UNNAO, VARANASI
24	<b>UTTARAKHAND</b>	ALMORA, CHAMOLI, CHAMPAWAT, DEHRADUN, HARIDWAR, NAINITAL, PAURI GARHWAL, PITHORAGARH, Udhham Singh Nagar, UTTARKASHI
25	<b>WEST BENGAL</b>	DARJILING, HOOGLI, HOWRAH, JALPAIGURI, KOLKATA, MALDAH, NORTH TWENTY FOUR PARGANAS, PURBA BARDHAMAN, SOUTH TWENTY FOUR PARGANAS