

TPA PUBLIC DISCLOSURE 2019-20

a.1 **TPA NAME** SAFEWAY INSURANCE TPA PVT. LTD
Validity of agreement From 01/04/2019 To 31/03/2021

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	18178	101	0
No. of Lives Covered	47462	27763	0

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:	2477	NA
ii Number of claims received during the year	13479	NA
iii Number of claims paid during the year: (Number & Percentage)	11643	72.97%
iv Number of Claims repudiated during the year:(Number & Percentage)	742	4.65%
v Number of claims outstanding at the end of the year:	3571	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	83.00%	94.00%	86.00%	96.00%
2 Within 1-2 hours	15.00%	5.00%	13.00%	3.00%
3 Within 2-6 hours	2.00%	1.00%	1.00%	1.00%
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	4751	92.00%	6807	95.00%	0	0.00%	11558	93.75%
Between 1-3 months	413	8.00%	358	5.00%	0	0.00%	771	6.25%
Between 3-6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	5164	100.00%	7165	100.00%	0	0.00%	12329	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 01/04/2019	5
2 Grievances received during 2019-20	26
3 Grievances resolved during 2019-20	31
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai
 Date: 18/12/2020

Signature of CEO
 United India Insurance Co Ltd




Annexure A

TPA Name : SAFEWAY INSURANCE TPA PVT LTD

Geographical Area in which services are rendered by the TPA

Sr. No.	Name of State	Name of District
1	ANDHRA PRADESH	HYDERABAD1
2	ANDHRA PRADESH	GUNTUR
3	ANDHRA PRADESH	CHITTOOR
4	ANDHRA PRADESH	MAHBUBNAGAR
5	ANDHRA PRADESH	GODAVARI - EAST
6	ANDHRA PRADESH	K.V.RANGAREDDY
7	ANDHRA PRADESH	CUDDAPAH
8	ANDHRA PRADESH	VISAKHAPATNAM
9	ANDHRA PRADESH	KRISHNA
10	ANDHRA PRADESH	PRAKASAM
11	ANDHRA PRADESH	NELLORE
12	ANDHRA PRADESH	MEDAK
13	CHANDIGARH U.T.	CHANDIGARH
14	DELHI	NORTH WEST DELHI
15	DELHI	NORTH DELHI
16	DELHI	SOUTH DELHI
17	DELHI	SOUTH WEST DELHI
18	DELHI	WEST DELHI
19	DELHI	NEW DELHI
20	DELHI	CENTRAL DELHI
21	DELHI	EAST DELHI
22	HARYANA	GURGAON
23	HARYANA	KARNAL
24	HARYANA	YAMUNANAGAR
25	HARYANA	AMBALA
26	HARYANA	KAITHAL
27	HARYANA	FARIDABAD
28	HARYANA	SONIPAT
29	HARYANA	KURUKSHETRA
30	HARYANA	PANIPAT
31	HARYANA	HISAR
32	HARYANA	ROHTAK
33	HARYANA	PANCHKULA
34	HARYANA	BHIWANI
35	HARYANA	JIND
36	HARYANA	JHAJJAR
37	HARYANA	PALWAL
38	KARNATAKA	BANGALORE
39	KARNATAKA	GULBARGA

40	KARNATAKA	BIDAR
41	KARNATAKA	BANGALORE RURAL
42	KERALA	ERNAKULAM
43	KERALA	THRISSUR
44	MADHYA PRADESH	INDORE
45	MAHARASHTRA	THANE
46	MAHARASHTRA	MUMBAI
47	MAHARASHTRA	PUNE
48	ODISHA	KHURDA
49	ORISSA	KHURDA
50	PUNJAB	HOSHIARPUR
51	PUNJAB	PATIALA
52	RAJASTHAN	HANUMANGARH
53	RAJASTHAN	ALWAR
54	RAJASTHAN	JAIPUR
55	TAMIL NADU	KANCHIPURAM
56	TAMIL NADU	TIRUVALLUR
57	TAMIL NADU	CHENNAI
58	TELANGANA	HYDERABAD
59	TELANGANA	WARANGAL
60	TELANGANA	RANGAREDDY
61	TELANGANA	MEDAK
62	TELANGANA	NIZAMABAD
63	TELANGANA	KHAMMAM
64	TELANGANA	KARIMNAGAR
65	TELANGANA	MAHABUB NAGAR
66	TELANGANA	NALGONDA
67	TELANGANA	ADILABABAD
68	UTTAR PRADESH	GAUTAM BUDDHA
69	UTTAR PRADESH	GHAZIABAD
70	UTTARAKHAND	DEHRADUN
71	UTTARAKHAND	HARIDWAR
72	UTTARAKHAND	NAINITAL
73	UTTARAKHAND	Udham Singh Nagar
74	WEST BENGAL	NORTH TWENTY FOUR
75	WEST BENGAL	KOLKATA