

**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 31/03/2025

a. Specify whether In-house Claim Settlement or Services rendered by TPA

a.1 **TPA NAME** FAMILY HEALTH PLAN INSURANCE TPA LIMITED
Validity of agreement From 01-04-2024 To 31-03-2027

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

Description	Retail	Group	Govt.
No. of Policies serviced	20754	127	0
No. of Lives Covered	43451	253121	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:	8204	NA
ii Number of claims received during the year	140552	NA
iii Number of claims paid during the year: (Number & Percentage)	133749	89.91%
iv Number of Claims repudiated during the year:(Number & Percentage)	4324	2.91%
v Number of claims outstanding at the end of the year:	10683	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	51.40%	38.36%	87.22%	53.05%
2 Within 1-2 hours	23.78%	30.59%	7.71%	32.24%
3 Within 2-6 hours	11.74%	16.71%	1.92%	9.82%
4 Within 6-12 hours	9.98%	12.95%	1.56%	3.80%
5 Within 12-24 hours	2.77%	1.35%	0.73%	0.84%
6 >24 hours	0.32%	0.04%	0.86%	0.25%
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

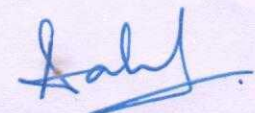
Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
	Within 1 Month	6558	96.25%	126344	96.25%	0	0.00%	132902
Between 1-3 months	188	2.76%	3618	2.76%	0	0.00%	3806	2.76%
Between 3-6 months	52	0.76%	1001	0.76%	0	0.00%	1053	0.76%
More than 6 months	15	0.23%	297	0.23%	0	0.00%	312	0.23%
Total	6813	100.00%	131260	100.00%	0	0.00%	138073	100.00%

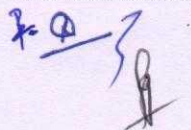
*Percentage to be calculated on total of the respective column

g. Data of grievances received against the TPA:

Description	NO.
1 Grievance outstanding as on 01/04/2024	4
2 Grievances received during 2024-25	97
3 Grievances resolved during 2024-25	97
4 Grievance outstanding as on 31/03/2025	4

