

FORM NO. NI-48

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 31/03/2023

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

a.1 TPA NAME ANMOL MEDICARE INSURANCE TPA LTD
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	11203	5	0
No. of Lives Covered	27316	492	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:	195	NA
ii Number of claims received during the year	3718	NA
iii Number of claims paid during the year: (Number & Percentage)	3343	85.43%
iv Number of Claims repudiated during the year: (Number & Percentage)	224	5.72%
v Number of claims outstanding at the end of the year:	345	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	57.32%	65.94%	50.00%	0.00%
2 Within 1-2 hours	28.21%	23.07%	50.00%	50.00%
3 Within 2-6 hours	12.64%	10.44%	0.00%	50.00%
4 Within 6-12 hours	1.83%	0.55%	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	3188	90.00%	23	91.00%	0	0.00%	3211	90.02%
Between 1-3 months	319	9.00%	2	9.00%	0	0.00%	321	9.00%
Between 3-6 months	35	1.00%	0	0.00%	0	0.00%	35	0.98%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	3542	100.00%	25	100.00%	0	0.00%	3567	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 01/04/2022	0
2 Grievances received during 2022-23	216
3 Grievances resolved during 2022-23	216
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA Name : ANMOL MEDICARE INSURANCE TPA LTD.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Gujarat	Ahmedabad
2	Gujarat	Vadodra
3	Gujarat	Anand
4	Gujarat	Panchmahal
5	Gujarat	Rajkot
6	Gujarat	Kheda

**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 31/03/2023

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

a.1 TPA NAME East West Assist Insurance TPA Private Limited
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	72	18	0
No. of Lives Covered	124	32359	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:	205	NA
ii Number of claims received during the year	26377	NA
iii Number of claims paid during the year: (Number & Percentage)	25417	95.62%
iv Number of Claims repudiated during the year: (Number & Percentage)	675	2.54%
v Number of claims outstanding at the end of the year:	490	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	89.29%	82.14%	91.77%	88.02%
2 Within 1-2 hours	7.14%	14.29%	3.06%	7.54%
3 Within 2-6 hours	3.57%	3.57%	5.16%	4.43%
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	19	35.59%	25054	96.21%	0	0.00%	25073	96.09%
Between 1-3 months	16	30.51%	718	2.76%	0	0.00%	734	2.81%
Between 3-6 months	12	23.73%	254	0.97%	0	0.00%	266	1.02%
More than 6 months	5	10.17%	14	0.05%	0	0.00%	19	0.07%
Total	52	100.00%	25040	100.00%	0	0.00%	26092	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 01/04/2022	0
2 Grievances received during 2022-23	2
3 Grievances resolved during 2022-23	2
4 Grievance outstanding as on 31/03/2023	0

Place:
Date :

Chennai
10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : East West Assist Insurance TPA Private Limited

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Andhra Pradesh	Visakhapatnam
2	Delhi	Delhi
3	Karnataka	Bengaluru
4	West Bengal	Kolkata
5	Maharashtra	Pune
6	Telangana	Hyderabad

**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 31/03/2023

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

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

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

Description	Retail	Group	Govt.
No. of Policies serviced	8043	47	0
No. of Lives Covered	18152	31534	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:	254	NA
ii Number of claims received during the year	9368	NA
iii Number of claims paid during the year: (Number & Percentage)	9402	97.71%
iv Number of Claims repudiated during the year: (Number & Percentage)	80	0.83%
v Number of claims outstanding at the end of the year:	140	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	100.00%	94.90%	100.00%	95.38%
2 Within 1-2 hours	0.00%	5.10%	0.00%	4.62%
3 Within 2-5 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	2824	79.64%	4315	72.69%	0	0.00%	7139	75.29%
Between 1-3 months	722	20.36%	1621	27.31%	0	0.00%	2343	24.71%
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	3546	100.00%	5936	100.00%	0	0.00%	9482	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 01/04/2022	0
2 Grievances received during 2022-23	3
3 Grievances resolved during 2022-23	3
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : Ericson Insurance TPA Pvt. Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	MAHARASHTRA	MUMBAI
2	HARYANA	FARIDABAD
3	MAHARASHTRA	THANE
4	TAMIL NADU	CHENNAI
5	UTTAR PRADESH	GHAZIABAD
6	TAMIL NADU	KANCHIPURAM
7	TAMIL NADU	TIRUVALLUR
8	DELHI	SOUTH DELHI
9	DELHI	NEW DELHI
10	GUJARAT	AHMEDABAD
11	JHARKHAND	RANCHI
12	GUJARAT	VADODARA
13	HARYANA	GURGAON
14	KARNATAKA	BENGALURU
15	MAHARASHTRA	RAIGAD
16	UTTAR PRADESH	GAUTAM BUDH NAGAR
17	GUJARAT	ANAND
18	DELHI	WEST DELHI
19	DELHI	EAST DELHI
20	MAHARASHTRA	NASHIK

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 31/03/2023

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

a.1 TPA NAME FAMILY HEALTH PLAN INSURANCE TPA LIMITED
 Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	16609	7776	0
No. of Lives Covered	36544	363957	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:	9596	NA
ii Number of claims received during the year	125814	NA
iii Number of claims paid during the year: (Number & Percentage)	116851	85.29%
iv Number of Claims repudiated during the year: (Number & Percentage)	7834	5.79%
v Number of claims outstanding at the end of the year:	10725	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	44.00%	41.00%	78.00%	84.00%
2 Within 1-2 hours	29.00%	32.00%	16.00%	12.00%
3 Within 2-6 hours	19.00%	22.00%	4.00%	4.00%
4 Within 6-12 hours	3.00%	2.00%	1.00%	0.00%
5 Within 12-24 hours	4.00%	2.00%	1.00%	0.00%
6 >24 hours	1.00%	1.00%	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	3434	91.00%	117284	97.00%	0	0.00%	120718	95.82%
Between 1-3 months	302	8.00%	2418	2.00%	0	0.00%	2720	2.18%
Between 3-6 months	38	1.00%	0	0.00%	0	0.00%	38	0.03%
More than 6 months	0	0.00%	1209	1.00%	0	0.00%	1209	0.97%
Total	3774	100.00%	120911	100.00%	0	0.00%	124685	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 01/04/2022	2
2 Grievances received during 2022-23	117
3 Grievances resolved during 2022-23	110
4 Grievance outstanding as on 31/03/2023	9

Place: Chennai
 Date: 10-07-2023

Signature of the CMD
 United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name :

Family Health Plan Insurance TPA 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	83	Madhya Pradesh	INDORE
2	Andhra Pradesh	CHITTOOR	84	Maharashtra	ERNAKULAM
3	Andhra Pradesh	CUDDAPAH	85	Maharashtra	JALGAON
4	Andhra Pradesh	EAST GODAVARI	86	Maharashtra	Kamareddy
5	Andhra Pradesh	GUNTUR	87	Maharashtra	KOLHAPUR
6	Andhra Pradesh	HYDERABAD	88	Maharashtra	MUMBAI
7	Andhra Pradesh	KRISHNA	89	Maharashtra	NAGPUR
8	Andhra Pradesh	KURNOOL	90	Maharashtra	NASHIK
9	Andhra Pradesh	NELLORE	91	Maharashtra	OSMANABAD
10	Andhra Pradesh	PRAKASAM	92	Maharashtra	PARBHANI
11	Andhra Pradesh	SRIKAKULAM	93	Maharashtra	PUNE
12	Andhra Pradesh	VISAKHAPATNAM	94	Maharashtra	RAIGARH
13	Andhra Pradesh	VIZIANAGARAM	95	Maharashtra	SANGLI
14	Andhra Pradesh	WEST GODAVARI	96	Maharashtra	SATARA
15	Bihar	MADHUBANI	97	Maharashtra	SINDHUDURG
16	Bihar	NALANDA	98	Maharashtra	SOLAPUR
17	Bihar	PATNA	99	Maharashtra	THANE
18	Chhattisgarh	RAIGARH	100	Maharashtra	YAVATMAL
19	Daman & Diu	DAMAN	101	Meghalaya	EAST KHASI HILLS
20	Delhi	CENTRAL *	102	Orissa	MAYURBHANJ
21	Delhi	EAST *	103	Pondicherry	PONDICHERRY
22	Delhi	NEW DELHI	104	Rajasthan	JAIPUR
23	Delhi	NORTH WEST *	105	Tamil Nadu	CHENNAI
24	Delhi	SOUTH *	106	Tamil Nadu	COIMBATORE
25	Delhi	SOUTH WEST *	107	Tamil Nadu	CUDDALORE
26	Delhi	WEST *	108	Tamil Nadu	DHARMAPURI
27	Goa	SOUTH GOA	109	Tamil Nadu	DINDIGUL
28	Gujarat	AHMADABAD	110	Tamil Nadu	ERODE
29	Gujarat	AMRELI	111	Tamil Nadu	KANCHEEPURAM
30	Gujarat	BANAS KANTHA	112	Tamil Nadu	KANNIYAKUMARI
31	Gujarat	GANDHINAGAR	113	Tamil Nadu	KARUR *
32	Gujarat	KACHCHH	114	Tamil Nadu	krishnagiri
33	Gujarat	RAJKOT	115	Tamil Nadu	MADURAI
34	Gujarat	SURAT	116	Tamil Nadu	NAMAKKAL *
35	Gujarat	SURENDRANAGAR	117	Tamil Nadu	PUDUKKOTTAI
36	Gujarat	VADODARA	118	Tamil Nadu	SALEM
37	Gujarat	VALSAD	119	Tamil Nadu	SIVAGANGA
38	Haryana	FARIDABAD	120	Tamil Nadu	THE NILGIRIS
39	Haryana	GURGAON	121	Tamil Nadu	THENI *

