

**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 - Health Insurance TPA of India 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	25,224	77	1
Number of lives serviced	57,394	1,23,650	20,21,898

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	2,019	
ii.	Number of claims received during the year	3,40,434	
iii.	Number of claims paid during the year (specify % also in brackets)	2,39,707	70.00%
iv.	Number of claims repudiated during the year (specify % also in brackets)	12,708	3.71%
v.	Number of claims outstanding at the end of the year	90,038	

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	90%	92%	91%	96%
2	Within 1-2 hours	10%	8%	9%	4%
3	Within 2-6 hours	0%	0%	0%	0%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	0%	0%	0%	0%
	Total	100%	100%	100%	100%

** 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	18,746	56.2%	1,56,277	71.3%	-	0.0%	1,75,023	69.3%
Between 1-3 months	11,517	34.5%	49,393	22.5%	-	0.0%	60,910	24.1%
Between 3 to 6 months	2,001	6.0%	6,111	2.8%	-	0.0%	8,112	3.2%
More than 6 months	1,113	3.3%	7,257	3.3%	-	0.0%	8,370	3.3%
Total	33,377	100.0%	2,19,038	100.0%	-	0.0%	2,52,415	100.0%

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	1
2	Grievances received during the year	75
3	Grievances resolved during the year	76
4	Grievances outstanding at the end of the year	0

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	Adilabad, Ananthapur, Cuddapah, Chittoor, East Godavari, Guntur, Karim Nagar, Krishna, Kurnool, Nellore, Prakasam, Srikakulam, Visakhapatnam, Vizianagaram
Bihar	Arwal, Aurangabad(BH), Banka, Bhagalpur, Bhojpur, Buxar, Darbhanga, Gaya, Katihar, Madhubani, Muzaffarpur, Nalanda, Nawada, Patna, Siwan
Chattisgarh	Bastar, Durg, Kawardha, Korba, Raigarh, Raipur, Rajnandgaon
Gujarat	AHMEDABAD, Amreli, Anand, Bharuch, Bhavnagar, Junagadh, Kachchh, Kheda, Navsari, Patan, Rajkot, Surat, Vadodara, Valsad
Haryana	Bhiwani, Faridabad, Gurgaon, Hisar, Jhajjar, Jind, Panchkula, Panipat, Rewari, Rohtak, Sirsa, Sonapat
Jharkhand	Bokaro, Godda, Hazaribag, Koderma, Ranchi, Seraikela-kharsawan
Karnataka	Bangalore, Bellary, Bidar, Gulbarga, Hassan, Kolar, Koppal, Mandya, Mysore, Raichur, Udupi
Kerala	Alappuzha, Ernakulam, Idukki, Kannur, Kochi, Kollam, Kottayam, Kozhikode, Palakkad, Malappuram, Pathanamthitta, Thiruvananthapuram, Thrissur, Wayanad
Madhya Pradesh	Balaghat, Betul, Chhindwara, Bhopal, Dewas, Gwalior, Indore, Jabalpur, Khandwa, Ratlam, Sehore, Seoni, Shivpuri, Ujjain
Maharashtra	Akola, Amravati, Bhandara, Chandrapur, Gadchiroli, Jalgaon, Jalna, Kolhapur, Mumbai, Latur, Nagpur, Nanded, Nashik, Pune, Satara, Solapur, Wardha, Thane, Washim, Yavatmal
Odisha	Balangir, Bargarh, Bhuvneshwar, Cuttack, Ganjam, Kendrapara, Kendujhar, Koraput, Nuapada, Sambalpur
Punjab	Gurdaspur, Jalandhar, Kapurthala, Ludhiana, Patiala
Rajasthan	Ajmer, Alwar, Bikaner, Bhilwara, Ganganagar, Jaipur, Jodhpur, Kota, Nagaur, Pali, Udaipur
Tamil Nadu	Chennai, Coimbatore, Cuddalore, Dharmapuri, Dindigul, Erode, Kanchipuram, Karaikal, Karur, Krishnagiri, Madurai, Namakkal, Nilgiris, Ramanathapuram, Salem, Sivaganga, Thanjavur, Tirunelveli, Tiruvallur, Tuticorin, Vellore, Villupuram
Telangana	Hydrabad, K.V.Rangareddy, Khammam, Mahabub Nagar, Medak, Nalgonda, Nizamabad, Warangal
Uttar Pradesh	Agra, Aligarh, Allahabad, Ballia, Bareilly, Basti, Bijnor, Budaun, Bulandshahr, Deoria, Farrukhabad, Gautam Buddha Nagar, Ghaziabad, Gonda, Gorakhpur, Jhansi, Kushinagar, Lucknow, Mathura, Meerut, Moradabad, Muzaffarnagar, Pilibhit, Saharanpur, Siddharthnagar, Sitapur, Sultanpur, Varanasi
Uttarakhand	Dehradun, Haridwar, Nainital, Pauri Garhwal, Udham Singh Nagar
West Bengal	Birbhum, Darjiling, East Midnapore, Howrah, Kolkata, Murshidabad, West Midnapore