

TPA PUBLIC DISCLOSURE 2019-20

a.1 **TPA NAME** United Healthcare Parekh 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	3	96	0
No. of Lives Covered	6	261081	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:	3403	NA
ii Number of claims received during the year	57977	NA
iii Number of claims paid during the year: (Number & Percentage)	53722	87.52%
iv Number of Claims repudiated during the year: (Number & Percentage)	3521	5.74%
v Number of claims outstanding at the end of the year:	4137	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	0.00%	0.00%	46.00%	60.00%
2 Within 1-2 hours	0.00%	0.00%	37.00%	31.00%
3 Within 2-6 hours	0.00%	0.00%	17.00%	9.00%
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	0.00%	0.00%	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	0	0.00%	56968	99.52%	0	0.00%	56968	99.52%
Between 1-3 months	0	0.00%	196	0.34%	0	0.00%	196	0.34%
Between 3-6 months	0	0.00%	74	0.13%	0	0.00%	74	0.13%
More than 6 months	0	0.00%	5	0.01%	0	0.00%	5	0.01%
Total	0	0.00%	57243	100.00%	0	0.00%	57243	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	0
2 Grievances received during 2019-20	6
3 Grievances resolved during 2019-20	6
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 : UnitedHealthcare Parekh Insurance TPA Pvt Ltd

Geographical Area in which services are rendered by the TPA

Sno.	Statename	District Name
1	Maharashtra	Mumbai