40	Haryana	HISAR	122	Tamil Nadu	THIRUVALLUR
41	Haryana	KURUKSHETRA	123	Tamil Nadu	THIRUVARUR
42	Haryana	SONIPAT	124	Tamil Nadu	TIRUCHIRAPPALLI
43	Himachal Pradesh	SHIMLA	125	Tamil Nadu	TIRUPUR
44	Jharkhand	BOKARO *	126	Tamil Nadu	TIRUVANNAMALAI
45	Jharkhand	RANCHI	127	Tamil Nadu	VILUPPURAM
46	Karnataka	BANGALORE	128	Telangana	ADILABAD
47	Karnataka	BANGALORE RURAL	129	Telangana	HYDERABAD
48	Karnataka	BELGAUM	130	Telangana	KARIMNAGAR
49	Karnataka	BELLARY	131	Telangana	KHAMMAM
50	Karnataka	BIDAR	132	Telangana	MAHBUBNAGAR
51	Karnataka	CHAMARAJANAGAR*	133	Telangana	MEDAK
52	Karnataka	Chikkaballapur	134	Telangana	NALGONDA
53	Karnataka	CHIKMAGALUR	135	Telangana	NIZAMABAD
54	Karnataka	DAKSHINA KANNADA	136	Telangana	RANGAREDDI
55	Karnataka	DAVANAGERE*	137	Telangana	Sangareddy
56	Karnataka	DHARWAD	138	Telangana	WARANGAL
57	Karnataka	GULBARGA	139	Uttar Pradesh	AGRA
58	Karnataka	HASSAN	140	Uttar Pradesh	GAUTAM BUDDHA NA
59	Karnataka	HAVERI *	141	Uttar Pradesh	GHAZIABAD
60	Karnataka	KODAGU	142	Uttar Pradesh	KHERI
61	Karnataka	KOLAR	143	Uttar Pradesh	LUCKNOW
62	Karnataka	MANDYA	144	Uttar Pradesh	MEERUT
63	Karnataka	MYSORE	145	Uttar Pradesh	MUZAFFARNAGAR
64	Karnataka	PRAKASAM	146	UTTARAKHAND	ALMORA
65	Karnataka	RAICHUR	147	UTTARAKHAND	HARDWAR
66	Karnataka	Ramanagar	148	UTTARAKHAND	UDHAM SINGH NAGA
67	Karnataka	TUMKUR	149	West Bengal	BANKURA
68	Karnataka	UDUPI *	150	West Bengal	BARDDHAMAN
69	Karnataka	UTTARA KANNADA	151	West Bengal	DARJILING
70	Kerala	ALAPPUZHA	152	West Bengal	Hooghly
71	Kerala	ERNAKULAM	153	West Bengal	Howrah
72	Kerala	IDUKKI	154	West Bengal	KOCH BIHAR
73	Kerala	KANNUR	155	West Bengal	KOLKATA
74	Kerala	KASARAGOD	156	West Bengal	MEDINIPUR
75	Kerala	KOLLAM	157	West Bengal	MURSHIDABAD
76	Kerala	KOTTAYAM	158	West Bengal	NORTH TWENTY FOU
77	Kerala	KOZHIKODE	159	West Bengal	PURULIYA
78	Kerala	PALAKKAD	160	West Bengal	SOUTH TWENTY FOU
79	Kerala	PATHANAMTHITTA			
80	Kerala	THIRUVANANTHAPU			
81	Kerala	THRISSUR			
82	Kerala	WAYANAD			

**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 31/03/2023

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

a.1 TPA NAME Genins India Insurance TPA Ltd.
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	71968	944	0
No. of Lives Covered	172534	29916	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:	1913	NA
ii Number of claims received during the year	32421	NA
iii Number of claims paid during the year: (Number & Percentage)	28021	86.61%
iv Number of Claims repudiated during the year: (Number & Percentage)	4212	12.77%
v Number of claims outstanding at the end of the year:	2101	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	79.74%	95.66%	76.36%	89.15%
2 Within 1-2 hours	13.41%	3.09%	17.58%	9.49%
3 Within 2-6 hours	6.84%	1.25%	6.06%	1.36%
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	27091	90.79%	2167	90.48%	0	0.00%	29258	90.77%
Between 1-3 months	2516	8.43%	216	9.04%	0	0.00%	2732	8.48%
Between 3-6 months	222	0.75%	9	0.39%	0	0.00%	231	0.72%
More than 6 months	10	0.03%	2	0.10%	0	0.00%	12	0.04%
Total	29839	100.00%	2394	100.00%	0	0.00%	32233	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 01/04/2022	0
2 Grievances received during 2022-23	236
3 Grievances resolved during 2022-23	236
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMO
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : Genins India Insurance TPA Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name	Sr.no.	Statehame	District Name
1	Delhi	New Delhi	29	Maharashtra	Ahmednagar
2	Goa	North Goa	30	Maharashtra	Akola
3	Goa	South Goa	31	Maharashtra	Amravati
4	Gujarat	Ahmedabad	32	Maharashtra	Buldhana
5	Gujarat	Amreli	33	Maharashtra	Dhule
6	Gujarat	Banaskantha	34	Maharashtra	Jalgaon
7	Gujarat	Bhavnagar	35	Maharashtra	Nashik
8	Gujarat	Botad	36	Maharashtra	Pune
9	Gujarat	Dahod	37	Maharashtra	Thane
10	Gujarat	Gandhinagar	38	Maharashtra	Washim
11	Gujarat	Jamnagar	39	Maharashtra	Yavatmal
12	Gujarat	Junagadh	40	Telangana	Hyderabad
13	Gujarat	Mehsana	41	West Bengal	Kolkata
14	Gujarat	Morbi	42	West Bengal	Nadia
15	Gujarat	Panchmahal	43	West Bengal	North 24 Parganas
16	Gujarat	Patan	44	West Bengal	Paschim Bardhaman
17	Gujarat	Porbandar	45	West Bengal	Purba Medinipur
18	Gujarat	Rajkot	46	West Bengal	South 24 Parganas
19	Gujarat	Sabarkantha			
20	Gujarat	Surendranagar			
21	Gujarat	Vadodara			
22	Karnataka	Bengaluru Rural			
23	Karnataka	Bengaluru Urban			
24	Karnataka	Chikkaballapura			
25	Karnataka	Kodagu			
26	Karnataka	Kolar			
27	Karnataka	Mandya			
28	Karnataka	Mysuru			

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 31/03/2023

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

a.1 TPA NAME Good Health Insurance TPA Ltd.
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	17660	3114	0
No. of Lives Covered	40721	110459	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:	1267	NA
ii Number of claims received during the year	20393	NA
iii Number of claims paid during the year: (Number & Percentage)	17733	79.56%
iv Number of Claims repudiated during the year (Number & Percentage)	2625	12.12%
v Number of claims outstanding at the end of the year:	1802	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	67.16%	59.70%	71.56%	60.31%
2 Within 1-2 hours	29.84%	36.10%	28.44%	39.69%
3 Within 2-6 hours	3.00%	4.20%	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 hospital

#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	4532	100.00%	15326	100.00%	0	0.00%	19858	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	4532	100.00%	15326	100.00%	0	0.00%	19858	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 01/04/2022	0
2 Grievances received during 2022-23	221
3 Grievances resolved during 2022-23	221
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : GOOD HEALTH INSURANCE TPA LTD

