

**TPA PUBLIC DISCLOSURE 2019-20**

a.1 **TPA NAME** Genins India Insurance TPA Ltd.  
**Validity of agreement** From 01/04/2019 To 31/03/2021

**b Policy Particulars**

Description	Retail	Group	Govt.
No. of Policies serviced	84496	443	0
No. of Lives Covered	208850	21173	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:	2619	NA
ii Number of claims received during the year	29227	NA
iii Number of claims paid during the year: (Number & Percentage)	26129	82.05%
iv Number of Claims repudiated during the year:(Number & Percentage)	3808	11.96%
v Number of claims outstanding at the end of the year:	1909	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	84.17%	90.31%	81.69%	92.86%
2 Within 1-2 hours	10.43%	6.16%	12.34%	3.77%
3 Within 2-6 hours	4.16%	3.19%	4.29%	2.99%
4 Within 6-12 hours	1.04%	0.32%	0.65%	0.26%
5 Within 12-24 hours	0.20%	0.02%	1.04%	0.13%
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	23400	87.62%	2759	85.43%	0	0.00%	26159
Between 1-3 months	3063	11.47%	439	13.58%	0	0.00%	3502	11.70%
Between 3-6 months	177	0.66%	19	0.59%	0	0.00%	196	0.65%
More than 6 months	66	0.25%	13	0.39%	0	0.00%	79	0.26%
Total	26706	100.00%	3230	100.00%	0	0.00%	29936	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	191
3 Grievances resolved during 2019-20	190
4 Grievance outstanding as on 31/03/2020	1

Place: Chennai  
 Date: 18/12/2020

  
 Signature of CEO  
 United India Insurance Co Ltd

