

TPA PUBLIC DISCLOSURE 2019-20

a.1 **TPA NAME** Vipul MedCorp 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	93278	2300	0
No. of Lives Covered	228927	278150	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:	5096	NA
ii Number of claims received during the year	62446	NA
iii Number of claims paid during the year: (Number & Percentage)	57868	85.68%
iv Number of Claims repudiated during the year:(Number & Percentage)	5620	8.32%
v Number of claims outstanding at the end of the year:	4054	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	54.00%	62.00%	59.00%	66.00%
2 Within 1-2 hours	23.00%	22.00%	23.00%	22.00%
3 Within 2-6 hours	23.00%	16.00%	18.00%	12.00%
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	27465	93.53%	32006	93.80%	0	0.00%	59471
Between 1-3 months	1649	5.62%	1656	4.85%	0	0.00%	3305	5.21%
Between 3-6 months	175	0.60%	190	0.56%	0	0.00%	365	0.57%
More than 6 months	75	0.26%	270	0.79%	0	0.00%	345	0.54%
Total	29365	100.00%	34122	100.00%	0	0.00%	63487	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	1
2 Grievances received during 2019-20	295
3 Grievances resolved during 2019-20	295
4 Grievance outstanding as on 31/03/2020	1

Place: Chennai
 Date: 18/12/2020

Signature of CEO
 United India Insurance Co Ltd




Annexure A

TPA Name : Vipul MedCorp Insurance TPA Pvt Ltd

Geographical Area in which services are rendered by the TPA

Sr. No.	Name of State	Name of District
1	Bihar	Patna
2	Chandigarh	Chandigarh
3	Delhi	New Delhi
4	Gujarat	Ahmedabad
5	Gujarat	Vadodara
6	Karnataka	Bangalore
7	Madhya Pradesh	Bhopal
8	Maharashtra	Mumbai
9	Pondicherry	Pondicherry
10	Punjab	Ludhiana
11	Rajasthan	Jaipur
12	Rajasthan	Jodhpur
13	Tamil Nadu	Chennai
14	Tamil Nadu	Madurai
15	Telangana	Hyderabad
16	Uttrakhand	Dehradun
17	West Bengal	Kolkata