

TPA PUBLIC DISCLOSURE 2019-20

a.1 TPA NAME No TPA
Validity of agreement From NA To NA

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	5019	118	0
No. of Lives Covered	8772	93544	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:	11526	NA
ii Number of claims received during the year	12961	NA
iii Number of claims paid during the year: (Number & Percentage)	10101	41.25%
iv Number of Claims repudiated during the year:(Number & Percentage)	1833	7.49%
v Number of claims outstanding at the end of the year:	12553	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	NA	NA	NA	NA
2 Within 1-2 hours	NA	NA	NA	NA
3 Within 2-6 hours	NA	NA	NA	NA
4 Within 6-12 hours	NA	NA	NA	NA
5 Within 12-24 hours	NA	NA	NA	NA
6 >24 hours	NA	NA	NA	NA
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	4108	84.08%	26674	88.71%	0	0.00%	30782	88.06%
Between 1-3 months	725	14.84%	3082	10.25%	0	0.00%	3807	10.89%
Between 3-6 months	53	1.08%	313	1.04%	0	0.00%	366	1.05%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	4886	100.00%	30069	100.00%	0	0.00%	34955	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	175
3 Grievances resolved during 2019-20	175
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai
Date: 18/12/2020

Signature of CEO
United India Insurance Co Ltd


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