

**FORM NO. NL-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 31/03/2024

**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	12,350	6	-
No. of Lives Covered	29,672	293	-

**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:	346	NA
ii Number of claims received during the year	4,384	NA
iii Number of claims paid during the year: (Number & Percentage)	3,989	84.33%
iv Number of Claims repudiated during the year: (Number & Percentage)	348	7.36%
v Number of claims outstanding at the end of the year:	393	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	68.16%	74.23%	100.00%	50.00%
2 Within 1-2 hours	20.00%	18.71%	0.00%	50.00%
3 Within 2-6 hours	10.65%	6.77%	0.00%	0.00%
4 Within 6-12 hours	1.19%	0.30%	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	3,910	90.83%	31	95.65%	-	0.00%	3,941	90.87%
Between 1-3 months	337	7.83%	1	4.35%	-	0.00%	338	7.79%
Between 3-6 months	50	1.15%	-	0.00%	-	0.00%	50	1.15%
More than 6 months	8	0.18%	-	0.00%	-	0.00%	8	0.18%
Total	4,305	100.00%	32	100.00%	-	0.00%	4,337	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 01/04/2023	0
2 Grievances received during 2023-24	207
3 Grievances resolved during 2023-24	207
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai

Date:

Signature of the CMD  
United India Insurance Co Ltd.



TPA PUBLIC DISCLOSURE 2023-24

Annexure A

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 Vadodara Anand Panchmahal Nadiad Kheda Dakor Kapadwanj



**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 31/03/2024

**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	6,273	17	-
No. of Lives Covered	15,216	9,299	-

**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:	140	NA
ii Number of claims received during the year	5,564	NA
iii Number of claims paid during the year: (Number & Percentage)	5,303	92.97%
iv Number of Claims repudiated during the year: (Number & Percentage)	318	5.58%
v Number of claims outstanding at the end of the year:	83	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	98.74%	99.63%	97.73%	99.14%
2 Within 1-2 hours	1.26%	0.37%	2.27%	0.86%
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	2,627	79.96%	1,800	77.08%	-	0.00%	4,427	78.76%
Between 1-3 months	498	15.14%	294	12.61%	-	0.00%	792	14.09%
Between 3-6 months	141	4.28%	197	8.43%	-	0.00%	338	6.01%
More than 6 months	20	0.62%	44	1.89%	-	0.00%	64	1.14%
Total	3,286	100.00%	2,335	100.00%	-	0.00%	5,621	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 01/04/2023	0
2 Grievances received during 2023-24	5
3 Grievances resolved during 2023-24	5
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
 Date :

Signature of the CMD  
 United India Insurance Co Ltd.



**TPA PUBLIC DISCLOSURE 2023-24**

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	Karnataka	Bengaluru
3	Delhi	New Delhi
4	West Bengal	Kolkata
5	Tamil Nadu	Chennai
6	Gujarat	Ahmedabad
7	Maharashtra	Pune
8	Gujarat	Surat
9	Maharashtra	Nagpur
10	Chhattisgarh	Raipur
11	Kerala	Kochi
12	Telangana	Hyderabad
13	Maharashtra	Nashik
14	Gujarat	Vadodara
15	Bihar	Patna
16	Uttar Pradesh	Lucknow
17	Odisha	Bhubaneswar



**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 31/03/2024

**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	25,797	2,136	-
No. of Lives Covered	54,620	3,86,529	-

**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:	10,725	NA
ii) Number of claims received during the year	1,44,523	NA
iii) Number of claims paid during the year: (Number & Percentage)	1,34,220	86.46%
iv) Number of Claims repudiated during the year: (Number & Percentage)	12,824	8.26%
v) Number of claims outstanding at the end of the year:	8,204	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	54.90%	47.77%	77.01%	54.08%
2 Within 1-2 hours	21.24%	29.72%	13.81%	31.65%
3 Within 2-6 hours	15.70%	18.20%	5.72%	11.79%
4 Within 6-12 hours	2.61%	2.26%	0.87%	0.71%
5 Within 12-24 hours	4.32%	1.59%	1.80%	1.38%
6 >24 hours	1.23%	0.46%	0.79%	0.39%
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	6,906	92.96%	1,32,478	94.89%	-	0.00%	1,39,384	94.79%
Between 1-3 months	428	5.76%	5,148	3.69%	-	0.00%	5,576	3.79%
Between 3-6 months	77	1.04%	1,509	1.08%	-	0.00%	1,586	1.08%
More than 6 months	18	0.24%	480	0.34%	-	0.00%	498	0.34%
Total	7,429	100.00%	1,39,615	100.00%	-	0.00%	1,47,044	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 01/04/2023	9
2 Grievances received during 2023-24	63
3 Grievances resolved during 2023-24	68
4 Grievance outstanding as on 31/03/2024	4

Place:

Chennai

Date :

Signature of the CMD

United India Insurance Co Ltd.