Place: Chennai
Date : 12-08-2025


Signature of the CMD
United India Insurance Co Ltd



TPA PUBLIC DISCLOSURE 2024-2025
Annexure A

TPA Name : Family Health Plan Insurance TPA Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name	Sr.no.	Statename	District Name	Sr.no.	Statename	District Name
1	Andhra Pradesh	ANANTAPUR	68	Karnataka	KOPPAL *	135	Tamil Nadu	CHENNAI
2	Andhra Pradesh	CHITTOOR	69	Karnataka	MYSORE	136	Tamil Nadu	COIMBATORE
3	Andhra Pradesh	CUDDAPAH	70	Karnataka	RAICHUR	137	Tamil Nadu	CUDDALORE
4	Andhra Pradesh	East Godavari	71	Karnataka	Ramanagar	138	Tamil Nadu	DHARMAPURI
5	Andhra Pradesh	GUNTUR	72	Karnataka	UDUPI *	139	Tamil Nadu	DINDIGUL
6	Andhra Pradesh	HYDERABAD	73	Karnataka	Uttara Kannada	140	Tamil Nadu	ERODE
7	Andhra Pradesh	KRISHNA	74	Kerala	ALAPPUZHA	141	Tamil Nadu	KANCHEEPURAM
8	Andhra Pradesh	KURNOOL	75	Kerala	ERNAKULAM	142	Tamil Nadu	KANNIYAKUMARI
9	Andhra Pradesh	NELLORE	76	Kerala	IDUKKI	143	Tamil Nadu	KARUR *
10	Andhra Pradesh	PRAKASAM	77	Kerala	KANNUR	144	Tamil Nadu	krishnagiri
11	Andhra Pradesh	VISAKHAPATNAM	78	Kerala	KASARAGOD	145	Tamil Nadu	MADURAI
12	Andhra Pradesh	VIZIANAGARAM	79	Kerala	KOLLAM	146	Tamil Nadu	NAGAPATTINAM *
13	Andhra Pradesh	West Godavari	80	Kerala	KOTTAYAM	147	Tamil Nadu	NAMAKKAL *
14	Bihar	BEGUSARAI	81	Kerala	KOZHICODE	148	Tamil Nadu	PERAMBALUR *
15	Bihar	MADHUBANI	82	Kerala	MALAPPURAM	149	Tamil Nadu	PUDUKKOTTAI
16	Bihar	PATNA	83	Kerala	PALAKKAD	150	Tamil Nadu	SALEM
17	Bihar	SARAN	84	Kerala	PATHANAMTHITTA	151	Tamil Nadu	SIVAGANGA
18	Bihar	SIWAN	85	Kerala	THIRUVANANTHAPURAM	152	Tamil Nadu	THANJAVUR
19	Chhattisgarh	RAIGARH	86	Kerala	THRISSUR	153	Tamil Nadu	The Nilgiris
20	Dadra & Nagar Haveli	Dadra & Nagar Haveli	87	Kerala	WAYANAD	154	Tamil Nadu	THENI *
21	Daman & Diu	DAMAN	88	Madhya Pradesh	BHOPAL	155	Tamil Nadu	THIRUVALLUR
22	Delhi	CENTRAL *	89	Madhya Pradesh	GWALIOR	156	Tamil Nadu	TIRUCHIRAPPALLI
23	Delhi	EAST *	90	Madhya Pradesh	INDORE	157	Tamil Nadu	TIRUNELVELI
24	Delhi	New Delhi	91	Madhya Pradesh	MANDSAUR	158	Tamil Nadu	Tiruppur
25	Delhi	North West *	92	Madhya Pradesh	NARSIMHAPUR	159	Tamil Nadu	TIRUVANNAMALAI
26	Delhi	SOUTH *	93	Madhya Pradesh	VIDISHA	160	Tamil Nadu	VELLORE
27	Delhi	South West *	94	Maharashtra	AHMADNAGAR	161	Tamil Nadu	VILUPPURAM
28	Delhi	WEST *	95	Maharashtra	AMRAVATI	162	Tamil Nadu	VIRUDHUNAGAR
29	Goa	North Goa	96	Maharashtra	KOLHAPUR	163	Telangana	ADILABAD
30	Goa	South Goa	97	Maharashtra	MUMBAL	164	Telangana	HYDERABAD
31	Gujarat	AHMADABAD	98	Maharashtra	NASHIK	165	Telangana	KARIMNAGAR
32	Gujarat	ANAND *	99	Maharashtra	PARBHANI	166	Telangana	KHAMMAM
33	Gujarat	BHARUCH	100	Maharashtra	PUNE	167	Telangana	MAHBUBNAGAR
34	Gujarat	BHAVNAGAR	101	Maharashtra	RAIGARH	168	Telangana	MEDAK
35	Gujarat	DOHAD *	102	Maharashtra	RATNAGIRI	169	Telangana	RANGAREDDI
36	Gujarat	GANDHINAGAR	103	Maharashtra	SANGLI	170	Uttar Pradesh	AGRA
37	Gujarat	JUNAGADH	104	Maharashtra	SATARA	171	Uttar Pradesh	ALLAHABAD
38	Gujarat	KACHCHH	105	Maharashtra	SINDHUDURG	172	Uttar Pradesh	AZAMGARH
39	Gujarat	KHEDA	106	Maharashtra	SOLAPUR	173	Uttar Pradesh	BAGHWAT *
40	Gujarat	MAHESANA	107	Maharashtra	THANE	174	Uttar Pradesh	CHITRAKOOT *
41	Gujarat	NAVASARI *	108	Meghalaya	East Khasi Hills	175	Uttar Pradesh	Gautam Buddha Nagar *
42	Gujarat	Panch Mahals	109	Orissa	GANJAM	176	Uttar Pradesh	GHAZIABAD
43	Gujarat	PORBANDAR *	110	Orissa	KHORDHA	177	Uttar Pradesh	GORAKHPUR
44	Gujarat	RAJKOT	111	Orissa	MAYURBHANJ	178	Uttar Pradesh	Kanpur Nagar
45	Gujarat	Sabar Kantha	112	Orissa	SUNDARGARH	179	Uttar Pradesh	MEERUT
46	Gujarat	SURAT	113	Pondicherry	PONDICHERRY	180	Uttar Pradesh	MUZAFFARNAGAR
47	Gujarat	SURENDRANAGAR	114	Pondicherry	YANAM	181	Uttar Pradesh	PILIBHIT
48	Gujarat	VADODARA	115	Punjab	MOGA *	182	Uttar Pradesh	PRATAPGARH
49	Gujarat	VALSAD	116	Punjab	RUPNAGAR	183	Uttar Pradesh	Rae Bareli
50	Haryana	FARIDABAD	117	Rajasthan	AJMER	184	Uttar Pradesh	SULTANPUR
51	Haryana	GURGAON	118	Rajasthan	ALWAR	185	Uttar Pradesh	UNNAO
52	Himachal Pradesh	SHIMLA	119	Rajasthan	BARMER	186	Uttarakhand	DEHRADUN
53	Himachal Pradesh	SOLAN	120	Rajasthan	BIKANER	187	Uttarakhand	HARDWAR
54	Jammu & Kashmir	JAMMU	121	Rajasthan	BUNDI	188	Uttarakhand	Udham Singh Nagar *
55	Jharkhand	DHANBAD	122	Rajasthan	CHITTAURGARH	189	West Bengal	BANKURA
56	Jharkhand	Purbi Singhbhum	123	Rajasthan	CHURU	190	West Bengal	BARDDHAMAN
57	Karnataka	BAGALKOT *	124	Rajasthan	DUNGARPUR	191	West Bengal	DARJILING
58	Karnataka	BANGALORE	125	Rajasthan	JAIPUR	192	West Bengal	Hooghly
59	Karnataka	Bangalore Rural	126	Rajasthan	JAISALMER	193	West Bengal	Howrah
60	Karnataka	BELGAUM	127	Rajasthan	JALOR	194	West Bengal	Koch Bihar
61	Karnataka	BELLARY	128	Rajasthan	JHUNJHUNUN	195	West Bengal	KOLKATA
62	Karnataka	BIJAPUR	129	Rajasthan	JODHPUR	196	West Bengal	North Twenty Four Parganas
63	Karnataka	CHIKMAGALUR	130	Rajasthan	PALI	197	West Bengal	PURULIYA
64	Karnataka	Dakshina Kannada	131	Rajasthan	RAJSAMAND *	198	West Bengal	South Twenty Four Parganas
65	Karnataka	DHARWAD	132	Rajasthan	SIKAR			
66	Karnataka	GULBARGA	133	Rajasthan	SIROHI			
67	Karnataka	KOLAR	134	Rajasthan	UDAIPUR			

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