

TPA PUBLIC DISCLOSURE 2020-21

a.1 TPA NAME Vipul MedCorp 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	105610	1343	0
No. of Lives Covered	259893	284649	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:	4054	NA
ii Number of claims received during the year	51904	NA
iii Number of claims paid during the year: (Number & Percentage)	48957	87.49%
iv Number of Claims repudiated during the year: (Number & Percentage)	3729	6.66%
v Number of claims outstanding at the end of the year:	3272	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%	86.00%	84.00%	85.00%
2 Within 1-2 hours	14.00%	10.00%	8.00%	8.00%
3 Within 2-6 hours	2.00%	2.00%	4.00%	4.00%
4 Within 6-12 hours	1.00%	1.00%	2.00%	2.00%
5 Within 12-24 hours	1.00%	1.00%	1.00%	1.00%
6 >24 hours	0.00%	0.00%	1.00%	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	1410901850	95.00%	869812936	93.00%	0	0.00%	2280714786	94.23%
Between 1-3 months	74257992	5.00%	46764136	5.00%	0	0.00%	121022128	5.00%
Between 3-6 months	0	0.00%	9352827	1.00%	0	0.00%	9352827	0.39%
More than 6 months	0	0.00%	9352827	1.00%	0	0.00%	9352827	0.39%
Total	1485159843	100.00%	935282727	100.00%	0	0.00%	2420442569	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	1
2 Grievances received during 2019-20	318
3 Grievances resolved during 2019-20	316
4 Grievance outstanding as on 31/03/2020	3

Place: Chennai
Date: 20/09/2021

Signature of CEO
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2020-2021

Annexure A

TPA Name : Vipul MedCorp Insurance TPA Pvt Ltd**Geographical Area in which services are rendered by the TPA**

Sr.no.	Statename	District Name
1	Bihar	Patna
2	Chandigarh	Chandigarh
3	Delhi	New Delhi
4	Gujarat	Ahmedabad
5	Gujarat	Vadodara
6	Karnataka	Bangalore
7	Madhya Pradesh	Bhopal
8	Maharashtra	Mumbai
9	Pondicherry	Pondicherry
10	Punjab	Ludhiana
11	Rajasthan	Jaipur
12	Rajasthan	Jodhpur
13	Tamil Nadu	Chennai
14	Tamil Nadu	Madurai
15	Telangana	Hyderabad
16	Uttarakhand	Dehradun
17	West Bengal	Kolkata