

**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 - United India Insurance Company Limited (In-House)

Validity of agreement with the TPA From: - To: -

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	456	71	-
Number of lives serviced	995	1,05,455	-

c. Information with regard to the geographical area in which services are rendered by the Insurer

All States	All Districts
------------	---------------

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	393	
ii.	Number of claims received during the year	329	
iii.	Number of claims paid during the year (specify % also in brackets)	233	32.3%
iv.	Number of claims repudiated during the year (specify % also in brackets)	78	10.8%
v.	Number of claims outstanding at the end of the year	411	

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				
2	Within 1-2 hours				
3	Within 2-6 hours				
4	Within 6-12 hours				
5	Within 12-24 hours				
6	>24 hours				
	Total	-	-	-	-

** 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	97	53.6%	91	70.0%	-	0.0%	188	60.5%
Between 1-3 months	12	6.6%	9	6.9%	-	0.0%	21	6.8%
Between 3 to 6 months	7	3.9%	3	2.3%	-	0.0%	10	3.2%
More than 6 months	65	35.9%	27	20.8%	-	0.0%	92	29.6%
Total	181	100.0%	130	100.0%	-	0.0%	311	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	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

Place: Chennai

Date: 24/11/2022



Signature of the CMD

United India Insurance Company Limited