**TPA PUBLIC DISCLOSURE 2023-24**

**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
1	Andhra Pradesh	Anantapur
2	Andhra Pradesh	Chittoor
3	Andhra Pradesh	Cuddapah
4	Andhra Pradesh	East Godavari
5	Andhra Pradesh	Guntur
6	Andhra Pradesh	Krishna
7	Andhra Pradesh	Kurnool
8	Andhra Pradesh	Nellore
9	Andhra Pradesh	Prakasam
10	Andhra Pradesh	Srikakulam
11	Andhra Pradesh	Visakhapatnam
12	Andhra Pradesh	Vizianagaram
13	Andhra Pradesh	West Godavari
14	Bihar	Madhubani
15	Bihar	Patna
16	Bihar	Siwan
17	Dadra & Nagar Haveli	Dadra & Nagar Haveli
18	Delhi	Central *
19	Delhi	East *
20	Delhi	New Delhi
21	Delhi	North West *
22	Delhi	South West *
23	Delhi	West *
24	Goa	South Goa
25	Gujarat	Ahmadabad
26	Gujarat	Anand *
27	Gujarat	Bharuch
28	Gujarat	Bhavnagar
29	Gujarat	Gandhinagar
30	Gujarat	Jamnagar
31	Gujarat	Kachchh
32	Gujarat	Mahesana
33	Gujarat	Navsari *
34	Gujarat	Rajkot
35	Gujarat	Sabar Kantha
36	Gujarat	Surat
37	Gujarat	Surendranagar
38	Gujarat	Vadodara
39	Gujarat	Valsad
40	Haryana	Faridabad
41	Haryana	Gurgaon
42	Haryana	Hisar



43	Haryana	Kurukshetra
44	Haryana	Rohtak
45	Haryana	Sonipat
46	Himachal Pradesh	Chamba
47	Himachal Pradesh	Kangra
48	Himachal Pradesh	Shimla
49	Jharkhand	Gumla
50	Karnataka	Bagalkot *
51	Karnataka	Bangalore
52	Karnataka	Belgaum
53	Karnataka	Bellary
54	Karnataka	Bijapur
55	Karnataka	Chikkaballapur
56	Karnataka	Chikmagalur
57	Karnataka	Chitradurga
58	Karnataka	Dakshina Kannada
59	Karnataka	Davanagere*
60	Karnataka	Dharwad
61	Karnataka	Gulbarga
62	Karnataka	Hassan
63	Karnataka	Haveri *
64	Karnataka	Kodagu
65	Karnataka	Kolar
66	Karnataka	Koppal *
67	Karnataka	Mandya
68	Karnataka	Mysore
69	Karnataka	Raichur
70	Karnataka	Tumkur
71	Karnataka	Udupi *
72	Kerala	Alappuzha
73	Kerala	Ernakulam
74	Kerala	Idukki
75	Kerala	Kannur
76	Kerala	Kasaragod
77	Kerala	Kollam
78	Kerala	Kottayam
79	Kerala	Kozhikode
80	Kerala	Palakkad
81	Kerala	Pathanamthitta
82	Kerala	Thiruvananthapuram
83	Kerala	Thrissur
84	Kerala	Wayanad
85	Lakshadweep	Lakshadweep
86	Madhya Pradesh	Dewas
87	Madhya Pradesh	Gwalior
88	Madhya Pradesh	Indore
89	Maharashtra	Amravati
90	Maharashtra	Guntur
91	Maharashtra	Kolhapur
92	Maharashtra	Mumbai



93	Maharashtra	Nagpur
94	Maharashtra	Nashik
95	Maharashtra	Osmanabad
96	Maharashtra	Parbhani
97	Maharashtra	Pune
98	Maharashtra	Raigarh
99	Maharashtra	Ratnagiri
100	Maharashtra	Sangli
101	Maharashtra	Satara
102	Maharashtra	Sindhudurg
103	Maharashtra	Solapur
104	Maharashtra	Thane
105	Maharashtra	Yavatmal
106	Manipur	Imphal East *
107	Meghalaya	East Khasi Hills
108	Nagaland	Dimapur *
109	Orissa	Gajapati *
110	Orissa	Khordha
111	Orissa	Mayurbhanj
112	Orissa	Rayagada *
113	Pondicherry	Pondicherry
114	Punjab	Rupnagar
115	Rajasthan	Ajmer
116	Rajasthan	Jaipur
117	Rajasthan	Jaisalmer
118	Rajasthan	Jalor
119	Rajasthan	Jodhpur
120	Rajasthan	Kota
121	Rajasthan	Pali
122	Rajasthan	Rajsamand *
123	Rajasthan	Sirohi
124	Rajasthan	Udaipur
125	Tamil Nadu	Chennai
126	Tamil Nadu	Coimbatore
127	Tamil Nadu	Cuddalore
128	Tamil Nadu	Dindigul
129	Tamil Nadu	Erode
130	Tamil Nadu	Kancheepuram
131	Tamil Nadu	Kanniyakumari
132	Tamil Nadu	Karur *
133	Tamil Nadu	Krishnagiri
134	Tamil Nadu	Madurai
135	Tamil Nadu	Nagapattinam *
136	Tamil Nadu	Namakkal *
137	Tamil Nadu	Salem
138	Tamil Nadu	Sivaganga
139	Tamil Nadu	The Nilgiris
140	Tamil Nadu	Theni *
141	Tamil Nadu	Thiruvallur
142	Tamil Nadu	Thiruvallur



