

# TPA PUBLIC DISCLOSURE 2020-21

a.1 TPA NAME SAFEWAY 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 | 26788  | 4     | 0     |
| No. of Lives Covered     | 71255  | 4324  | 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:          | 3571  | NA         |
| ii Number of claims received during the year                          | 13774 | NA         |
| iii Number of claims paid during the year: (Number & Percentage)      | 12957 | 74.70%     |
| iv Number of Claims repudiated during the year: (Number & Percentage) | 3206  | 18.48%     |
| v Number of claims outstanding at the end of the year:                | 1182  | 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    | 82.00%                     | 87.00%             | 85.00%                | 90.00%             |
| 2 Within 1-2 hours   | 18.00%                     | 13.00%             | 14.00%                | 10.00%             |
| 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                                                                   | 355574879     | 100.00%    | 225982757     | 100.00%    | 0             | 0.00%      | 581557636     | 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                                                                            | 355574879     | 100.00%    | 225982757.4   | 100.00%    | 0             | 0.00%      | 581557636.9   | 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     | 16  |
| 3 Grievances resolved during 2019-20     | 16  |
| 4 Grievance outstanding as on 31/03/2020 | 0   |

Place: Chennai  
Date: 20/09/2021

Signature of CEO  
United India Insurance Co Ltd

**TPA PUBLIC DISCLOSURE 2020-2021**

## Annexure A

TPA Name : **SAFEWAY INSURANCE TPA PVT LTD****Geographical Area in which services are rendered by the TPA**

| Sr.no. | Statename      | District Name    | Sr.no. | Statename  | District Name  |
|--------|----------------|------------------|--------|------------|----------------|
| 1      | ANDHRA PRADESH | ANANTAPUR        | 119    | ODISHA     | BALESHWAR      |
| 2      | ANDHRA PRADESH | CHITTOOR         | 120    | ODISHA     | BHADRAK        |
| 3      | ANDHRA PRADESH | CUDDAPAH         | 121    | ODISHA     | CUTTACK        |
| 4      | ANDHRA PRADESH | GODAVARI - EAST  | 122    | ODISHA     | GANJAM         |
| 5      | ANDHRA PRADESH | GODAVARI - WEST  | 123    | ODISHA     | KENDRAPARA     |
| 6      | ANDHRA PRADESH | GUNTUR           | 124    | ODISHA     | KHURDA         |
| 7      | ANDHRA PRADESH | HYDERABAD1       | 125    | ODISHA     | MAYURBHANJ     |
| 8      | ANDHRA PRADESH | K.V.RANGAREDDY   | 126    | ODISHA     | RAYAGADA       |