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Karnataka	Bangalore
2	Tamilnadu	Chennai
3	Telangana	Hyderabad
4	Tamilnadu	Madurai
5	Andhra Pradesh	Vizag
6	Delhi	Delhi
7	Rajasthan	Jaipur
8	Maharashtra	Mumbai

**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 31/03/2023

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

a.1 TPA NAME HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	65680	818	0
No. of Lives Covered	147350	250451	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:	1715	NA
ii Number of claims received during the year	37385	NA
iii Number of claims paid during the year: (Number & Percentage)	33151	84.79%
iv Number of Claims repudiated during the year: (Number & Percentage)	4012	10.26%
v Number of claims outstanding at the end of the year:	1937	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	83.73%	70.46%	91.22%	72.58%
2 Within 1-2 hours	13.57%	27.20%	5.85%	26.94%
3 Within 2-6 hours	2.70%	2.34%	2.93%	0.49%
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	19729	98.97%	16967	98.48%	0	0.00%	36696	98.74%
Between 1-3 months	206	1.03%	261	1.52%	0	0.00%	467	1.25%
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	19935	100.00%	17228	100.00%	0	0.00%	37163	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 01/04/2022	0
2 Grievances received during 2022-23	17
3 Grievances resolved during 2022-23	17
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

Annexure A

TPA Name : Health India Insurance TPA Services Pvt. Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Maharashtra	Mumbai Suburban
2	Maharashtra	Mumbai City
3	Gujarat	Ahmedabad
4	Karnataka	Bangalore
5	Tamil Nadu	Chennai
6	Kerala	Ernakulum
7	DELHI	DELHI
8	Andhra Pradesh	Hyderabad
9	West Bengal	Kolkata
10	Maharashtra	Kolhapur
11	Uttar Pradesh	Lucknow
12	Karnataka	Dakshina Kannada
13	Maharashtra	Nagpur
14	Maharashtra	Pune
15	Gujarat	Surat

**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 31/03/2023

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

a.1 TPA NAME Health Insurance TPA Of India Ltd.
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	20428	42	1
No. of Lives Covered	47822	34476	9502921

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:	12645	NA
ii Number of claims received during the year	62850	NA
iii Number of claims paid during the year: (Number & Percentage)	59491	78.80%
iv Number of Claims repudiated during the year: (Number & Percentage)	4209	5.58%
v Number of claims outstanding at the end of the year:	11795	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	90.00%	92.00%	91.00%	96.00%
2 Within 1-2 hours	10.00%	8.00%	9.00%	4.00%
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	3060	49.74%	5417	71.20%	49940	100.00%	58417	91.71%
Between 1-3 months	1937	31.50%	1829	24.03%	0	0.00%	3766	5.91%
Between 3-6 months	1154	18.77%	363	4.77%	0	0.00%	1517	2.38%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	6151	100.00%	7609	100.00%	49940	100.00%	63700	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 01/04/2022	0
2 Grievances received during 2022-23	34
3 Grievances resolved during 2022-23	34
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

Health Insurance TPA of
India Ltd.

TPA Name :

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name	Sr.no.	Statename	District Name
1	TELANGANA	Hyderabad	136	KARNATAKA	Gulbarga
2	MAHARASHTRA	Nagpur	137	ODISHA	Nuapada
3	TAMIL NADU	Chennai	138	WEST BENGAL	Howrah
4	TELANGANA	RANGAREDDY	139	TAMIL NADU	TENI
5	DELHI	DELHI	140	BIHAR	East Champaran
6	KERALA	Ernakulam	141	TAMIL NADU	VIRUDUNAGAR
7	KERALA	Kochi	142	BIHAR	Begusarai
8	MAHARASHTRA	Mumbai	143	ANDAMAN AND NICOBAR	South Andaman
9	KERALA	Alappuzha	144	UTTARAKHAND	Nainital
10	TAMIL NADU	TIRUVALLUR	145	GOA	GOA - NORTH
11	TELANGANA	HYDERABAD1	146	PUNJAB	Ludhiana
12	UTTAR PRADESH	GHAZIABAD	147	GUJARAT	Bhavnagar
13	TAMIL NADU	KANCHIPURAM	148	KERALA	Kannur
14	UTTAR PRADESH	Gautam Buddha Nagar	149	UTTAR PRADESH	Muzaffarnagar
15	HARYANA	Gurgaon	150	BIHAR	Arwal
16	TELANGANA	ADILABAD	151	CHATTISGARH	Bilaspur(CGH)
17	ANDHRA PRADESH	Nalgonda	152	UTTAR PRADESH	Bijnor
18	HARYANA	Faridabad	153	TAMIL NADU	Salem
19	UTTAR PRADESH	Mathura	154	MADHYA PRADESH	Harda
20	TELANGANA	Medak	155	KARNATAKA	Koppal
21	KARNATAKA	Bangalore	156	TAMIL NADU	Ramanathapuram
22	ANDHRA PRADESH	K.V.Rangareddy	157	BIHAR	Siwan
23	MAHARASHTRA	Thane	158	JHARKHAND	Ranchi
24	MAHARASHTRA	Pune	159	WEST BENGAL	BARDDHAMAN
25	TELANGANA	Nizamabad	160	RAJASTHAN	Bhilwara
26	GUJARAT	Vadodara	161	JHARKHAND	SINGHBHUM - EAST
27	RAJASTHAN	Jaipur	162	JAMMU AND KASHMIR	Jammu
28	TELANGANA	Khammam	163	WEST BENGAL	NORTH TWENTY FOUR PARGANAS
29	KERALA	Kollam	164	MAHARASHTRA	Washim
30	GUJARAT	AHMADABAD	165	MAHARASHTRA	Akola
31	TAMIL NADU	Coimbatore	166	KERALA	Wayanad
32	TELANGANA	Mahabub Nagar	167	KARNATAKA	BIDAR
33	MAHARASHTRA	Bhandara	168	ANDHRA PRADESH	Nellore
34	TELANGANA	Warangal	169	TELANGANA	SURYAPET
35	TELANGANA	KARIMNAGAR	170	MAHARASHTRA	Yavatmal
36	KERALA	Thiruvananthapuram	171	TELANGANA	SANGAREDDY
37	MAHARASHTRA	Gadchiroli	172	KARNATAKA	Mandya
38	ANDHRA PRADESH	Krishna	173	BIHAR	Rohtas
39	ANDHRA PRADESH	Guntur	174	PUNJAB	Mohali
40	KERALA	Thrissur	175	HARYANA	Mahendragarh
41	KERALA	Kottayam	176	BIHAR	Bhojpur
42	ANDHRA PRADESH	Visakhapatnam	177	ANDHRA PRADESH	West Godavari
43	UTTAR PRADESH	Meerut	178	UTTAR PRADESH	Farrukhabad
44	UTTAR PRADESH	Pilibhit	179	JHARKHAND	Koderma
45	MAHARASHTRA	Chandrapur	180	GUJARAT	Jamnagar
46	GUJARAT	Kachchh	181	KARNATAKA	Kolar
47	KERALA	Pathanamthitta	182	BIHAR	Kaimur (Bhabua)