143	Tamil Nadu	Tiruchirappalli
144	Tamil Nadu	Tirunelveli
145	Tamil Nadu	Tiruvannamalai
146	Tamil Nadu	Vellore
147	Tamil Nadu	Viluppuram
148	Tamil Nadu	Virudhunagar
149	Telangana	Adilabad
150	Telangana	Hyderabad
151	Telangana	Karimnagar
152	Telangana	Khammam
153	Telangana	Mahbubnagar
154	Telangana	Medak
155	Telangana	Nalgonda
156	Telangana	Nizamabad
157	Telangana	Rangareddi
158	Telangana	Warangal
159	Uttar Pradesh	Agra
160	Uttar Pradesh	Allahabad
161	Uttar Pradesh	Baghpat *
162	Uttar Pradesh	Gautam Buddha Nagar *
163	Uttar Pradesh	Ghaziabad
164	Uttar Pradesh	Gorakhpur
165	Uttar Pradesh	Kanpur Nagar
166	Uttar Pradesh	Kheri
167	Uttar Pradesh	Lucknow
168	Uttar Pradesh	Pratapgarh
169	Uttar Pradesh	Varanasi
170	UTTARAKHAND	Hardwar
171	UTTARAKHAND	Udham Singh Nagar *
172	West Bengal	Bardhaman
173	West Bengal	Birbhum
174	West Bengal	Darjiling
175	West Bengal	Hooghly
176	West Bengal	Howrah
177	West Bengal	Koch Bihar
178	West Bengal	Kolkata
179	West Bengal	Medinipur
180	West Bengal	North Twenty Four Parganas
181	West Bengal	Puruliya
182	West Bengal	South Twenty Four Parganas



**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 31/03/2024

**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	36,711	287	-
No. of Lives Covered	85,127	27,583	-

**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:	2,101	NA
ii Number of claims received during the year	25,658	NA
iii Number of claims paid during the year: (Number & Percentage)	22,275	80.24%
iv Number of Claims repudiated during the year: (Number & Percentage)	4,010	14.45%
v Number of claims outstanding at the end of the year:	1,474	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	83.90%	91.21%	83.46%	94.76%
2 Within 1-2 hours	11.97%	7.05%	12.26%	4.03%
3 Within 2-6 hours	4.13%	1.74%	4.28%	1.21%
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**

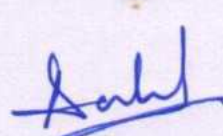
Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 Month	23,091	96.10%	2,188	96.90%	-	0.00%	25,279	96.17%
Between 1-3 months	776	3.23%	62	2.76%	-	0.00%	838	3.19%
Between 3-6 months	151	0.63%	8	0.34%	-	0.00%	159	0.60%
More than 6 months	9	0.04%	-	0.00%	-	0.00%	9	0.03%
Total	24,027	100.00%	2,258	100.00%	-	0.00%	26,285	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 01/04/2023	0
2 Grievances received during 2023-24	102
3 Grievances resolved during 2023-24	102
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
 Date :

  
 Signature of the CMD  
 United India Insurance Co Ltd.



# TPA PUBLIC DISCLOSURE 2023-24

## Annexure A

TPA Name : Genins India Insurance TPA Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Andhra Pradesh	Chittoor
2	Andhra Pradesh	Prakasam
3	Andhra Pradesh	West Godavari
4	Bihar	Patna
5	Chattisgarh	Mahasamund
6	Delhi	South Delhi
7	Goa	North Goa
8	Goa	South Goa
9	Gujarat	Ahmedabad
10	Gujarat	Amreli
11	Gujarat	Banaskantha
12	Gujarat	Bhavnagar
13	Gujarat	Jamnagar
14	Gujarat	Junagadh
15	Gujarat	Mahesana
16	Gujarat	Panch Mahals
17	Gujarat	Patan
18	Gujarat	Porbandar
19	Gujarat	Rajkot
20	Gujarat	Sabarkantha
21	Gujarat	Surendra Nagar
22	Gujarat	Vadodara
23	Karnataka	Bangalore
24	Karnataka	Kodagu
25	Karnataka	Kolar
26	Karnataka	Mandya
27	Karnataka	Mysore
28	Kerala	Palakkad
29	Kerala	Thrissur
30	Madhya Pradesh	Indore
31	Madhya Pradesh	Neemuch
32	Madhya Pradesh	Ujjain
33	Maharashtra	Ahmed Nagar
34	Maharashtra	Akola
35	Maharashtra	Amravati
36	Maharashtra	Buldhana
37	Maharashtra	Jalgaon
38	Maharashtra	Mumbai
39	Maharashtra	Nagpur
40	Maharashtra	Nashik
41	Maharashtra	Pune
42	Maharashtra	Thane



