

**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 31/03/2023

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	20279	6	0
No. of Lives Covered	51394	5859	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:	696	NA
ii Number of claims received during the year	11639	NA
iii Number of claims paid during the year: (Number & Percentage)	10521	85.29%
iv Number of Claims repudiated during the year: (Number & Percentage)	1111	9.01%
v Number of claims outstanding at the end of the year:	703	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	96.65%	97.12%	97.85%	98.57%
2 Within 1-2 hours	3.35%	2.88%	2.15%	1.43%
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	10901	99.70%	692	99.20%	0	0.00%	11593	99.66%
Between 1-3 months	33	0.30%	6	0.80%	0	0.00%	39	0.34%
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	10934	100.00%	698	100.00%	0	0.00%	11632	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 01/04/2022	0
2 Grievances received during 2022-23	17
3 Grievances resolved during 2022-23	17
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : SAFEWAY INSURANCE TPA PVT LTD

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name	Sr.no.	Statename	District Name
1	ANDHRA PRADESH	ANANTAPUR	114	PUNJAB	AMRITSAR
2	ANDHRA PRADESH	CHITTOOR	115	PUNJAB	BATHINDA
3	ANDHRA PRADESH	CUDDAPAH	116	PUNJAB	FARIDKOT
4	ANDHRA PRADESH	GODAVARI - EAST	117	PUNJAB	FIROZPUR
5	ANDHRA PRADESH	GODAVARI - WEST	118	PUNJAB	GURDASPUR
6	ANDHRA PRADESH	GUNTUR	119	PUNJAB	HOSHIARPUR
7	ANDHRA PRADESH	KRISHNA	120	PUNJAB	JALANDHAR
8	ANDHRA PRADESH	KURNOOL	121	PUNJAB	LUDHIANA
9	ANDHRA PRADESH	NELLORE	122	PUNJAB	MOHALI
10	ANDHRA PRADESH	PRAKASAM	123	PUNJAB	PATIALA
11	ANDHRA PRADESH	SRIKAKULAM	124	PUNJAB	PHAGWARA
12	ANDHRA PRADESH	VISAKHAPATNAM	125	PUNJAB	ROPAR
13	ANDHRA PRADESH	VIZIANAGARAM	126	PUNJAB	RUPNAGAR
14	ASSAM	KAMRUP	127	RAJASTHAN	ALWAR
15	ASSAM	NAGAON	128	RAJASTHAN	BANSWARA
16	BIHAR	AURANGABAD(BH)	129	RAJASTHAN	BHARATPUR
17	BIHAR	BANKA	130	RAJASTHAN	BIKANER
18	BIHAR	BEGUSARAI	131	RAJASTHAN	BUNDI
19	BIHAR	BHAGALPUR	132	RAJASTHAN	CHITTAURGARH
20	BIHAR	CHAMPARAN - EAST	133	RAJASTHAN	CHURU
21	BIHAR	CHAMPARAN - WEST	134	RAJASTHAN	HANUMANGARH
22	BIHAR	DARBHANGA	135	RAJASTHAN	JAIPUR
23	BIHAR	GAYA	136	RAJASTHAN	JHUNJHUNUN
24	BIHAR	GOPALGANJ	137	RAJASTHAN	KOTA
25	BIHAR	KATI HAR	138	RAJASTHAN	NAGOUR
26	BIHAR	KHAGARIA	139	RAJASTHAN	SAWAI MADHOPUR
27	BIHAR	MADHUBANI	140	RAJASTHAN	SIKAR
28	BIHAR	MUZAFFARPUR	141	RAJASTHAN	SIROHI
29	BIHAR	NALANDA	142	RAJASTHAN	TONK
30	BIHAR	NAWADA	143	TAMIL NADU	CHENNAI
31	BIHAR	PATNA	144	TAMIL NADU	COIMBATORE
32	BIHAR	ROHTAS	145	TAMIL NADU	KANCHIPURAM
33	BIHAR	SAHARSA	146	TAMIL NADU	KRISHNAGIRI
34	BIHAR	SAMASTIPUR	147	TAMIL NADU	MADURAI
35	BIHAR	SARAN	148	TAMIL NADU	TIRUVALLUR
36	BIHAR	SITAMARHI	149	TAMIL NADU	VELLORE
37	CHANDIGARH U.T.	CHANDIGARH	150	TELANGANA	ADILABABAD
38	CHATTISGARH	DURG	151	TELANGANA	HYDERABAD
39	CHATTISGARH	JANJGIR-CHAMPA	152	TELANGANA	HYDERABAD1
40	CHATTISGARH	KORBA	153	TELANGANA	JAGITYAL
41	DELHI	CENTRAL DELHI	154	TELANGANA	K.V.RANGAREDDY
42	DELHI	EAST DELHI	155	TELANGANA	KARIMNAGAR
43	DELHI	NEW DELHI	156	TELANGANA	KHAMMAM
44	DELHI	NORTH DELHI	157	TELANGANA	KOTHAGUDEM
45	DELHI	NORTH WEST DELHI	158	TELANGANA	MAHABUB NAGAR
46	DELHI	SOUTH DELHI	159	TELANGANA	MEDAK
47	DELHI	SOUTH WEST DELHI	160	TELANGANA	MEDCHAL MALKAJGIRI
48	DELHI	WEST DELHI	161	TELANGANA	NALGONDA
49	GUJARAT	AHMADABAD	162	TELANGANA	NIZAMABAD
50	GUJARAT	ANAND	163	TELANGANA	RANGAREDDY
51	GUJARAT	GANDHINAGAR	164	TELANGANA	VIKARABAD