48	WEST BENGAL	East Midnapore	183	MADHYA PRADESH	Ratlam
49	KERALA	ALUVA	184	KERALA	KASARAGOD
50	WEST BENGAL	Kolkata	185	RAJASTHAN	Ganganagar
51	MADHYA PRADESH	Indore	186	PUNJAB	Jalandhar
52	ANDHRA PRADESH	Chittoor	187	ODISHA	Ganjam
53	MAHARASHTRA	Nashik	188	HARYANA	Jind
54	ANDHRA PRADESH	GODAVARI - EAST	189	RAJASTHAN	Ajmer
55	TAMIL NADU	Vellore	190	HARYANA	Panchkula
56	UTTAR PRADESH	Lucknow	191	CHATTISGARH	Korba
57	MAHARASHTRA	Wardha	192	MAHARASHTRA	Aurangabad
58	BIHAR	Patna	193	RAJASTHAN	Kota
59	ANDHRA PRADESH	ANANTAPUR	194	RAJASTHAN	Churu
60	MAHARASHTRA	GREATER MUMBAI	195	ODISHA	Sambalpur
61	PONDICHERRY U.T.	Pondicherry	196	GUJARAT	VAPI
62	HARYANA	Rewari	197	RAJASTHAN	Sawai Madhopur
63	GUJARAT	Surat	198	MADHYA PRADESH	Jabalpur
64	ANDHRA PRADESH	Cuddapah	199	BIHAR	Gaya
65	ANDHRA PRADESH	Prakasam	200	ODISHA	DEOGARH
66	ANDHRA PRADESH	GODAVARI - WEST	201	MADHYA PRADESH	Shajapur
67	MAHARASHTRA	Amravati	202	ANDHRA PRADESH	Ananthapur
68	CHATTISGARH	Raipur	203	HIMACHAL PRADESH	Shimla
69	RAJASTHAN	Alwar	204	HARYANA	Ambala
70	CHATTISGARH	Durg	205	MADHYA PRADESH	Shivpuri
71	ANDHRA PRADESH	Kurnool	206	UTTAR PRADESH	RAE BARELI
72	MAHARASHTRA	GONDIYA	207	KERALA	Kozhikode
73	TAMIL NADU	Nilgiris	208	UTTAR PRADESH	ALIGARH
74	UTTAR PRADESH	KANPUR URBAN	209	ODISHA	Balangir
75	ANDHRA PRADESH	Vizianagaram	210	HARYANA	YAMUNANAGAR
76	RAJASTHAN	Udaipur	211	JHARKHAND	Godda
77	HARYANA	Sonapat	212	TAMIL NADU	KANNIYAKUMARI
78	MAHARASHTRA	Nanded	213	MAHARASHTRA	Gondia
79	KERALA	Palakkad	214	PONDICHERRY U.T.	Karaikal
80	MAHARASHTRA	Raigarh	215	UTTAR PRADESH	Ballia
81	UTTAR PRADESH	Budaun	216	GUJARAT	SURENDRANAGAR
82	BIHAR	Nawada	217	ODISHA	Cuttack
83	RAJASTHAN	Bikaner	218	JHARKHAND	JAMSHEDPUR
84	MADHYA PRADESH	Dewas	219	BIHAR	Madhubani
85	TELANGANA	MAHBUBNAGAR	220	UTTAR PRADESH	Rampur
86	MADHYA PRADESH	Chhindwara	221	UTTAR PRADESH	Sultanpur
87	UTTAR PRADESH	Agra	222	WEST BENGAL	West Midnapore
88	PUNJAB	Patiala	223	PUNJAB	Gurdaspur
89	ANDHRA PRADESH	Srikakulam	224	TAMIL NADU	Dindigul
90	TAMIL NADU	Erode	225	BIHAR	Darbhanga
91	KARNATAKA	Bellary	226	MAHARASHTRA	Jalna
92	KARNATAKA	KANARA - SOUTH (MANGALORE)	227	TAMIL NADU	Thanjavur
93	UTTAR PRADESH	Bulandshahr	228	PUNJAB	Amritsar
94	MADHYA PRADESH	Betul	229	RAJASTHAN	JODHPUR
95	TAMIL NADU	Madurai	230	BIHAR	Buxar
96	TAMIL NADU	Sivaganga	231	MADHYA PRADESH	Gwalior
97	UTTARAKHAND	Haridwar	232	RAJASTHAN	Jhujhunu
98	UTTAR PRADESH	Etah	233	KERALA	Malappuram
99	TAMIL NADU	TIRUCHCHIRAPPALLI	234	BIHAR	Banka
100	UTTAR PRADESH	Varanasi	235	WEST BENGAL	Darjiling
101	KARNATAKA	Bangalore Rural	236	UTTAR PRADESH	MAHAMAYA NAGAR (HATHRAS)
102	MADHYA PRADESH	Balaghat	237	TAMIL NADU	Tiruvannamalai

103	HIMACHAL PRADESH	Hamirpur(HP)	238	RAJASTHAN	Pali
104	UTTARAKHAND	Dehradun	239	TAMIL NADU	Tuticorin
105	GUJARAT	Bharuch	240	ODISHA	KENDUJHAR (KEONJHAR)
106	WEST BENGAL	SOUTH TWENTY FOUR PARGANAS	241	PUNJAB	Mansa
107	ODISHA	Bargarh	242	WEST BENGAL	MALDAH
108	BIHAR	Muzaffarpur	243	WEST BENGAL	Birbhum
109	UTTARAKHAND	Udham Singh Nagar	244	HARYANA	Panipat
110	WEST BENGAL	Bardhaman	245	UTTAR PRADESH	Deoria
111	TAMIL NADU	VILUPPURAM	246	HARYANA	Kaithal
112	KARNATAKA	Udupi	247	KARNATAKA	Hassan
113	JHARKHAND	Hazaribag	248	ODISHA	BALASORE
114	MADHYA PRADESH	Ujjain	249	HIMACHAL PRADESH	Una
115	GUJARAT	Kheda	250	BIHAR	Aurangabad(BH)
116	GUJARAT	Junagadh	251	JHARKHAND	Bokaro
117	HARYANA	Jhajjar	252	TELANGANA	VIKARABAD
118	UTTAR PRADESH	Bareilly	253	CHATTISGARH	Dhamtari
119	TAMIL NADU	CHENGALPATTU	254	GOA	GOA - SOUTH
120	HIMACHAL PRADESH	Kangra	255	WEST BENGAL	Hooghly
121	CHANDIGARH U.T.	Chandigarh	256	HARYANA	Karnal
122	TAMIL NADU	Krishnagiri	257	BIHAR	Bhagalpur
123	TAMIL NADU	Namakkal	258	TELANGANA	KAMAREDDY
124	UTTAR PRADESH	Allahabad	259	KARNATAKA	Mysore
125	TAMIL NADU	Tirunelveli	260	CHATTISGARH	Rajnandgaon
126	UTTAR PRADESH	Saharanpur	261	ASSAM	Nagaon
127	TAMIL NADU	Cuddalore	262	CHATTISGARH	BILASPUR
128	HARYANA	Rohtak	263	RAJASTHAN	Dholpur
129	MADHYA PRADESH	Bhopal	264	GUJARAT	GANDHINAGAR
130	ODISHA	SUNDARGARH	265	KERALA	Idukki
131	UTTAR PRADESH	JHANSI	266	ODISHA	KHORDHA
132	HARYANA	Hisar	267	BIHAR	Nalanda
133	UTTAR PRADESH	Shahjahanpur	268	NAGALAND	Dimapur
134	TAMIL NADU	Dharmapuri	269	UTTAR PRADESH	Mainpuri
135	WEST BENGAL	HOOGLI			

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 31/03/2023

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

a.1 TPA NAME Heritage Health Insurance TPA Pvt Ltd
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	111194	908	0
No. of Lives Covered	252522	92947	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:	2245	NA
ii Number of claims received during the year	40598	NA
iii Number of claims paid during the year: (Number & Percentage)	38125	88.99%
iv Number of Claims repudiated during the year: (Number & Percentage)	2135	4.99%
v Number of claims outstanding at the end of the year:	2582	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	93.04%	91.71%	92.60%	93.21%
2 Within 1-2 hours	6.00%	7.16%	6.55%	6.58%
3 Within 2-6 hours	0.91%	1.12%	0.85%	0.21%
4 Within 6-12 hours	0.05%	0.01%	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	32017	97.70%	5386	98.12%	1961	98.06%	39364	97.77%
Between 1-3 months	700	2.14%	88	1.61%	39	1.94%	827	2.05%
Between 3-6 months	42	0.13%	7	0.12%	0	0.00%	49	0.12%
More than 6 months	12	0.04%	9	0.16%	0	0.00%	21	0.05%
Total	32771	100.00%	5490	100.00%	2000	100.00%	40261	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 01/04/2022	16
2 Grievances received during 2022-23	87
3 Grievances resolved during 2022-23	97
4 Grievance outstanding as on 31/03/2023	6

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : **Heritage Health Insurance TPA Private Limited**

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Gujarat	Ahmedabad
2	Orrisa	Bhubaneswar
3	Karnataka	Bengaluru
4	Tamil Nadu	Chennai
5	Tamil Nadu	Coimbatore
6	Delhi	Delhi
7	Assam	Guwahati
8	Telengana	Hyderabad
9	Rajasthan	Jaipur
10	West Bengal	Kolkata
11	Uttar Pradesh	Lucknow
12	Maharashtra	Mumbai
13	Bihar	Patna
14	Pondicherry	Pondicherry
15	Maharashtra	Pune
16	West Bengal	Malda
17	West Bengal	Dakhin Dinajpur
18	West Bengal	Jalpaiguri

**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 31/03/2023

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

a.1 TPA NAME MDIndia Health Insurance TPA Pvt Ltd
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	105821	303	4
No. of Lives Covered	251984	2787322	60655685