43	Maharashtra	Washim
44	Maharashtra	Yavatmal
45	Rajasthan	Barmer
46	Rajasthan	Ganganagar
47	Rajasthan	Hanumangarh
48	Telangana	Hyderabad
49	Uttar Pradesh	Allahabad
50	Uttar Pradesh	Bijnor
51	Uttar Pradesh	Budaun
52	Uttar Pradesh	Kanpur Nagar
53	Uttar Pradesh	Lucknow
54	Uttar Pradesh	Mathura
55	Uttar Pradesh	Pilibhit
56	Uttar Pradesh	Shahjahanpur
57	West Bengal	Bankura
58	West Bengal	East Midnapore
59	West Bengal	Kolkata
60	West Bengal	Nadia
61	West Bengal	North 24 Parganas
62	West Bengal	West Tripura



**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 31/03/2024

**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	21,081	412	-
No. of Lives Covered	47,931	2,06,618	-

**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:	1,802	NA
ii Number of claims received during the year	15,400	NA
iii Number of claims paid during the year: (Number & Percentage)	14,074	81.82%
iv Number of Claims repudiated during the year: (Number & Percentage)	2,188	12.72%
v Number of claims outstanding at the end of the year:	940	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	69.81%	73.43%	71.32%	76.73%
2 Within 1-2 hours	30.19%	26.57%	28.68%	23.27%
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	5,757	100.00%	10,505	100.00%	-	0.00%	16,262	100.00%
Between 1-3 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Between 3-6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total	5,757	100.00%	10,505	100.00%	-	0.00%	16,262	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 01/04/2023	0
2 Grievances received during 2023-24	99
3 Grievances resolved during 2023-24	99
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
 Date :

Signature of the CMD  
 United India Insurance Co Ltd.



TPA PUBLIC DISCLOSURE 2023-24

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	Telangana	Hyderabad
2	Tamilnadu	Madurai
3	Andhra Pradesh	Vishakapatnam
4	Karnataka	Bangalore
5	Tamilnadu	Chennai
6	Pondicherry	Pondicherry
7	Delhi	Delhi
8	Maharashtra	Pune
9	Uttar Pradesh	Lucknow
10	Delhi	Delhi
11	Maharashtra	Mumbai
12	Maharashtra	Nagpur
13	Rajasthan	Jaipur
14	Tamilnadu	Coimbatore



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 31/03/2024

## 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	61,538	450	-
No. of Lives Covered	1,36,959	1,50,486	-

## 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:	1,937	NA
ii Number of claims received during the year	36,239	NA
iii Number of claims paid during the year: (Number & Percentage)	31,979	83.77%
iv Number of Claims repudiated during the year: (Number & Percentage)	4,625	12.11%
v Number of claims outstanding at the end of the year:	1,572	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	91.40%	90.47%	92.00%	92.58%
2 Within 1-2 hours	8.59%	9.54%	8.00%	7.42%
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	24,523	99.18%	11,719	98.65%	-	0.00%	36,242	99.01%
Between 1-3 months	202	0.82%	160	1.35%	-	0.00%	362	0.99%
Between 3-6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total	24,725	100.00%	11,879	100.00%	-	0.00%	36,604	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 01/04/2023	0
2 Grievances received during 2023-24	28
3 Grievances resolved during 2023-24	28
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
 Date:

Signature of the CMD  
 United India Insurance Co Ltd.



**TPA PUBLIC DISCLOSURE 2023-24**

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
2	Maharashtra	Mumbai
3	Gujarat	Ahmedabad
4	Maharashtra	Aurangabad
5	Karnataka	Bangalore
6	Madhya Pradesh	Bhopal
7	Tamil nadu	Chennai
8	Kerala	Cochin
9	Haryana	Gurgaon
10	Telangana	Hyderabad
11	Madhya Pradesh	Indore
12	Rajasthan	Jaipur
13	Maharashtra	Kolhapur
14	west Bengal	Kolkata
15	Uttar Pradesh	Lucknow
16	Tamil nadu	Madurai
17	Karnataka	Mangalore
18	Maharashtra	Nagpur
19	Maharashtra	Nashik
20	Maharashtra	Pune
21	Chhattisgarh	Raipur
22	Gujarat	Rajkot
23	Maharashtra	Solapur
24	Gujarat	Surat
25	Gujarat	Vadodara
26	Maharashtra	Borivali (W)
27	Odisha	Bhubaneswar
28	Bihar	PATNA
29	Gujarat	VALSAD
30	Uttarakhand	DEHARADHUN
31	Tamil nadu	Coimbatore
32	JHARKHAND	Ranchi
33	Assam	Guwahati
34	Punjab	Chandigarh