52	GUJARAT	VADODARA	165	TELANGANA	WARANGAL
53	HARYANA	AMBALA	166	TRIPURA	TRIPURA - WEST
54	HARYANA	BHIWANI	167	UTTAR PRADESH	AGRA
55	HARYANA	FARIDABAD	168	UTTAR PRADESH	ALIGARH
56	HARYANA	GURGAON	169	UTTAR PRADESH	ALLAHABAD
57	HARYANA	HISAR	170	UTTAR PRADESH	AZAMGARH
58	HARYANA	JHAJJAR	171	UTTAR PRADESH	BAGHPAT
59	HARYANA	JIND	172	UTTAR PRADESH	BANDA
60	HARYANA	KAITHAL	173	UTTAR PRADESH	BARABANKI
61	HARYANA	KARNAL	174	UTTAR PRADESH	BAREILLY
62	HARYANA	KURUKSHETRA	175	UTTAR PRADESH	BIJNOR
63	HARYANA	MAHENDRAGARH	176	UTTAR PRADESH	BULANDSHAHR
64	HARYANA	NUH	177	UTTAR PRADESH	ETAH
65	HARYANA	PALWAL	178	UTTAR PRADESH	ETAWAH
66	HARYANA	PANCHKULA	179	UTTAR PRADESH	FARRUKHABAD
67	HARYANA	PANIPAT	180	UTTAR PRADESH	GAUTAM BUDDHA NAGAR
68	HARYANA	REWARI	181	UTTAR PRADESH	GHAZIABAD
69	HARYANA	ROHTAK	182	UTTAR PRADESH	GHAZIPUR
70	HARYANA	SONIPAT	183	UTTAR PRADESH	HARDOI
71	HARYANA	YAMUNANAGAR	184	UTTAR PRADESH	JAUNPUR
72	HIMACHAL PRADESH	BILASPUR	185	UTTAR PRADESH	JHANSI
73	HIMACHAL PRADESH	CHAMBA	186	UTTAR PRADESH	KANPUR URBAN
74	HIMACHAL PRADESH	KANGRA	187	UTTAR PRADESH	KUSHINAGAR
75	HIMACHAL PRADESH	SIRMAUR	188	UTTAR PRADESH	LUCKNOW
76	JAMMU AND KASHMIR	JAMMU	189	UTTAR PRADESH	MAHAMAYA NAGAR (HATHRAS)
77	JAMMU AND KASHMIR	KATHUA	190	UTTAR PRADESH	MAINPURI
78	JHARKHAND	DHANBAD	191	UTTAR PRADESH	MATHURA
79	JHARKHAND	GUMLA	192	UTTAR PRADESH	MEERUT
80	KARNATAKA	BANGALORE	193	UTTAR PRADESH	MORADABAD
81	KARNATAKA	BANGALORE RURAL	194	UTTAR PRADESH	MUZAFFARNAGAR
82	KARNATAKA	BELGAUM	195	UTTAR PRADESH	SAHARANPUR
83	KARNATAKA	BIDAR	196	UTTAR PRADESH	SHAHJAHANPUR
84	KARNATAKA	DHARWAD	197	UTTAR PRADESH	SIDDHARTH NAGAR
85	KARNATAKA	GULBARGA	198	UTTAR PRADESH	UNNAO
86	KARNATAKA	KOPPAL	199	UTTAR PRADESH	VARANASI
87	KERALA	ERNAKULAM	200	UTTARAKHAND	ALMORA
88	KERALA	KANNUR	201	UTTARAKHAND	CHAMOLI
89	KERALA	KOTTAYAM	202	UTTARAKHAND	DEHRADUN
90	KERALA	THRISSUR	203	UTTARAKHAND	HARIDWAR
91	MADHYA PRADESH	BHOPAL	204	UTTARAKHAND	NAINITAL
92	MADHYA PRADESH	GWALIOR	205	UTTARAKHAND	PAURI GARHWAL
93	MADHYA PRADESH	INDORE	206	UTTARAKHAND	PITHORAGARH
94	MADHYA PRADESH	KATNI	207	UTTARAKHAND	Udham Singh Nagar
95	MADHYA PRADESH	PANNA	208	UTTARAKHAND	UTTARKASHI
96	MADHYA PRADESH	REWA	209	WEST BENGAL	DARJILING
97	MADHYA PRADESH	SHAHDOL	210	WEST BENGAL	HOWRAH
98	MADHYA PRADESH	SIDHI	211	WEST BENGAL	KOLKATA
99	MADHYA PRADESH	UJJAIN	212	WEST BENGAL	NADIA
100	MAHARASHTRA	AURANGABAD	213	WEST BENGAL	NORTH TWENTY FOUR PARGANAS
101	MAHARASHTRA	GONDIYA	214	WEST BENGAL	SOUTH TWENTY FOUR PARGANAS
102	MAHARASHTRA	JALGAON	215	WEST BENGAL	UTTAR DINAJPUR
103	MAHARASHTRA	LATUR			
104	MAHARASHTRA	MUMBAI			
105	MAHARASHTRA	NANDED			
106	MAHARASHTRA	PUNE			
107	MAHARASHTRA	THANE			
108	ODISHA	BALASORE			

109	ODISHA	GANJAM			
110	ODISHA	KENDRAPARA			
111	ODISHA	KHORDHA			
112	ODISHA	MAYURBHANJ			
113	ODISHA	RAYAGADA			