

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of the Insurance Company: United India Insurance Company Limited

Information as at 31/03/2025

a. Specify whether In-house Claim Settlement or Services rendered by TPA

a.1 **TPA NAME** Medi Assist India TPA Pvt Ltd
Validity of agreement From 01-04-2024 To 31-03-2027

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Retail	Group	Govt.
No. of Policies serviced	159401	662	4
No. of Lives Covered	368181	3496581	42751635

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:	155752	NA
ii Number of claims received during the year	910858	NA
iii Number of claims paid during the year: (Number & Percentage)	924873	86.71%
iv Number of Claims repudiated during the year: (Number & Percentage)	47218	4.43%
v Number of claims outstanding at the end of the year:	94519	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	91.12%	63.82%	94.16%	72.94%
2 Within 1-2 hours	5.94%	28.33%	4.83%	22.81%
3 Within 2-6 hours	2.57%	7.51%	0.93%	3.93%
4 Within 6-12 hours	0.29%	0.19%	0.05%	0.18%
5 Within 12-24 hours	0.08%	0.14%	0.03%	0.14%
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	46490	88.92%	416921	93.64%	360024	75.86%	823435	84.71%
Between 1-3 months	4432	8.48%	22367	5.02%	92455	19.48%	119254	12.27%
Between 3-6 months	1098	2.10%	3877	0.87%	10699	2.25%	15674	1.61%
More than 6 months	264	0.51%	2073	0.47%	11390	2.40%	13727	1.41%
Total	52285	100.00%	445238	100.00%	474568	100.00%	972091	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 01/04/2024	0
2 Grievances received during 2024-25	503
3 Grievances resolved during 2024-25	503
4 Grievance outstanding as on 31/03/2025	0

Place: Chennai
Date : 12-08-2025


Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2024-2025

Annexure A

TPA Name : Medi Assist India TPA Pvt Ltd

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Gujarat	UIIC AHMEDABAD RO
2	Karnataka	UIIC BANGALORE LCB
3	Karnataka	UIIC BANGALORE RO
4	Madhya Pradesh	UIIC BHOPAL RO
5	Odisha	UIIC BHUBANESWAR RO
6	Chandigarh	UIIC CHANDIGARH RO
7	Tamil Nadu	UIIC CHENNAI LCB
8	Tamil Nadu	UIIC CHENNAI RO
9	Tamil Nadu	UIIC COIMBATORE RO
10	Uttarakhand	UIIC DEHRADUN RO
11	Delhi	UIIC DELHI RO 1
12	Delhi	UIIC DELHI RO 2
13	Assam	UIIC GUWAHATI RO
14	Karnataka	UIIC HUBLI RO
15	Telangana	UIIC HYDERABAD LCB
16	Telangana	UIIC HYDERABAD RO
17	Rajasthan	UIIC JAIPUR RO
18	Kerala	UIIC KOCHI RO
19	West Bengal	UIIC KOLKATA RO
20	West Bengal	UIIC KOLKATTA LCB
21	Kerala	UIIC KOZHIKODE RO
22	Uttar Pradesh	UIIC LUCKNOW RO
23	Punjab	UIIC LUDHIANA RO
24	Tamil Nadu	UIIC MADURAI RO
25	Maharashtra	UIIC MUMBAI LCB
26	Maharashtra	UIIC MUMBAI RO 1
27	Maharashtra	UIIC MUMBAI RO 2
28	Gujarat	UIIC NADIAD RO
29	Maharashtra	UIIC NAGPUR RO
30	Delhi	UIIC NEW DELHI LCB
31	Bihar	UIIC PATNA RO
32	Puducherry	UIIC PONDICHERRY RO
33	Maharashtra	UIIC PUNE LCB
34	Maharashtra	UIIC PUNE RO
35	Gujarat	UIIC VADODARA RO
36	Andhra Pradesh	UIIC VISAKHAPATNAM RO
37	Tamil Nadu & Maharashtra	Govt Business