

# TPA PUBLIC DISCLOSURE 2020-21

a.1 TPA NAME No TPA  
Validity of agreement From 01/04/2021 To 31/03/2024

## b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	1862	79	0
No. of Lives Covered	2078	118461	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:	820	NA
ii Number of claims received during the year	4532	NA
iii Number of claims paid during the year: (Number & Percentage)	3855	72.03%
iv Number of Claims repudiated during the year: (Number & Percentage)	599	11.19%
v Number of claims outstanding at the end of the year:	598	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	0.00%	0.00%	0.00%	0.00%
2 Within 1-2 hours	0.00%	0.00%	0.00%	0.00%
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	0.00%	0.00%	0.00%	0.00%

\*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	66702324	88.86%	1453413254	93.08%	0	0.00%	1520115578	92.89%
Between 1-3 months	7513958	10.01%	86817551	5.56%	0	0.00%	94331509	5.76%
Between 3-6 months	848229	1.13%	21235948	1.36%	0	0.00%	22084177	1.35%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	75064511	100.00%	1561466753	100.00%	0	0.00%	1636531264	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	10
3 Grievances resolved during 2019-20	10
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai  
Date: 20/09/2021

Signature of CEO  
United India Insurance Co Ltd

Handwritten signature

**TPA PUBLIC DISCLOSURE 2020-2021**

Annexure A

**TPA Name :** In house

**Geographical Area in which services are rendered by the TPA**

<b>Sr.no.</b>	<b>Statename</b>	<b>District Name</b>
1	All States	All Districts