

TPA PUBLIC DISCLOSURE 2020-21

a.1 TPA NAME Ericson Insurance TPA Pvt. Ltd.
Validity of agreement From 01/04/2021 To 31/03/2024

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	9592	88	0
No. of Lives Covered	19116	99497	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:	681	NA
ii Number of claims received during the year	22494	NA
iii Number of claims paid during the year: (Number & Percentage)	18290	78.92%
iv Number of Claims repudiated during the year: (Number & Percentage)	4049	17.47%
v Number of claims outstanding at the end of the year:	836	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	81.00%	82.00%	82.00%	81.00%
2 Within 1-2 hours	19.00%	18.00%	18.00%	19.00%
3 Within 2-6 hours	0.00%	0.00%	0.00%	0.00%
4 Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
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	113703477	100.00%	337910508	100.00%	0	0.00%	451613985	100.00%
Between 1-3 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Between 3-6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	113703477	100.00%	337910507.9	100.00%	0	0.00%	451613984.7	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	4
3 Grievances resolved during 2019-20	4
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai
Date: 20/09/2021

Signature of CEO
United India Insurance Co Ltd

TPA Name : **Ericson Insurance TPA Pvt. Ltd.**

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Karnataka	Bangaluru
2	Delhi	New Delhi
3	West Bengal	Kolkata
4	Tamil Nadu	Chennai
5	Gujarat	Ahmedabad
6	Maharashtra	Pune
7	Gujarat	Surat
8	Chandigarh	Chandigarh
9	Maharashtra	Nagpur