**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 31/03/2024

**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	36,404	63	1
No. of Lives Covered	86,186	32,804	95,02,921

**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:	11,795	NA
ii Number of claims received during the year	78,426	NA
iii Number of claims paid during the year: (Number & Percentage)	62,894	69.71%
iv Number of Claims repudiated during the year: (Number & Percentage)	4,803	5.32%
v Number of claims outstanding at the end of the year:	22,524	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	89.55%	91.45%	90.40%	95.52%
2 Within 1-2 hours	10.00%	8.00%	9.00%	4.00%
3 Within 2-6 hours	0.45%	0.55%	0.60%	0.48%
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	4,901	62.96%	6,161	68.19%	50,879	0.00%	61,941	91.50%
Between 1-3 months	2,623	33.71%	2,701	29.89%	-	0.00%	5,324	7.86%
Between 3-6 months	259	3.33%	173	1.92%	-	0.00%	432	0.64%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total	7,783	100.00%	9,035	100.00%	50,879	0.00%	67,697	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 01/04/2023	0
2 Grievances received during 2023-24	24
3 Grievances resolved during 2023-24	24
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
 Date:

Signature of the CMD  
 United India Insurance Co Ltd.



**TPA PUBLIC DISCLOSURE 2023-24**

**Annexure A**

**TPA Name : Health Insurance TPA of India Ltd.**

**Geographical Area in which services are rendered by the TPA**

Sr.no.	Statename	District-Name
1	ANDAMAN AND NICOBAR ISLANDS	SOUTH ANDAMAN
2	ANDHRA PRADESH	ANANTAPUR
3	ANDHRA PRADESH	Chittoor
4	ANDHRA PRADESH	CUDDAPAH
5	ANDHRA PRADESH	GODAVARI - EAST
6	ANDHRA PRADESH	GODAVARI - WEST
7	ANDHRA PRADESH	Guntur
8	ANDHRA PRADESH	Krishna
9	ANDHRA PRADESH	Kurnool
10	ANDHRA PRADESH	Nellore
11	ANDHRA PRADESH	NIZAMBAD
12	ANDHRA PRADESH	PRAKASAM
13	ANDHRA PRADESH	Srikakulam
14	ANDHRA PRADESH	Visakhapatnam
15	ANDHRA PRADESH	Vizianagaram
16	ASSAM	BONGAIGAON
17	ASSAM	Nagaon
18	ASSAM	Sibsagar
19	ASSAM	Sonitpur
20	BIHAR	Aurangabad(BH)
21	BIHAR	Bhagalpur
22	BIHAR	Bhojpur
23	BIHAR	Buxar
24	BIHAR	Darbhanga
25	BIHAR	Gaya
26	BIHAR	Kaimur (Bhabua)
27	BIHAR	Khagaria
28	BIHAR	MADHEPURA
29	BIHAR	Madhubani
30	BIHAR	Munger
31	BIHAR	MUZAFFARPUR
32	BIHAR	NALANDA
33	BIHAR	Nawada
34	BIHAR	Patna
35	BIHAR	Rohtas
36	BIHAR	Samastipur
37	BIHAR	Saran
38	BIHAR	Sitamarhi
39	BIHAR	SIWAN
40	CHANDIGARH	CHANDIGARH
41	CHATTISGARH	BILASPUR
42	CHATTISGARH	Durg



43	CHATTISGARH	Raipur
44	CHATTISGARH	Rajnandgaon
45	CHATTISGARH	Surguja
46	DADRA AND NAGAR HAVELI	DADRA AND NAGAR HAVELI
47	DELHI	DELHI
48	GOA	GOA.
49	GUJARAT	AHMADABAD
50	GUJARAT	ANAND
51	GUJARAT	BANAS KANTHA
52	GUJARAT	Bharuch
53	GUJARAT	Bhavnagar
54	GUJARAT	DAHOD
55	GUJARAT	GANDHINAGAR
56	GUJARAT	GIR SOMNATH
57	GUJARAT	Jamnagar
58	GUJARAT	JUNAGADH
59	GUJARAT	KACHCHH
60	GUJARAT	Kheda
61	GUJARAT	MEHSANA
62	GUJARAT	NAVSARI
63	GUJARAT	Panch Mahals
64	GUJARAT	PATAN
65	GUJARAT	Porbandar
66	GUJARAT	Rajkot
67	GUJARAT	SABAR KANTHA
68	GUJARAT	Surat
69	GUJARAT	SURENDRANAGAR
70	GUJARAT	Vadodara
71	GUJARAT	VAPI
72	HARYANA	AMBALA
73	HARYANA	Faridabad
74	HARYANA	Fatehabad
75	HARYANA	Gurgaon
76	HARYANA	HISAR
77	HARYANA	Jhajjar
78	HARYANA	Jind
79	HARYANA	Kaithal
80	HARYANA	KARNAL
81	HARYANA	MAHENDRAGARH
82	HARYANA	NUH
83	HARYANA	Panchkula
84	HARYANA	Panipat
85	HARYANA	REWARI
86	HARYANA	Rohtak
87	HARYANA	Sirsa
88	HARYANA	Sonipat
89	HARYANA	YAMUNANAGAR
90	HIMACHAL PRADESH	HAMIRPUR(HP)
91	HIMACHAL PRADESH	Kangra
92	HIMACHAL PRADESH	Solan