| 9      | ANDHRA PRADESH | KRISHNA          | 127    | PUNJAB     | AMRITSAR       |
| 10     | ANDHRA PRADESH | KURNOOL          | 128    | PUNJAB     | BATHINDA       |
| 11     | ANDHRA PRADESH | MAHBUBNAGAR      | 129    | PUNJAB     | FIROZPUR       |
| 12     | ANDHRA PRADESH | NELLORE          | 130    | PUNJAB     | HOSHIARPUR     |
| 13     | ANDHRA PRADESH | PRAKASAM         | 131    | PUNJAB     | JALANDHAR      |
| 14     | ANDHRA PRADESH | SRIKAKULAM       | 132    | PUNJAB     | LUDHIANA       |
| 15     | ANDHRA PRADESH | VISAKHAPATNAM    | 133    | PUNJAB     | MOHALI         |
| 16     | ASSAM          | CACHAR           | 134    | PUNJAB     | NAWANSHAHR     |
| 17     | ASSAM          | DIBRUGARH        | 135    | PUNJAB     | PATIALA        |
| 18     | ASSAM          | LAKHIMPUR        | 136    | PUNJAB     | SANGRUR        |
| 19     | ASSAM          | SIBSAGAR         | 137    | RAJASTHAN  | ALWAR          |
| 20     | BIHAR          | AURANGABAD(BH)   | 138    | RAJASTHAN  | BANSWARA       |
| 21     | BIHAR          | BANKA            | 139    | RAJASTHAN  | BHARATPUR      |
| 22     | BIHAR          | BEGUSARAI        | 140    | RAJASTHAN  | BHILWARA       |
| 23     | BIHAR          | BHAGALPUR        | 141    | RAJASTHAN  | BIKANER        |
| 24     | BIHAR          | BHOJPUR          | 142    | RAJASTHAN  | BUNDI          |
| 25     | BIHAR          | CHAMPARAN - EAST | 143    | RAJASTHAN  | CHURU          |
| 26     | BIHAR          | CHAMPARAN - WEST | 144    | RAJASTHAN  | DAUSA          |
| 27     | BIHAR          | DARBHANGA        | 145    | RAJASTHAN  | HANUMANGARH    |
| 28     | BIHAR          | GAYA             | 146    | RAJASTHAN  | JAIPUR         |
| 29     | BIHAR          | KATIHAR          | 147    | RAJASTHAN  | JALOR          |
| 30     | BIHAR          | KHAGARIA         | 148    | RAJASTHAN  | JHALAWAR       |
| 31     | BIHAR          | MADHUBANI        | 149    | RAJASTHAN  | JHUNJHUNUN     |
| 32     | BIHAR          | MUZAFFARPUR      | 150    | RAJASTHAN  | JODHPUR        |
| 33     | BIHAR          | NAWADA           | 151    | RAJASTHAN  | KARALI         |
| 34     | BIHAR          | PATNA            | 152    | RAJASTHAN  | KOTA           |
| 35     | BIHAR          | ROHTAS           | 153    | RAJASTHAN  | NAGPUR         |
| 36     | BIHAR          | SAHARSA          | 154    | RAJASTHAN  | SAWAI MADHOPUR |
| 37     | BIHAR          | SAMASTIPUR       | 155    | RAJASTHAN  | SIKAR          |
| 38     | BIHAR          | SARAN            | 156    | RAJASTHAN  | SIROHI         |
| 39     | BIHAR          | SITAMARHI        | 157    | TAMIL NADU | CHENNAI        |

