

**TPA PUBLIC DISCLOSURE 2019-20**

a.1 **TPA NAME** M/S East West Assist Pvt.Ltd.  
**Validity of agreement** From 01/04/2019 To 31/03/2021

**b Policy Particulars**

Description	Retail	Group	Govt.
No. of Policies serviced	897	526	0
No. of Lives Covered	2411	1672	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:	764	NA
ii Number of claims received during the year	25510	NA
iii Number of claims paid during the year: (Number & Percentage)	24824	94.48%
iv Number of Claims repudiated during the year:(Number & Percentage)	655	2.49%
v Number of claims outstanding at the end of the year:	795	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	55.77%	79.37%	81.00%	91.98%
2 Within 1-2 hours	19.23%	15.19%	10.82%	5.02%
3 Within 2-6 hours	16.67%	6.00%	8.00%	3.00%
4 Within 6-12 hours	5.13%	0.00%	0.00%	0.00%
5 Within 12-24 hours	3.21%	0.00%	0.14%	0.00%
6 >24 hours	0.00%	0.00%	0.00%	0.00%
Total	100.00%	100.56%	99.96%	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	74	18.86%	23758	94.70%	0	0.00%	23832
Between 1-3 months	235	60.18%	1181	4.71%	0	0.00%	1416	5.56%
Between 3-6 months	41	10.63%	100	0.40%	0	0.00%	141	0.55%
More than 6 months	40	10.33%	50	0.20%	0	0.00%	90	0.35%
Total	390	100.00%	25089	100.00%	0	0.00%	25479	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: 18/12/2020

Signature of CEO  
United India Insurance Co Ltd



KB

Annexure A

TPA Name : East West Assist Insurance TPA

Geographical Area in which services are rendered by the TPA

Sl. No.	Statename	District Name
1	Delhi	Delhi-NCR