93	HIMACHAL PRADESH	UNA
94	JAMMU AND KASHMIR	BADGAM
95	JAMMU AND KASHMIR	BARAMULA
96	JAMMU AND KASHMIR	JAMMU
97	JAMMU AND KASHMIR	PULWAMA
98	JAMMU AND KASHMIR	SRINAGAR
99	JHARKHAND	Bokaro
100	JHARKHAND	DHANBAD
101	JHARKHAND	DUMKA
102	JHARKHAND	GIRIDIH
103	JHARKHAND	Godda
104	JHARKHAND	Hazaribag
105	JHARKHAND	JAMTARA
106	JHARKHAND	KODERMA
107	JHARKHAND	Ranchi
108	JHARKHAND	SINGHBHUM - EAST
109	KARNATAKA	KANARA - NORTH
110	KARNATAKA	BANGALORE
111	KARNATAKA	BELGAUM
112	KARNATAKA	BELLARY
113	KARNATAKA	Bidar
114	KARNATAKA	BIJAPUR
115	KARNATAKA	DAVANGERE
116	KARNATAKA	DHARWAD
117	KARNATAKA	GADAG
118	KARNATAKA	Gulbarga
119	KARNATAKA	Hassan
120	KARNATAKA	Haveri
121	KARNATAKA	HUBLI
122	KARNATAKA	KANARA - NORTH
123	KARNATAKA	KANARA - SOUTH (MANGALORE)
124	KARNATAKA	Kolar
125	KARNATAKA	Koppal
126	KARNATAKA	MANDYA
127	KARNATAKA	MYSORE
128	KARNATAKA	Shimoga
129	KARNATAKA	TUMKUR
130	KARNATAKA	UDUPI
131	KERALA	ALAPPUZHA
132	KERALA	ALUVA
133	KERALA	ERNAKULAM
134	KERALA	IDUKKI
135	KERALA	KANNUR
136	KERALA	KASARAGOD
137	KERALA	Kollam
138	KERALA	Kottayam
139	KERALA	KOZHIKODE
140	KERALA	Malappuram
141	KERALA	PALAKKAD
142	KERALA	Pathanamthitta



143	KERALA	THIRUVANANTHAPURAM
144	KERALA	Thrissur
145	KERALA	WAYANAD
146	MADHYA PRADESH	Balaghat
147	MADHYA PRADESH	Betul
148	MADHYA PRADESH	BHOPAL
149	MADHYA PRADESH	Chhindwara
150	MADHYA PRADESH	Dewas
151	MADHYA PRADESH	DHAR
152	MADHYA PRADESH	Gwalior
153	MADHYA PRADESH	Harda
154	MADHYA PRADESH	Indore
155	MADHYA PRADESH	Jabalpur
156	MADHYA PRADESH	JHABUA
157	MADHYA PRADESH	Khandwa
158	MADHYA PRADESH	KHARGONE
159	MADHYA PRADESH	NIMAR - EAST
160	MADHYA PRADESH	Ratlam
161	MADHYA PRADESH	REWA
162	MADHYA PRADESH	Seoni
163	MADHYA PRADESH	Tikamgarh
164	MADHYA PRADESH	Ujjain
165	MAHARASHTRA	AHMADNAGAR
166	MAHARASHTRA	AKOLA
167	MAHARASHTRA	Amravati
168	MAHARASHTRA	Aurangabad
169	MAHARASHTRA	Bhandara
170	MAHARASHTRA	BID
171	MAHARASHTRA	BULDANA
172	MAHARASHTRA	Chandrapur
173	MAHARASHTRA	Dhule
174	MAHARASHTRA	Gadchiroli
175	MAHARASHTRA	GONDIYA
176	MAHARASHTRA	GREATER MUMBAI
177	MAHARASHTRA	HINGOLI
178	MAHARASHTRA	JALGAON
179	MAHARASHTRA	Jalna
180	MAHARASHTRA	KOLHAPUR
181	MAHARASHTRA	Latur
182	MAHARASHTRA	MUMBAI
183	MAHARASHTRA	Nagpur
184	MAHARASHTRA	Nanded
185	MAHARASHTRA	Nandurbar
186	MAHARASHTRA	Nashik
187	MAHARASHTRA	Osmanabad
188	MAHARASHTRA	PARBHANI
189	MAHARASHTRA	Pune
190	MAHARASHTRA	Raigarh
191	MAHARASHTRA	Ratnagiri
192	MAHARASHTRA	SANGLI