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:	258511	NA
ii Number of claims received during the year	1181917	NA
iii Number of claims paid during the year: (Number & Percentage)	1214832	84.34%
iv Number of Claims repudiated during the year: (Number & Percentage)	89735	6.23%
v Number of claims outstanding at the end of the year:	135861	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	84.81%	80.15%	88.21%	85.21%
2 Within 1-2 hours	13.42%	16.09%	11.16%	13.79%
3 Within 2-6 hours	1.77%	3.76%	0.63%	1.00%
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	33773	96.07%	129637	96.80%	1084354	95.50%	1247764	95.65%
Between 1-3 months	984	2.80%	2891	2.16%	25076	2.21%	28951	2.22%
Between 3-6 months	396	1.13%	586	0.44%	10656	0.94%	11638	0.89%
More than 6 months	0	0.00%	802	0.60%	15412	1.36%	16214	1.24%
Total	35153	100.00%	133916	100.00%	1135498	100.00%	1304567	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 01/04/2022	0
2 Grievances received during 2022-23	48
3 Grievances resolved during 2022-23	48
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : MDIndia Health 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	Chattisgarh	Raipur	33	Maharashtra	Pandharpur
2	Delhi	Central Delhi	34	Maharashtra	Ahmednagar
3	Gujarat	Vadodara	35	Maharashtra	Osmanabad
4	Haryana	Gurgaon	36	Maharashtra	Tuljapur
5	Karnataka	Bangalore	37	Punjab	Fazilka
6	Karnataka	Belgaum	38	Tamil Nadu	Chennai
7	Kerala	Ernakulam	39	Tamil Nadu	Coimbatore
8	Madhya Pradesh	Bhopal	40	Tamil Nadu	Cuddalore
9	Maharashtra	Akola	41	Tamil Nadu	Dindigul
10	Maharashtra	Amravati	42	Tamil Nadu	Erode
11	Maharashtra	Beed	43	Tamil Nadu	Kallakurichi
12	Maharashtra	Bhandara	44	Tamil Nadu	Kancheepuram
13	Maharashtra	Dhule	45	Tamil Nadu	Kanyakumari
14	Maharashtra	Gadchiroli	46	Tamil Nadu	Karur
15	Maharashtra	Gondiya	47	Tamil Nadu	Madurai
16	Maharashtra	Jalna	48	Tamil Nadu	Namakkal
17	Maharashtra	Kolhapur	49	Tamil Nadu	Pondicherry
18	Maharashtra	Latur	50	Tamil Nadu	Pudukottai
19	Maharashtra	Mumbai	51	Tamil Nadu	Ramanathapuram
20	Maharashtra	Nagpur	52	Tamil Nadu	Ranipet
21	Maharashtra	Nanded	53	Tamil Nadu	Sivagangai
22	Maharashtra	Nandurbar	54	Tamil Nadu	Tenkasi
23	Maharashtra	Nashik	55	Tamil Nadu	Theni
24	Maharashtra	Osmanabad	56	Tamil Nadu	Tiruchirapalli
25	Maharashtra	Pune	57	Tamil Nadu	Tirunelveli
26	Maharashtra	Raigad	58	Tamil Nadu	Tiruvallur
27	Maharashtra	Ratnagiri	59	Tamil Nadu	Tuticorin
28	Maharashtra	Satara	60	Tamil Nadu	Villupuram
29	Maharashtra	Sindhudurg	61	Tamil Nadu	Virudhunagar
30	Maharashtra	Washim	62	Uttarakhand	Dehradun
31	Maharashtra	Sangali	63	West Bengal	Kolkata
32	Maharashtra	Solapur			

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 31/03/2023

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

a.1 TPA NAME Med Save Health Insurance TPA Ltd.
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	57219	5236	0
No. of Lives Covered	142234	177469	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:	2704	NA
ii Number of claims received during the year	45021	NA
iii Number of claims paid during the year: (Number & Percentage)	41237	85.41%
iv Number of Claims repudiated during the year: (Number & Percentage)	2296	4.81%
v Number of claims outstanding at the end of the year:	4192	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	81.10%	78.88%	78.22%	81.17%
2 Within 1-2 hours	12.80%	17.07%	15.67%	15.66%
3 Within 2-6 hours	4.36%	3.47%	4.83%	2.74%
4 Within 6-12 hours	0.17%	0.02%	0.39%	0.05%
5 Within 12-24 hours	0.89%	0.22%	0.40%	0.18%
6 >24 hours	0.68%	0.34%	0.43%	0.20%
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	19156	88.54%	21459	98.00%	0	0.00%	40615	93.30%
Between 1-3 months	1965	9.08%	361	1.65%	0	0.00%	2326	5.34%
Between 3-6 months	426	1.97%	64	0.29%	0	0.00%	490	1.13%
More than 6 months	89	0.41%	13	0.06%	0	0.00%	102	0.23%
Total	21636	100.00%	21897	100.00%	0	0.00%	43533	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 01/04/2022	0
2 Grievances received during 2022-23	359
3 Grievances resolved during 2022-23	359
4 Grievance outstanding as on 31/03/2023	0

Place:
Date:Chennai
10-07-2023Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023**Annexure A****TPA Name : Medsave Health Insurance TPA Ltd****Geographical Area in which services are rendered by the TPA**

Sr.no.	Statename	District Name
1	ANDHRA PRADESH	HYDERABAD
2	ANDHRA PRADESH	VISHAKHAPATNAM
3	CHHATTISGARH	BHILAI
4	DELHI	NEW DELHI
5	GUJARAT	AHMEDABAD
6	GUJARAT	GANDHINAGAR
7	GUJARAT	BHARUCH
8	HARYANA	FARIDABAD
9	HARYANA	GURGAON
10	HIMACHAL PRADESH	SOLAN
11	JAMMU & KASHMIR	JAMMU
12	JAMMU & KASHMIR	SRINAGAR
13	KARNATAKA	BANGALORE
14	KARNATAKA	MYSORE
15	MADHYA PRADESH	BHOPAL
16	MADHYA PRADESH	INDORE
17	MADHYA PRADESH	GWALIOR
18	MAHARASHTRA	MUMBAI
19	MAHARASHTRA	PUNE
20	PUNJAB	AMRITSAR
21	PUNJAB	MOHALI
22	PUNJAB	CHANDIGARH
23	TAMIL NADU	CHENNAI
24	TAMIL NADU	KANCHIPURAM
25	TELANGANA	MEDAK
26	UTARANCHAL	RUDRAPUR
27	UTTAR PRADESH	GB NAGAR
28	UTTAR PRADESH	LUCKNOW

**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 31/03/2023

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 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	64934	3298	4
No. of Lives Covered	157634	3149003	38513432

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:	121733	NA
ii Number of claims received during the year	733459	NA
iii Number of claims paid during the year: (Number & Percentage)	680553	79.58%
iv Number of Claims repudiated during the year: (Number & Percentage)	72287	8.45%
v Number of claims outstanding at the end of the year:	102352	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	88.16%	76.46%	81.26%	68.11%
2 Within 1-2 hours	10.29%	19.94%	13.06%	21.91%
3 Within 2-6 hours	1.50%	3.49%	5.19%	9.13%
4 Within 6-12 hours	0.04%	0.10%	0.41%	0.71%
5 Within 12-24 hours	0.01%	0.01%	0.08%	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	16838	89.49%	200338	94.04%	428610	82.27%	645786	85.78%
Between 1-3 months	1514	8.05%	8058	3.78%	62941	12.08%	72513	9.63%
Between 3-6 months	427	2.27%	3695	1.73%	14127	2.71%	18249	2.42%
More than 6 months	38	0.20%	955	0.45%	15299	2.94%	16292	2.16%
Total	18817	100.00%	213046	100.00%	520977	100.00%	752840	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 01/04/2022	0
2 Grievances received during 2022-23	421
3 Grievances resolved during 2022-23	421
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

