

**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 - Safeway 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	23,365	7	-
Number of lives serviced	64,077	3,991	-

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	1,182	
ii.	Number of claims received during the year	13,465	
iii.	Number of claims paid during the year (specify % also in brackets)	12,493	85.3%
iv.	Number of claims repudiated during the year (specify % also in brackets)	1,458	10.0%
v.	Number of claims outstanding at the end of the year	696	

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	100.0%	100.0%	100.0%	100.0%
2	Within 1-2 hours	0.0%	0.0%	0.0%	0.0%
3	Within 2-6 hours	0.0%	0.0%	0.0%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
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	10,913	82.1%	550	83.0%	-	0.0%	11,463	82.2%
Between 1-3 months	2,164	16.3%	98	14.8%	-	0.0%	2,262	16.2%
Between 3 to 6 months	211	1.6%	16	2.4%	-	0.0%	227	1.6%
More than 6 months	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Total	13,288	100.0%	663	100.0%	-	0.0%	13,951	100.0%

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	19
3	Grievances resolved during the year	19
4	Grievances outstanding at the end of the year	-

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
Andhra Pradesh	Anantapur, Chittoor, Cuddapah, Godavari - East, Godavari - West, Guntur, Krishna, Kurnool, Nellore, Prakasam, Srikakulam, Visakhapatnam, Vizianagaram
Assam	Kamrup, Sibsagar
Bihar	Aurangabad(Bh), Banka, Begusarai, Bhagalpur, Bhojpur, Champaran - East, Champaran - West, Darbhanga, Gaya, Gopalganj, Katihar, Khagaria, Madhubani, Muzaffarpur, Nalanda, Nawada, Patna, Rohtas, Saharsa, Samastipur, Saran, Sitamarhi
Chandigarh U.T.	Chandigarh
Chattisgarh	Bijapur, Durg, Janjgir-Champa
Delhi	New Delhi
Goa	Goa - North
Gujarat	Ahmadabad, Bharuch, Gandhinagar, Junagadh, Rajkot, Surat, Vadodara
Haryana	Ambala, Faridabad, Bhiwani, Gurgaon, Hisar, Jhajjar, Jind, Kaithal, Karnal, Kurukshetra, Mahendragarh, Nuh, Palwal, Panchkula, Panipat, Rewari, Rohtak, Sirsa, Sonapat, Yamunanagar
Himachal Pradesh	Bilaspur, Chamba, Kangra, Shimla, Sirmaur, Una
Jammu And Kashmir	Jammu
Jharkhand	Dhanbad, Giridih, Gumla
Karnataka	Bangalore, Belgaum, Bidar, Dharwad, Gadag, Gulbarga, Koppal
Kerala	Ernakulam, Kottayam, Thiruvananthapuram, Thrissur
Madhya Pradesh	Bhopal, Gwalior, Indore, Katni, Khargone, Shahdol, Sidhi, Ujjain
Maharashtra	Aurangabad, Buldana, Gondiya, Jalgaon, Mumbai, Nagpur, Pune, Raigarh, Thane
Odisha	Baleswar, Bargarh, Cuttack, Ganjam, Khurda, Mayurbhanj, Rayagada
Punjab	Amritsar, Bathinda, Faridkot, Ferozpur, Gurdaspur, Hoshiarpur, Jalandhar, Ludhiana, Mohali, Patiala, Phagwara, Rupnagar
Rajasthan	Alwar, Banswara, Bharatpur, Bikaner, Bundi, Chittaurgarh, Churu, Dausa, Hanumangarh, Jaipur, Jhunjhunun, Karauli, Kota, Nagaur, Sawai Madhopur, Sikar, Sirohi, Tonk
Tamil Nadu	Chennai, Coimbatore, Kanchipuram, Krishnagiri, Madurai, Sivaganga, Tiruvallur, Vellore, Viluppuram
Telangana	Adilabad, Hyderabad, K.V.Rangareddy, Karimnagar, Khammam, Mahabub Nagar, Mahbubnagar, Medak, Nalgonda, Nizamabad, Rangareddy, Sangareddy, Vikarabad, Warangal
Tripura	Tripura - West
Uttar Pradesh	Agra, Allahabad, Aligarh, Azamgarh, Baghpat, Banda, Barabanki, Bareilly, Bijnor, Bulandshahr, Chitrakut, Etah, Farrukhabad, Ferozabad, Gautam Buddha Nagar, Ghaziabad, Ghazipur, Gonda, Gorakhpur, Hardoi, Jaunpur, Jhansi, Kanpur Urban, Kushinagar, Lucknow, Ahamaya Nagar (Hathra, Mahoba, Mainpuri, Mathura, Maunath Bhanjan, Meerut, Moradabad, Muzaffarnagar, Rae Bareli, Rampur, Saharanpur, Sant Kabir Nagar, Shahjahanpur, Shahjahanpur, Siddharthnagar, Sultanpur, Sonbhadra, Unnao
Uttarakhand	Almora, Chamoli, Dehradun, Haridwar, Nainital, Pauri Garhwal, Pithoragarh, Udham Singh Nagar, Uttarkashi
West Bengal	Darjiling, Howrah, Kolkata, Nadia, North Twenty Four Parganas, South Twenty Four Parganas