193	MAHARASHTRA	SATARA
194	MAHARASHTRA	Sindhudurg
195	MAHARASHTRA	SOLAPUR
196	MAHARASHTRA	THANE
197	MAHARASHTRA	Wardha
198	MAHARASHTRA	Washim
199	MAHARASHTRA	Yavatmal
200	ODISHA	ANGUL
201	ODISHA	Bargarh
202	ODISHA	Bhadrak
203	ODISHA	Cuttack
204	ODISHA	Jajapur
205	ODISHA	KENDRAPARA
206	ODISHA	KHORDHA
207	ODISHA	KHURDA
208	ODISHA	Koraput
209	ODISHA	Nuapada
210	ODISHA	Puri
211	ODISHA	KENDUJHAR (KEONJHAR)
212	ODISHA	BALASORE
213	ODISHA	SUNDARGARH
214	PONDICHERRY U.T.	KARAIKAL
215	PONDICHERRY U.T.	PONDICHERRY
216	PONDICHERRY U.T.	YANAM
217	PUNJAB	Amritsar
218	PUNJAB	BATHINDA
219	PUNJAB	Fatehgarh Sahib
220	PUNJAB	FIROZPUR
221	PUNJAB	Gurdaspur
222	PUNJAB	Hoshiarpur
223	PUNJAB	Jalandhar
224	PUNJAB	KAPURTHALA
225	PUNJAB	Ludhiana
226	PUNJAB	MANSA
227	PUNJAB	Moga
228	PUNJAB	Mohali
229	PUNJAB	PATIALA
230	PUNJAB	ROPAR
231	PUNJAB	RUPNAGAR
232	PUNJAB	SANGRUR
233	RAJASTHAN	Ajmer
234	RAJASTHAN	ALWAR
235	RAJASTHAN	Baran
236	RAJASTHAN	BARMAR
237	RAJASTHAN	Barmer
238	RAJASTHAN	Bharatpur
239	RAJASTHAN	BHILWARA
240	RAJASTHAN	Bikaner
241	RAJASTHAN	BUNDI
242	RAJASTHAN	CHURU



243	RAJASTHAN	DAUSA
244	RAJASTHAN	DHOLPUR
245	RAJASTHAN	Ganganagar
246	RAJASTHAN	Hanumangarh
247	RAJASTHAN	JAIPUR
248	RAJASTHAN	Jaisalmer
249	RAJASTHAN	Jalor
250	RAJASTHAN	JHUNJHUNUN
251	RAJASTHAN	Jodhpur
252	RAJASTHAN	Kota
253	RAJASTHAN	Nagaur
254	RAJASTHAN	Pali
255	RAJASTHAN	Sawai Madhopur
256	RAJASTHAN	SIKAR
257	RAJASTHAN	Sirohi
258	RAJASTHAN	TONK
259	RAJASTHAN	Udaipur
260	RAJASTHAN	CHITTAURGARH
261	SIKKIM	EAST SIKKIM
262	TAMIL NADU	Ariyalur
263	TAMIL NADU	CHENGALPATTU
264	TAMIL NADU	Chennai
265	TAMIL NADU	COIMBATORE
266	TAMIL NADU	Cuddalore
267	TAMIL NADU	Dharmapuri
268	TAMIL NADU	Dindigul
269	TAMIL NADU	Erode
270	TAMIL NADU	Kanchipuram
271	TAMIL NADU	KANNIYAKUMARI
272	TAMIL NADU	Karur
273	TAMIL NADU	Krishnagiri
274	TAMIL NADU	Madurai
275	TAMIL NADU	MAYILADUTHURAI
276	TAMIL NADU	NAGAPATTINAM
277	TAMIL NADU	Namakkal
278	TAMIL NADU	NILGIRIS
279	TAMIL NADU	PERAMBALUR
280	TAMIL NADU	PUDUKKOTTAI
281	TAMIL NADU	Ramanathapuram
282	TAMIL NADU	Salem
283	TAMIL NADU	SIVAGANGA
284	TAMIL NADU	TENI
285	TAMIL NADU	Thanjavur
286	TAMIL NADU	Theni
287	TAMIL NADU	THIRUVARUR
288	TAMIL NADU	TIRUCHCHIRAPPALLI
289	TAMIL NADU	TIRUCHENGODE
290	TAMIL NADU	Tirunelveli
291	TAMIL NADU	TIRUPUR
292	TAMIL NADU	Tiruvallur