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	TAMIL NADU	UIIC CHENNAI LCB
7	TAMIL NADU	UIIC CHENNAI RO
8	TAMIL NADU	UIIC COIMBATORE RO
9	NEW DELHI	UIIC DELHI RO 1
10	NEW DELHI	UIIC DELHI RO 2
11	ASSAM	UIIC GUWAHATI RO
12	KARNATAKA	UIIC HUBLI RO
13	TELANGANA	UIIC HYDERABAD LCB
14	TELANGANA	UIIC HYDERABAD RO
15	KERALA	UIIC KOCHI RO
16	WEST BENGAL	UIIC KOLKATA RO
17	WEST BENGAL	UIIC KOLKATTA LCB
18	KERALA	UIIC KOZHIKODE RO
19	UTTAR PRADESH	UIIC LUCKNOW RO
20	TAMIL NADU	UIIC MADURAI RO
21	MAHARASHTRA	UIIC MUMBAI LCB
22	MAHARASHTRA	UIIC MUMBAI RO 1
23	MAHARASHTRA	UIIC NAGPUR RO
24	NEW DELHI	UIIC NEW DELHI LCB
25	BIHAR	UIIC PATNA RO
26	PONDICHERRY	UIIC PONDICHERRY RO
27	MAHARASHTRA	UIIC PUNE LCB
28	MAHARASHTRA	UIIC PUNE RO
29	ANDHRA PRADESH	UIIC VISAKHAPATNAM RO
30	MAHARASHTRA	Aurangabad
31	MAHARASHTRA	Buldhana
32	MAHARASHTRA	Chandrapur
33	MAHARASHTRA	Jalgaon
34	MAHARASHTRA	Mumbai & Mumbai Suburban
35	MAHARASHTRA	Wardha
36	MAHARASHTRA	Yavatmal
37	TAMIL NADU	Cuddalore
38	TAMIL NADU	Dharmapuri
39	TAMIL NADU	Kanyakumari

40	TAMIL NADU	Madurai
41	TAMIL NADU	Pudukottai
42	TAMIL NADU	Ramanathapuram
43	TAMIL NADU	Thanjavur
44	TAMIL NADU	Tirunelveli
45	TAMIL NADU	Tiruvannamalai
46	TAMIL NADU	Tuticorin
47	TAMIL NADU	Ariyalur
48	TAMIL NADU	Coimbatore
49	TAMIL NADU	Karur
50	TAMIL NADU	Krishnagiri
51	TAMIL NADU	Mayiladuthurai
52	TAMIL NADU	Nagapattinam
53	TAMIL NADU	Perambalur
54	TAMIL NADU	Salem
55	TAMIL NADU	Sivagangai
56	TAMIL NADU	The Nilgiris
57	TAMIL NADU	Theni
58	TAMIL NADU	Tirupattur
59	TAMIL NADU	Tiruppur
60	TAMIL NADU	Tiruvarur
61	TAMIL NADU	Vellore
62	TAMIL NADU	All District
63	TAMIL NADU	Ariyalur
64	TAMIL NADU	Coimbatore
65	TAMIL NADU	Dharmapuri
66	TAMIL NADU	Erode
67	TAMIL NADU	Kanniyakumari
68	TAMIL NADU	Karur
69	TAMIL NADU	Krishnagiri
70	TAMIL NADU	Nagapattinam
71	TAMIL NADU	Namakkal
72	TAMIL NADU	Perambalur
73	TAMIL NADU	Pudukottai
74	TAMIL NADU	Salem
75	TAMIL NADU	Thanjavur
76	TAMIL NADU	The Nilgiris
77	TAMIL NADU	Thirunelveli
78	TAMIL NADU	Tiruchirappalli
79	TAMIL NADU	Tirupur
80	TAMIL NADU	Tiruvarur
81	TAMIL NADU	Ariyalur
82	TAMIL NADU	Coimbatore
83	TAMIL NADU	Dharmapuri
84	TAMIL NADU	Erode
85	TAMIL NADU	Kanyakumari
86	TAMIL NADU	Karur

	TAMIL NADU	Krishnagiri
88	TAMIL NADU	Nagapattinam
89	TAMIL NADU	Namakkal
90	TAMIL NADU	Perambalur
91	TAMIL NADU	Pudukottai
92	TAMIL NADU	Salem
93	TAMIL NADU	Thanjavur
94	TAMIL NADU	The Nilgiris
95	TAMIL NADU	Thirunelveli
96	TAMIL NADU	Tiruchirappalli
97	TAMIL NADU	Tirupur
98	TAMIL NADU	Tiruvarur
99	WEST BENGAL	Alipurduar
100	WEST BENGAL	Coochbehar
101	WEST BENGAL	Darjeeling
102	WEST BENGAL	Kalimpong
103	WEST BENGAL	Uttardinajpur

**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 31/03/2023

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

a.1 TPA NAME Medvantage Insurance TPA Private Limited
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	3	60	0
No. of Lives Covered	8	271957	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:	4771	NA
ii Number of claims received during the year	94043	NA
iii Number of claims paid during the year: (Number & Percentage)	86181	87.22%
iv Number of Claims repudiated during the year: (Number & Percentage)	4176	4.23%
v Number of claims outstanding at the end of the year:	8457	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%	83.94%	78.91%
2 Within 1-2 hours	0.00%	0.00%	10.82%	15.78%
3 Within 2-6 hours	0.00%	0.00%	1.59%	2.87%
4 Within 6-12 hours	0.00%	0.00%	0.45%	0.23%
5 Within 12-24 hours	0.00%	0.00%	2.00%	0.93%
6 >24 hours	0.00%	0.00%	1.10%	0.27%
Total	0.00%	0.00%	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	0	0.00%	89058	98.56%	0	0.00%	89058	98.56%
Between 1-3 months	0	0.00%	966	1.07%	0	0.00%	966	1.07%
Between 3-6 months	0	0.00%	168	0.19%	0	0.00%	168	0.19%
More than 6 months	0	0.00%	163	0.18%	0	0.00%	163	0.18%
Total	0	0.00%	90357	100.00%	0	0.00%	90357	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 01/04/2022	0
2 Grievances received during 2022-23	110
3 Grievances resolved during 2022-23	110
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMJ
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : Medvantage Insurance TPA Private Limited

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Haryana	Gurgaon
2	Karnataka	Bangalore
3	Maharashtra	Mumbai

**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 31/03/2023

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

a.1 TPA NAME: PARAMOUNT HEALTH SERVICES & INSURANCE TPA PVT. LTD.
Validity of agreement: From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	72323	350	
No. of Lives Covered	173589	485491	20454362

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:	44972	NA
ii Number of claims received during the year	268731	NA
iii Number of claims paid during the year: (Number & Percentage)	255010	81.29%
iv Number of Claims repudiated during the year: (Number & Percentage)	15797	5.04%
v Number of claims outstanding at the end of the year:	42896	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	79.41%	86.01%	86.01%	69.33%
2 Within 1-2 hours	16.58%	28.98%	11.69%	26.49%
3 Within 2-6 hours	2.68%	4.40%	1.93%	3.82%
4 Within 6-12 hours	0.25%	0.17%	0.14%	0.12%
5 Within 12-24 hours	0.56%	0.21%	0.16%	0.16%
6 >24 hours	0.51%	0.23%	0.07%	0.08%
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	24754	94.00%	60997	95.24%	180424	100.00%	266175	98.29%
Between 1-3 months	1358	5.16%	2507	3.91%	0	0.00%	3865	1.43%
Between 3-6 months	186	0.71%	450	0.70%	0	0.00%	636	0.23%
More than 6 months	35	0.14%	95	0.15%	0	0.00%	131	0.05%
Total	26334	100.00%	64045	100.00%	180424	100.00%	270807	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 01/04/2022	0
2 Grievances received during 2022-23	2
3 Grievances resolved during 2022-23	2
4 Grievance outstanding as on 31/03/2023	0

Place:
Date:

Chennai
10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : Paramount Health Services & Insurance TPA Pvt. Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	GUJARAT	AHMEDABAD R.O.
2	KARNATAKA	BANGALORE
3	KARNATAKA	BANGALORE R.O.
4	CHANDIGARH	CHANDIGARH R.O.
5	TAMIL NADU	CHENNAI
6	TAMIL NADU	CHENNAI R.O. I
7	TAMIL NADU	COIMBATORE 1
8	UTTARAKHAND	DEHRADUN R.O.
9	DELHI	DELHI
10	DELHI	DELHI R.O. I
11	DELHI	DELHI R.O. II
12	ASSAM	GUWAHATI R.O.
13	TELANGANA	HYDERABAD
14	TELANGANA	HYDERABAD R.O.
15	RAJASTHAN	JAIPUR R.O.
16	RAJASTHAN	JODHPUR R.O.
17	KERALA	KOCHI R.O.
18	WEST BENGAL	KOLKATA
19	WEST BENGAL	KOLKATA R.O.
20	UTTAR PRADESH	LUCKNOW R.O.
21	PUNJAB	LUDHIANA R.O.
22	TAMIL NADU	MADURAI R.O.
23	MAHARASHTRA	MUMBAI
24	MAHARASHTRA	MUMBAI R.O. I
25	MAHARASHTRA	MUMBAI R.O. II
26	MAHARASHTRA	NAGPUR R.O.
27	BIHAR	PATNA R.O.
28	PUDUCHERRY	PONDICHERRY RO
29	MAHARASHTRA	PUNE R.O.
30	GUJARAT	VADODARA R.O.
31	Maharashtra	Hingoli
32	Maharashtra	Koihapur
33	Maharashtra	Parbhani
34	Maharashtra	Pune
35	Maharashtra	Sangli
36	Maharashtra	Solapur