|    |                   |                  |     |               |                     |
|----|-------------------|------------------|-----|---------------|---------------------|
| 40 | BIHAR             | SIWAN            | 158 | TAMIL NADU    | KANCHIPURAM         |
| 41 | CHANDIGARH U.T.   | CHANDIGARH       | 159 | TAMIL NADU    | KANNIYAKUMARI       |
| 42 | CHATTISGARH       | DURG             | 160 | TAMIL NADU    | KRISHNAGIRI         |
| 43 | CHATTISGARH       | RAIPUR           | 161 | TAMIL NADU    | MADURAI             |
| 44 | DELHI             | CENTRAL DELHI    | 162 | TAMIL NADU    | PERAMBALUR          |
| 45 | DELHI             | EAST DELHI       | 163 | TAMIL NADU    | SIVAGANGA           |
| 46 | DELHI             | NEW DELHI        | 164 | TAMIL NADU    | TIRUVALLUR          |
| 47 | DELHI             | NORTH DELHI      | 165 | TAMIL NADU    | TIRUVANNAMALAI      |
| 48 | DELHI             | NORTH WEST DELHI | 166 | TAMIL NADU    | VELLORE             |
| 49 | DELHI             | SOUTH DELHI      | 167 | TELANGANA     | ADILABABAD          |
| 50 | DELHI             | SOUTH WEST DELHI | 168 | TELANGANA     | HYDERABAD           |
| 51 | DELHI             | WEST DELHI       | 169 | TELANGANA     | HYDERABAD1          |
| 52 | GUJARAT           | AHMADABAD        | 170 | TELANGANA     | K.V.RANGAREDDY      |
| 53 | GUJARAT           | GANDHINAGAR      | 171 | TELANGANA     | KARIMNAGAR          |
| 54 | GUJARAT           | KACHCHH          | 172 | TELANGANA     | KHAMMAM             |
| 55 | GUJARAT           | SURAT            | 173 | TELANGANA     | MAHABUB NAGAR       |
| 56 | GUJARAT           | VADODARA         | 174 | TELANGANA     | MAHBUBNAGAR         |
| 57 | HARYANA           | AMBALA           | 175 | TELANGANA     | MEDAK               |
| 58 | HARYANA           | BHIWANI          | 176 | TELANGANA     | NALGONDA            |
| 59 | HARYANA           | FARIDABAD        | 177 | TELANGANA     | NIZAMABAD           |
| 60 | HARYANA           | GURGAON          | 178 | TELANGANA     | RANGAREDDY          |
| 61 | HARYANA           | HISAR            | 179 | TELANGANA     | SANGAREDDY          |
| 62 | HARYANA           | JHAJJAR          | 180 | TELANGANA     | VIKARABAD           |
| 63 | HARYANA           | JIND             | 181 | TELANGANA     | WARANGAL            |
| 64 | HARYANA           | KAITHAL          | 182 | UTTAR PRADESH | AGRA                |
| 65 | HARYANA           | KARNAL           | 183 | UTTAR PRADESH | ALIGARH             |
| 66 | HARYANA           | KURUKSHETRA      | 184 | UTTAR PRADESH | ALLAHABAD           |
| 67 | HARYANA           | MAHENDRAGARH     | 185 | UTTAR PRADESH | AZAMGARH            |
| 68 | HARYANA           | PALWAL           | 186 | UTTAR PRADESH | BAGHPAT             |
| 69 | HARYANA           | PANCHKULA        | 187 | UTTAR PRADESH | BALLIA              |
| 70 | HARYANA           | PANIPAT          | 188 | UTTAR PRADESH | BANDA               |
| 71 | HARYANA           | REWARI           | 189 | UTTAR PRADESH | BAREILLY            |
| 72 | HARYANA           | ROHTAK           | 190 | UTTAR PRADESH | BASTI               |
| 73 | HARYANA           | SIRSA            | 191 | UTTAR PRADESH | BIJNOR              |
| 74 | HARYANA           | SONIPAT          | 192 | UTTAR PRADESH | BUDAUN              |
| 75 | HARYANA           | YAMUNANAGAR      | 193 | UTTAR PRADESH | BULANDSHAHR         |
| 76 | HIMACHAL PRADESH  | KANGRA           | 194 | UTTAR PRADESH | CHANDAULI           |
| 77 | HIMACHAL PRADESH  | SHIMLA           | 195 | UTTAR PRADESH | ETAH                |
| 78 | HIMACHAL PRADESH  | SIRMAUR          | 196 | UTTAR PRADESH | FARRUKHABAD         |
| 79 | HIMACHAL PRADESH  | SOLAN            | 197 | UTTAR PRADESH | FIROZABAD           |
| 80 | HIMACHAL PRADESH  | UNA              | 198 | UTTAR PRADESH | GAUTAM BUDDHA NAGAR |
| 81 | JAMMU AND KASHMIR | JAMMU            | 199 | UTTAR PRADESH | GHAZIABAD           |
| 82 | JHARKHAND         | CHATRA           | 200 | UTTAR PRADESH | GHAZIPUR            |
| 83 | JHARKHAND         | DHANBAD          | 201 | UTTAR PRADESH | GONDA               |
| 84 | JHARKHAND         | PALAMAU          | 202 | UTTAR PRADESH | GORAKHPUR           |
| 85 | JHARKHAND         | SIMDEGA          | 203 | UTTAR PRADESH | JAUNPUR             |

