

**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** Medi Assist India TPA Pvt 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	64934	3298	4
No. of Lives Covered	157634	3149003	38513432

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:	121733	NA
ii Number of claims received during the year	733459	NA
iii Number of claims paid during the year: (Number & Percentage)	680553	79.58%
iv Number of Claims repudiated during the year: (Number & Percentage)	72287	8.45%
v Number of claims outstanding at the end of the year:	102352	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	88.16%	76.46%	81.26%	68.11%
2 Within 1-2 hours	10.29%	19.94%	13.06%	21.91%
3 Within 2-6 hours	1.50%	3.49%	5.19%	9.13%
4 Within 6-12 hours	0.04%	0.10%	0.41%	0.71%
5 Within 12-24 hours	0.01%	0.01%	0.08%	0.14%
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	16838	89.49%	200338	94.04%	428610	82.27%	645786	85.78%
Between 1-3 months	1514	8.05%	8058	3.78%	62941	12.08%	72513	9.63%
Between 3-6 months	427	2.27%	3695	1.73%	14127	2.71%	18249	2.42%
More than 6 months	38	0.20%	955	0.45%	15299	2.94%	16292	2.16%
Total	18817	100.00%	213046	100.00%	520977	100.00%	752840	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	421
3 Grievances resolved during 2022-23	421
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 : Medi Assist India TPA Pvt Ltd

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	GUJARAT	UIIC AHMEDABAD RO
2	KARNATAKA	UIIC BANGALORE LCB
3	KARNATAKA	UIIC BANGALORE RO
4	MADHYA PRADESH	UIIC BHOPAL RO
5	ODISHA	UIIC BHUBANESWAR RO
6	TAMIL NADU	UIIC CHENNAI LCB
7	TAMIL NADU	UIIC CHENNAI RO
8	TAMIL NADU	UIIC COIMBATORE RO
9	NEW DELHI	UIIC DELHI RO 1
10	NEW DELHI	UIIC DELHI RO 2
11	ASSAM	UIIC GUWAHATI RO
12	KARNATAKA	UIIC HUBLI RO
13	TELANGANA	UIIC HYDERABAD LCB
14	TELANGANA	UIIC HYDERABAD RO
15	KERALA	UIIC KOCHI RO
16	WEST BENGAL	UIIC KOLKATA RO
17	WEST BENGAL	UIIC KOLKATTA LCB
18	KERALA	UIIC KOZHIKODE RO
19	UTTAR PRADESH	UIIC LUCKNOW RO
20	TAMIL NADU	UIIC MADURAI RO
21	MAHARASHTRA	UIIC MUMBAI LCB
22	MAHARASHTRA	UIIC MUMBAI RO 1
23	MAHARASHTRA	UIIC NAGPUR RO
24	NEW DELHI	UIIC NEW DELHI LCB
25	BIHAR	UIIC PATNA RO
26	PONDICHERRY	UIIC PONDICHERRY RO
27	MAHARASHTRA	UIIC PUNE LCB
28	MAHARASHTRA	UIIC PUNE RO
29	ANDHRA PRADESH	UIIC VISAKHAPATNAM RO
30	MAHARASHTRA	Aurangabad
31	MAHARASHTRA	Buldhana
32	MAHARASHTRA	Chandrapur
33	MAHARASHTRA	Jalgaon
34	MAHARASHTRA	Mumbai & Mumbai Suburban
35	MAHARASHTRA	Wardha
36	MAHARASHTRA	Yavatmal
37	TAMIL NADU	Cuddalore
38	TAMIL NADU	Dharmapuri
39	TAMIL NADU	Kanyakumari

40	TAMIL NADU	Madurai
41	TAMIL NADU	Pudukottai
42	TAMIL NADU	Ramanathapuram
43	TAMIL NADU	Thanjavur
44	TAMIL NADU	Tirunelveli
45	TAMIL NADU	Tiruvannamalai
46	TAMIL NADU	Tuticorin
47	TAMIL NADU	Ariyalur
48	TAMIL NADU	Coimbatore
49	TAMIL NADU	Karur
50	TAMIL NADU	Krishnagiri
51	TAMIL NADU	Mayiladuthurai
52	TAMIL NADU	Nagapattinam
53	TAMIL NADU	Perambalur
54	TAMIL NADU	Salem
55	TAMIL NADU	Sivagangai
56	TAMIL NADU	The Nilgiris
57	TAMIL NADU	Theni
58	TAMIL NADU	Tirupattur
59	TAMIL NADU	Tiruppur
60	TAMIL NADU	Tiruvarur
61	TAMIL NADU	Vellore
62	TAMIL NADU	All District
63	TAMIL NADU	Ariyalur
64	TAMIL NADU	Coimbatore
65	TAMIL NADU	Dharmapuri
66	TAMIL NADU	Erode
67	TAMIL NADU	Kanniyakumari
68	TAMIL NADU	Karur
69	TAMIL NADU	Krishnagiri
70	TAMIL NADU	Nagapattinam
71	TAMIL NADU	Namakkal
72	TAMIL NADU	Perambalur
73	TAMIL NADU	Pudukottai
74	TAMIL NADU	Salem
75	TAMIL NADU	Thanjavur
76	TAMIL NADU	The Nilgiris
77	TAMIL NADU	Thirunelveli
78	TAMIL NADU	Tiruchirappalli
79	TAMIL NADU	Tirupur
80	TAMIL NADU	Tiruvarur
81	TAMIL NADU	Ariyalur
82	TAMIL NADU	Coimbatore
83	TAMIL NADU	Dharmapuri
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94	TAMIL NADU	The Nilgiris
95	TAMIL NADU	Thirunelveli
96	TAMIL NADU	Tiruchirappalli
97	TAMIL NADU	Tirupur
98	TAMIL NADU	Tiruvarur
99	WEST BENGAL	Alipurduar
100	WEST BENGAL	Coochbehar
101	WEST BENGAL	Darjeeling
102	WEST BENGAL	Kalimpong
103	WEST BENGAL	Uttardinajpur