**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 31/03/2023

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

a.1 TPA NAME Raksha Health Insurance TPA Pvt. Ltd.
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	44217	100	0
No. of Lives Covered	101997	166193	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:	880	NA
ii Number of claims received during the year	32772	NA
iii Number of claims paid during the year: (Number & Percentage)	28793	85.56%
iv Number of Claims repudiated during the year: (Number & Percentage)	2331	6.93%
v Number of claims outstanding at the end of the year:	2528	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	87.85%	86.29%	75.31%	80.55%
2 Within 1-2 hours	6.98%	9.02%	10.71%	9.58%
3 Within 2-6 hours	2.54%	4.14%	10.53%	6.69%
4 Within 6-12 hours	1.07%	0.54%	1.89%	3.17%
5 Within 12-24 hours	0.97%	0.00%	0.86%	0.00%
6 >24 hours	0.59%	0.00%	0.71%	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	14517	97.40%	15722	96.93%	0	0.00%	30239	97.16%
Between 1-3 months	355	2.38%	399	2.45%	0	0.00%	754	2.42%
Between 3-6 months	32	0.21%	99	0.61%	0	0.00%	131	0.42%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	14904	100.00%	16220	100.00%	0	0.00%	31124	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 01/04/2022	NIL
2 Grievances received during 2022-23	27
3 Grievances resolved during 2022-23	27
4 Grievance outstanding as on 31/03/2023	NIL

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : Raksha Health Insurance TPA Pvt. Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Maharashtra	Mumbai
2	Haryana	Faridabad
3	Tamilnadu	Chennai
4	Punjab	Chandigarh
5	Rajasthan	Jaipur
6	Uttar Pradesh	Lucknow
7	Karnataka	Bangaluru
8	Gujarat	Vadodara
9	Maharashtra	Pune
10	Madhya Pradesh	Indore
11	Kerala	Cochin
12	Andhra Pradesh	Hyderabad

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 31/03/2023

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

a.1 TPA NAME SAFEWAY INSURANCE TPA PVT. LTD
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	20279	5	0
No. of Lives Covered	51394	5859	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:	596	NA
ii Number of claims received during the year	11639	NA
iii Number of claims paid during the year: (Number & Percentage)	10521	85.29%
iv Number of Claims repudiated during the year: (Number & Percentage)	1111	9.01%
v Number of claims outstanding at the end of the year:	703	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	95.65%	97.12%	97.85%	98.57%
2 Within 1-2 hours	3.35%	2.88%	2.15%	1.43%
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 hospital's

#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	10901	99.70%	692	99.20%	0	0.00%	11593	99.66%
Between 1-3 months	33	0.30%	5	0.80%	0	0.00%	39	0.34%
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	10934	100.00%	698	100.00%	0	0.00%	11632	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 01/04/2022	0
2 Grievances received during 2022-23	17
3 Grievances resolved during 2022-23	17
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the CMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

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	114	PUNJAB	AMRITSAR
2	ANDHRA PRADESH	CHITTOOR	115	PUNJAB	BATHINDA
3	ANDHRA PRADESH	CUDDAPAH	116	PUNJAB	FARIDKOT
4	ANDHRA PRADESH	GODAVARI - EAST	117	PUNJAB	FIROZPUR
5	ANDHRA PRADESH	GODAVARI - WEST	118	PUNJAB	GURDASPUR
6	ANDHRA PRADESH	GUNTUR	119	PUNJAB	HOSHIARPUR
7	ANDHRA PRADESH	KRISHNA	120	PUNJAB	JALANDHAR
8	ANDHRA PRADESH	KURNOOL	121	PUNJAB	LUDHIANA
9	ANDHRA PRADESH	NELLORE	122	PUNJAB	MOHALI
10	ANDHRA PRADESH	PRAKASAM	123	PUNJAB	PATIALA
11	ANDHRA PRADESH	SRIKAKULAM	124	PUNJAB	PHAGWARA
12	ANDHRA PRADESH	VISAKHAPATNAM	125	PUNJAB	ROPAR
13	ANDHRA PRADESH	VIZIANAGARAM	126	PUNJAB	RUPNAGAR
14	ASSAM	KAMRUP	127	RAJASTHAN	ALWAR
15	ASSAM	NAGAON	128	RAJASTHAN	BANSWARA
16	BIHAR	AURANGABAD(BH)	129	RAJASTHAN	BHARATPUR
17	BIHAR	BANKA	130	RAJASTHAN	BIKANER
18	BIHAR	BEGUSARAI	131	RAJASTHAN	BUNDI
19	BIHAR	BHAGALPUR	132	RAJASTHAN	CHITTAURGARH
20	BIHAR	CHAMPARAN - EAST	133	RAJASTHAN	CHURU
21	BIHAR	CHAMPARAN - WEST	134	RAJASTHAN	HANUMANGARH
22	BIHAR	DARBHANGA	135	RAJASTHAN	JAIPUR
23	BIHAR	GAYA	136	RAJASTHAN	JHUNJHUNUN
24	BIHAR	GOPALGANJ	137	RAJASTHAN	KOTA
25	BIHAR	KATIHAR	138	RAJASTHAN	NAGOUR
26	BIHAR	KHAGARIA	139	RAJASTHAN	SAWAI MADHOPUR
27	BIHAR	MADHUBANI	140	RAJASTHAN	SIKAR
28	BIHAR	MUZAFFARPUR	141	RAJASTHAN	SIROHI
29	BIHAR	NALANDA	142	RAJASTHAN	TONK
30	BIHAR	NAWADA	143	TAMIL NADU	CHENNAI
31	BIHAR	PATNA	144	TAMIL NADU	COIMBATORE
32	BIHAR	ROHTAS	145	TAMIL NADU	KANCHIPURAM
33	BIHAR	SAHARSA	146	TAMIL NADU	KRISHNAGIRI
34	BIHAR	SAMASTIPUR	147	TAMIL NADU	MADURAI
35	BIHAR	SARAN	148	TAMIL NADU	TIRUVALLUR
36	BIHAR	SITAMARHI	149	TAMIL NADU	VELLORE
37	CHANDIGARH U.T.	CHANDIGARH	150	TELANGANA	ADILABABAD
38	CHATTISGARH	DURG	151	TELANGANA	HYDERABAD
39	CHATTISGARH	JANJIR-CHAMPA	152	TELANGANA	HYDERABAD1
40	CHATTISGARH	KORBA	153	TELANGANA	JAGITYAL
41	DELHI	CENTRAL DELHI	154	TELANGANA	K.V.RANGAREDDY
42	DELHI	EAST DELHI	155	TELANGANA	KARIMNAGAR
43	DELHI	NEW DELHI	156	TELANGANA	KHAMMAM
44	DELHI	NORTH DELHI	157	TELANGANA	KOTHAGUDEM
45	DELHI	NORTH WEST DELHI	158	TELANGANA	MAHABUB NAGAR
46	DELHI	SOUTH DELHI	159	TELANGANA	MEDAK
47	DELHI	SOUTH WEST DELHI	160	TELANGANA	MEDCHAL MALKAJGIRI
48	DELHI	WEST DELHI	161	TELANGANA	NALGONDA
49	GUJARAT	AHMADABAD	162	TELANGANA	NIZAMABAD
50	GUJARAT	ANAND	163	TELANGANA	RANGAREDDY
51	GUJARAT	GANDHINAGAR	164	TELANGANA	VIKARABAD

