

TPA PUBLIC DISCLOSURE 2020-21

a.1 TPA NAME M/S East West Assist Pvt.Ltd.
Validity of agreement From 01/04/2021 To 31/03/2024

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	368	10	0
No. of Lives Covered	801	4003	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:	795	NA
ii Number of claims received during the year	16637	NA
iii Number of claims paid during the year: (Number & Percentage)	16689	95.74%
iv Number of Claims repudiated during the year: (Number & Percentage)	389	2.23%
v Number of claims outstanding at the end of the year:	354	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	86.71%	72.15%	79.03%	91.04%
2 Within 1-2 hours	5.78%	22.15%	8.75%	5.69%
3 Within 2-6 hours	5.78%	4.43%	9.69%	2.95%
4 Within 6-12 hours	1.73%	1.27%	2.53%	0.32%
5 Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
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	9602568	45.54%	224173741	96.34%	0	0.00%	233776309	92.12%
Between 1-3 months	7127071	33.80%	6794554	2.92%	0	0.00%	13921625	5.49%
Between 3-6 months	1781768	8.45%	1140182	0.49%	0	0.00%	2921950	1.15%
More than 6 months	2574602	12.21%	581726	0.25%	0	0.00%	3156328	1.24%
Total	21086008	100.00%	232690202.5	100.00%	0	0.00%	253776210.5	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 01/04/2019	0
2 Grievances received during 2019-20	38
3 Grievances resolved during 2019-20	38
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai
Date: 20/09/2021

Signature of CEO
United India Insurance Co Ltd

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Annexure A

TPA Name : East West Assist Insurance TPA

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Delhi	New Delhi
2	Karnataka	Bangalore
3	Maharashtra	Mumbai
4	Tamil Nadu	Chennai
5	Telangana	Hyderabad
6	Maharashtra	Pune
7	Rajasthan	Jaipur
8	Haryana	Ambala
9	Uttar Pradesh	Lucknow
10	Kerala	Cochin
11	West Bengal	Kolkata