

**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 31/03/2023

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

a.1 **TPA NAME** Med Save Health Insurance TPA Ltd.
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	57219	5236	0
No. of Lives Covered	142234	177469	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:	2704	NA
ii Number of claims received during the year	45021	NA
iii Number of claims paid during the year: (Number & Percentage)	41237	86.41%
iv Number of Claims repudiated during the year: (Number & Percentage)	2296	4.81%
v Number of claims outstanding at the end of the year:	4192	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	81.10%	78.88%	78.22%	81.17%
2 Within 1-2 hours	12.80%	17.07%	15.67%	15.66%
3 Within 2-6 hours	4.36%	3.47%	4.83%	2.74%
4 Within 6-12 hours	0.17%	0.02%	0.39%	0.05%
5 Within 12-24 hours	0.89%	0.22%	0.46%	0.18%
6 >24 hours	0.68%	0.34%	0.43%	0.20%
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	19156	88.54%	21459	98.00%	0	0.00%	40615	93.30%
Between 1-3 months	1965	9.08%	361	1.65%	0	0.00%	2326	5.34%
Between 3-6 months	426	1.97%	64	0.29%	0	0.00%	490	1.13%
More than 6 months	89	0.41%	13	0.06%	0	0.00%	102	0.23%
Total	21636	100.00%	21897	100.00%	0	0.00%	43533	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 01/04/2022	0
2 Grievances received during 2022-23	359
3 Grievances resolved during 2022-23	359
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : Medsave Health Insurance TPA Ltd

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	ANDHRA PRADESH	HYDERABAD
2	ANDHRA PRADESH	VISHAKHAPATNAM
3	CHHATTISGARH	BHILAI
4	DELHI	NEW DELHI
5	GUJARAT	AHMEDABAD
6	GUJARAT	GANDHINAGAR
7	GUJARAT	BHARUCH
8	HARYANA	FARIDABAD
9	HARYANA	GURGAON
10	HIMACHAL PRADESH	SOLAN
11	JAMMU & KASHMIR	JAMMU
12	JAMMU & KASHMIR	SRINAGAR
13	KARNATAKA	BANGALORE
14	KARNATAKA	MYSORE
15	MADHYA PRADESH	BHOPAL
16	MADHYA PRADESH	INDORE
17	MADHYA PRADESH	GWALIOR
18	MAHARASHTRA	MUMBAI
19	MAHARASHTRA	PUNE
20	PUNJAB	AMRITSAR
21	PUNJAB	MOHALI
22	PUNJAB	CHANDIGARH
23	TAMIL NADU	CHENNAI
24	TAMIL NADU	KANCHIPURAM
25	TELANGANA	MEDAK
26	UTARANCHAL	RUDRAPUR
27	UTTAR PRADESH	GB NAGAR
28	UTTAR PRADESH	LUCKNOW