

**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 - MDindia Health 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	1,21,409	336	2
Number of lives serviced	2,84,766	24,78,062	5,97,99,171

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	1,96,448	
ii.	Number of claims received during the year	21,39,254	
iii.	Number of claims paid during the year (specify % also in brackets)	20,60,739	88.2%
iv.	Number of claims repudiated during the year (specify % also in brackets)	59,078	2.5%
v.	Number of claims outstanding at the end of the year	2,15,885	

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	82.2%	77.2%	87.1%	83.1%
2	Within 1-2 hours	15.1%	20.1%	11.1%	15.1%
3	Within 2-6 hours	2.7%	2.7%	1.8%	1.8%
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:

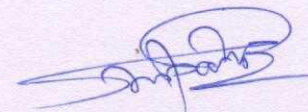
Description (to be reckoned from the date of receipt of last	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	19,224	95.4%	94,122	96.3%	19,63,775	98.1%	20,77,121	98.0%
Between 1-3 months	498	2.5%	2,861	2.9%	18,338	0.9%	21,697	1.0%
Between 3 to 6 months	429	2.1%	420	0.4%	10,988	0.5%	11,837	0.6%
More than 6 months	-	0.0%	352	0.4%	8,810	0.4%	9,162	0.4%
Total	20,151	100.0%	97,755	100.0%	20,01,911	100.0%	21,19,817	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	188
3	Grievances resolved during the year	188
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
Chattisgarh	Durg, Raipur
Delhi	Delhi
Gujarat	Ahmedabad, Valsad
Karnataka	Bangalore, Dharwad
Kerala	Ernakulam, Kollam, Pathanamthitta, Thiruvananthapuram , Thrissur
Madhya Pradesh	Bhopal, Indore
Maharashtra	Ahmednagar, Akola, Amravati, Beed, Bhandara, Dhule, Gadchiroli, Gondiya, Jalgaon, Jaln
Punjab	Fazilka, Jalandhar, Ludhiana
Tamil Nadu	Chennaicoimbatore, Cuddalore, Dindigul, Kanchipuram, Karur, Namakkal, Nilgiris, Salem,
Uttar Pradesh	Gautam Buddha Nagar
Uttarakhand	Dehradun
West Bengal	Bankura, Darjiling, Jalpaiguri, North Dinajpur