52	GUJARAT	VADODARA	165	TELANGANA	WARANGAL
53	HARYANA	AMBALA	166	TRIPURA	TRIPURA - WEST
54	HARYANA	BHIWANI	167	UTTAR PRADESH	AGRA
55	HARYANA	FARIDABAD	168	UTTAR PRADESH	ALIGARH
56	HARYANA	GURGAON	169	UTTAR PRADESH	ALLAHABAD
57	HARYANA	HISAR	170	UTTAR PRADESH	AZAMGARH
58	HARYANA	JHAJJAR	171	UTTAR PRADESH	BAGHPAT
59	HARYANA	JIND	172	UTTAR PRADESH	BANDA
60	HARYANA	KAITHAL	173	UTTAR PRADESH	BARABANKI
61	HARYANA	KARNAL	174	UTTAR PRADESH	BAREILLY
62	HARYANA	KURUKSHETRA	175	UTTAR PRADESH	BIJNOR
63	HARYANA	MAHENDRAGARH	176	UTTAR PRADESH	BULANDSHAHR
64	HARYANA	NUH	177	UTTAR PRADESH	ETAH
65	HARYANA	PALWAL	178	UTTAR PRADESH	ETAWAH
66	HARYANA	PANCHKULA	179	UTTAR PRADESH	FARRUKHABAD
67	HARYANA	PANIPAT	180	UTTAR PRADESH	GAUTAM BUDDHA NAGAR
68	HARYANA	REWARI	181	UTTAR PRADESH	GHAZIABAD
69	HARYANA	ROHTAK	182	UTTAR PRADESH	GHAZIPUR
70	HARYANA	SONIPAT	183	UTTAR PRADESH	HARDOI
71	HARYANA	YAMUNANAGAR	184	UTTAR PRADESH	JAUNPUR
72	HIMACHAL PRADESH	BILASPUR	185	UTTAR PRADESH	JHANSI
73	HIMACHAL PRADESH	CHAMBA	186	UTTAR PRADESH	KANPUR URBAN
74	HIMACHAL PRADESH	KANGRA	187	UTTAR PRADESH	KUSHINAGAR
75	HIMACHAL PRADESH	SIRMAUR	188	UTTAR PRADESH	LUCKNOW
76	JAMMU AND KASHMIR	JAMMU	189	UTTAR PRADESH	MAHAMAYA NAGAR (HATHRAS)
77	JAMMU AND KASHMIR	KATHUA	190	UTTAR PRADESH	MAINPURI
78	JHARKHAND	DHANBAD	191	UTTAR PRADESH	MATHURA
79	JHARKHAND	GUMLA	192	UTTAR PRADESH	MEERUT
80	KARNATAKA	BANGALORE	193	UTTAR PRADESH	MORADABAD
81	KARNATAKA	BANGALORE RURAL	194	UTTAR PRADESH	MUZAFFARNAGAR
82	KARNATAKA	BELGAUM	195	UTTAR PRADESH	SAHARANPUR
83	KARNATAKA	BIDAR	196	UTTAR PRADESH	SHAHJAHANPUR
84	KARNATAKA	DHARWAD	197	UTTAR PRADESH	SIDDHARTH NAGAR
85	KARNATAKA	GULBARGA	198	UTTAR PRADESH	UNNAO
86	KARNATAKA	KOPPAL	199	UTTAR PRADESH	VARANASI
87	KERALA	ERNAKULAM	200	UTTARAKHAND	ALMORA
88	KERALA	KANNUR	201	UTTARAKHAND	CHAMOLI
89	KERALA	KOTTAYAM	202	UTTARAKHAND	DEHRADUN
90	KERALA	THRISSUR	203	UTTARAKHAND	HARIDWAR
91	MADHYA PRADESH	BHOPAL	204	UTTARAKHAND	NAINITAL
92	MADHYA PRADESH	GWALIOR	205	UTTARAKHAND	PAURI GARHWAL
93	MADHYA PRADESH	INDORE	206	UTTARAKHAND	PITHORAGARH
94	MADHYA PRADESH	KATNI	207	UTTARAKHAND	Udham Singh Nagar
95	MADHYA PRADESH	PANNA	208	UTTARAKHAND	UTTARKASHI
96	MADHYA PRADESH	REWA	209	WEST BENGAL	DARJILING
97	MADHYA PRADESH	SHAHDOL	210	WEST BENGAL	HOWRAH
98	MADHYA PRADESH	SIDHI	211	WEST BENGAL	KOLKATA
99	MADHYA PRADESH	UJJAIN	212	WEST BENGAL	NADIA
100	MAHARASHTRA	AURANGABAD	213	WEST BENGAL	NORTH TWENTY FOUR PARGANAS
101	MAHARASHTRA	GONDIYA	214	WEST BENGAL	SOUTH TWENTY FOUR PARGANAS
102	MAHARASHTRA	JALGAON	215	WEST BENGAL	UTTAR DINAIPUR
103	MAHARASHTRA	LATUR			
104	MAHARASHTRA	MUMBAI			
105	MAHARASHTRA	NANDED			
106	MAHARASHTRA	PUNE			
107	MAHARASHTRA	THANE			
108	ODISHA	BALASORE			

109	ODISHA	GANJAM			
110	ODISHA	KENDRAPARA			
111	ODISHA	KHORDHA			
112	ODISHA	MAYURBHANJ			
113	ODISHA	RAYAGADA			

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 31/03/2023

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

a.1 TPA NAME Vidal Health Insurance TPA Pvt Ltd 31-03-2024
Validity of agreement From 01-04-2021 To

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

Description	Retail	Group	Govt.
No. of Policies serviced	151307	21403	3
No. of Lives Covered	357127	1359137	13443456

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:	252209	NA
ii Number of claims received during the year	1076699	NA
iii Number of claims paid during the year: (Number & Percentage)	1162158	87.45%
iv Number of Claims repudiated during the year: (Number & Percentage)	86262	6.49%
v Number of claims outstanding at the end of the year:	80478	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	67.00%	52.00%	82.00%	56.00%
2 Within 1-2 hours	25.00%	30.00%	13.00%	28.00%
3 Within 2-6 hours	7.00%	17.00%	5.00%	15.00%
4 Within 6-12 hours	1.00%	1.00%	0.00%	1.00%
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 hospital

#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	45530	78.00%	102091	88.00%	945161	88.00%	1092782	87.53%
Between 1-3 months	9340	16.00%	8121	7.00%	42962	4.00%	60423	4.84%
Between 3-6 months	2335	4.00%	2320	2.00%	75183	7.00%	79838	6.40%
More than 6 months	1167	2.00%	3480	3.00%	10740	1.00%	15387	1.23%
Total	58372	100.00%	116012	100.00%	1074046	100.00%	1248430	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 01/04/2022	0
2 Grievances received during 2022-23	327
3 Grievances resolved during 2022-23	320
4 Grievance outstanding as on 31/03/2023	7

Place:
Date:Chennai
10-07-2023Signature of the CMB
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : Vidal Health Insurance TPA Pvt Ltd

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Andhra Pradesh	Visakhapatnam
2	Chandigarh	Chandigarh
3	Delhi	Delhi
4	Gujarat	Ahmedabad
5	Gujarat	Vadodara
6	Karnataka	Bangalore
7	Madhya Pradesh	Indore
8	Maharashtra	Mumbai
9	Maharashtra	Pune
10	Rajasthan	Jaipur
11	Telangana	Hyderabad
12	Uttarakhand	Dehradun
13	West Bengal	Kolkata
14	Tamil Nadu	Coimbatore
15	Kerala	Kochi
16	Tamil Nadu	Chennai
17	Tamil Nadu	Chengalpet
18	Tamil Nadu	Dharmapuri
19	Tamil Nadu	Dindigul
20	Tamil Nadu	Kancheepuram
21	Tamil Nadu	Namakkal
22	Tamil Nadu	Thanjavur
23	Tamil Nadu	Tiruchirapalli
24	Tamil Nadu	Tiruvallur
25	Tamil Nadu	Tiruvannamalai
26	Tamil Nadu	Virudhunagar

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 31/03/2023

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

a.1 TPA NAME In House
Validity of agreement From 01-04-2021 To 31-03-2024

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

Description	Retail	Group	Govt.
No. of Policies serviced	465	62	0
No. of Lives Covered	1058	271963	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:	411	NA
ii Number of claims received during the year	3422	NA
iii Number of claims paid during the year: (Number & Percentage)	2676	69.81%
iv Number of Claims repudiated during the year: (Number & Percentage)	189	4.93%
v Number of claims outstanding at the end of the year:	968	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	166	74.00%	1822	69.00%	0	0.00%	1988	69.39%
Between 1-3 months	58	26.00%	819	31.00%	0	0.00%	877	30.61%
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	224	100.00%	2641	100.00%	0	0.00%	2865	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 01/04/2022	0
2 Grievances received during 2022-23	0
3 Grievances resolved during 2022-23	0
4 Grievance outstanding as on 31/03/2023	0

Place: Chennai
Date: 10-07-2023

Signature of the QMD
United India Insurance Co Ltd

TPA PUBLIC DISCLOSURE 2022-2023

Annexure A

TPA Name : In house

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	All States	All Districts