|     |                |                    |     |               |                            |
|-----|----------------|--------------------|-----|---------------|----------------------------|
| 86  | KARNATAKA      | BANGALORE          | 204 | UTTAR PRADESH | JYOTIBA RAO PHULE NAGAR    |
| 87  | KARNATAKA      | BANGALORE RURAL    | 205 | UTTAR PRADESH | KANPUR URBAN               |
| 88  | KARNATAKA      | BELGAUM            | 206 | UTTAR PRADESH | KAUSHAMBI                  |
| 89  | KARNATAKA      | BIDAR              | 207 | UTTAR PRADESH | KUSHINAGAR                 |
| 90  | KARNATAKA      | CHAMRAJNAGAR       | 208 | UTTAR PRADESH | LUCKNOW                    |
| 91  | KARNATAKA      | DHARWAD            | 209 | UTTAR PRADESH | MATAMPIYA NAGAR (MATHURAS) |
| 92  | KARNATAKA      | GADAG              | 210 | UTTAR PRADESH | MATHURA                    |
| 93  | KARNATAKA      | GULBARGA           | 211 | UTTAR PRADESH | MAUNATH BHANJAN            |
| 94  | KARNATAKA      | KODAGU             | 212 | UTTAR PRADESH | MEERUT                     |
| 95  | KARNATAKA      | KOLAR              | 213 | UTTAR PRADESH | MORADABAD                  |
| 96  | KARNATAKA      | KOPPAL             | 214 | UTTAR PRADESH | MUZAFFARNAGAR              |
| 97  | KARNATAKA      | MANDYA             | 215 | UTTAR PRADESH | PRATAPGARH                 |
| 98  | KERALA         | ERNAKULAM          | 216 | UTTAR PRADESH | RAE BARELI                 |
| 99  | KERALA         | KANNUR             | 217 | UTTAR PRADESH | RAMPUR                     |
| 100 | KERALA         | KOTTAYAM           | 218 | UTTAR PRADESH | SAHARANPUR                 |
| 101 | KERALA         | THIRUVANANTHAPURAM | 219 | UTTAR PRADESH | SANT KABIR NAGAR           |
| 102 | KERALA         | THRISSUR           | 220 | UTTAR PRADESH | SHAHJAHANPUR               |
| 103 | MADHYA PRADESH | BHIND              | 221 | UTTAR PRADESH | SONBHADRA                  |
| 104 | MADHYA PRADESH | BHOPAL             | 222 | UTTAR PRADESH | UNNAO                      |
| 105 | MADHYA PRADESH | CHHINDWARA         | 223 | UTTARAKHAND   | ALMORA                     |
| 106 | MADHYA PRADESH | GWALIOR            | 224 | UTTARAKHAND   | DEHRADUN                   |
| 107 | MADHYA PRADESH | INDORE             | 225 | UTTARAKHAND   | HARIDWAR                   |
| 108 | MADHYA PRADESH | KATNI              | 226 | UTTARAKHAND   | NAINITAL                   |
| 109 | MADHYA PRADESH | SHIVPURI           | 227 | UTTARAKHAND   | PAURI GARHWAL              |
| 110 | MADHYA PRADESH | SIDHI              | 228 | UTTARAKHAND   | Udham Singh Nagar          |
| 111 | MAHARASHTRA    | AURANGABAD         | 229 | UTTARAKHAND   | UTTARKASHI                 |
| 112 | MAHARASHTRA    | GONDIYA            | 230 | WEST BENGAL   | DARJILING                  |
| 113 | MAHARASHTRA    | MUMBAI             | 231 | WEST BENGAL   | HOWRAH                     |
| 114 | MAHARASHTRA    | NAGPUR             | 232 | WEST BENGAL   | KOLKATA                    |
| 115 | MAHARASHTRA    | PUNE               | 233 | WEST BENGAL   | NADIA                      |
| 116 | MAHARASHTRA    | RAIGARH            | 234 | WEST BENGAL   | NORTH TWENTY FOUR PARGANAS |
| 117 | MAHARASHTRA    | THANE              | 235 | WEST BENGAL   | SOUTH TWENTY FOUR PARGANAS |
| 118 | ODISHA         | BALANGIR           |     |               |                            |