293	TAMIL NADU	TIRUVANNAMALAI
294	TAMIL NADU	TUTICORIN
295	TAMIL NADU	Vellore
296	TAMIL NADU	Villupuram
297	TAMIL NADU	VILUPPURAM
298	TAMIL NADU	VIRUDUNAGAR
299	TELANGANA	ADILABABAD
300	TELANGANA	Adilabad
301	TELANGANA	HYDERABAD
302	TELANGANA	K.V.Rangareddy
303	TELANGANA	Karim Nagar
304	TELANGANA	Khammam
305	TELANGANA	KOTHAGUDEM
306	TELANGANA	MAHABUB NAGAR
307	TELANGANA	Medak
308	TELANGANA	Nalgonda
309	TELANGANA	NIZAMABAD
310	TELANGANA	RANGAREDDY
311	TELANGANA	SANGAREDDY
312	TELANGANA	SURYAPET
313	TELANGANA	VIKARABAD
314	TELANGANA	Warangal
315	TELANGANA	JAGITYAL
316	TELANGANA	MEDCHAL MALKAJGIRI
317	TRIPURA	TRIPURA - WEST
318	UTTAR PRADESH	Agra
319	UTTAR PRADESH	Aligarh
320	UTTAR PRADESH	ALLAHABAD
321	UTTAR PRADESH	AMBEDKARNAGAR
322	UTTAR PRADESH	Auraiya
323	UTTAR PRADESH	Azamgarh
324	UTTAR PRADESH	BAGHPAT
325	UTTAR PRADESH	Bahraich
326	UTTAR PRADESH	Ballia
327	UTTAR PRADESH	BANDA
328	UTTAR PRADESH	Barabanki
329	UTTAR PRADESH	Bareilly
330	UTTAR PRADESH	Basti
331	UTTAR PRADESH	BIJNOR
332	UTTAR PRADESH	Budaun
333	UTTAR PRADESH	Bulandshahr
334	UTTAR PRADESH	Deoria
335	UTTAR PRADESH	Farrukhabad
336	UTTAR PRADESH	FATEHPUR
337	UTTAR PRADESH	Gautam Buddha Nagar
338	UTTAR PRADESH	GHAZIABAD
339	UTTAR PRADESH	GORAKHPUR
340	UTTAR PRADESH	Hardoi
341	UTTAR PRADESH	JALAUN
342	UTTAR PRADESH	Jaunpur



343	UTTAR PRADESH	Jhansi
344	UTTAR PRADESH	KANPUR URBAN
345	UTTAR PRADESH	KAUSHAMBI
346	UTTAR PRADESH	KUSHINAGAR
347	UTTAR PRADESH	Lucknow
348	UTTAR PRADESH	MAHAMAYA NAGAR (HATHRAS)
349	UTTAR PRADESH	Mahoba
350	UTTAR PRADESH	MAINPURI
351	UTTAR PRADESH	MATHURA
352	UTTAR PRADESH	MEERUT
353	UTTAR PRADESH	Muzaffarnagar
354	UTTAR PRADESH	Pilibhit
355	UTTAR PRADESH	Pratapgarh
356	UTTAR PRADESH	Rampur
357	UTTAR PRADESH	Saharanpur
358	UTTAR PRADESH	SANT RAVI NAGAR
359	UTTAR PRADESH	Shahjahanpur
360	UTTAR PRADESH	SITAPUR
361	UTTAR PRADESH	SONBHADRA
362	UTTAR PRADESH	SULTANPUR
363	UTTAR PRADESH	Varanasi
364	UTTAR PRADESH	KANPUR RURAL
365	UTTAR PRADESH	RAE BARELI
366	UTTAR PRADESH	KANNUAJ
367	UTTAR PRADESH	JYOTIBA RAO PHULE NAGAR
368	UTTARAKHAND	ALMORA
369	UTTARAKHAND	Dehradun
370	UTTARAKHAND	Haridwar
371	UTTARAKHAND	Nainital
372	UTTARAKHAND	Pithoragarh
373	UTTARAKHAND	Udham Singh Nagar
374	WEST BENGAL	BARDDHAMAN
375	WEST BENGAL	Birbhum
376	WEST BENGAL	Darjiling
377	WEST BENGAL	EAST MIDNAPORE
378	WEST BENGAL	HOOGLI
379	WEST BENGAL	Howrah
380	WEST BENGAL	KOLKATA
381	WEST BENGAL	MALDAH
382	WEST BENGAL	Murshidabad
383	WEST BENGAL	North 24 Parganas
384	WEST BENGAL	SOUTH TWENTY FOUR PARGANAS



**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 31/03/2024

**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	1,19,064	466	-
No. of Lives Covered	2,62,756	1,11,706	-

**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:	2,582	NA
ii Number of claims received during the year	43,074	NA
iii Number of claims paid during the year: (Number & Percentage)	39,392	86.28%
iv Number of Claims repudiated during the year: (Number & Percentage)	3,590	7.86%
v Number of claims outstanding at the end of the year:	2,674	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	90.27%	93.36%	92.62%	93.81%
2 Within 1-2 hours	8.83%	6.00%	6.71%	5.51%
3 Within 2-6 hours	0.82%	0.62%	0.64%	0.67%
4 Within 6-12 hours	0.08%	0.02%	0.03%	0.01%
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	34,840	96.13%	6,500	96.45%	-	0.00%	41,340	96.18%
Between 1-3 months	788	2.17%	119	1.77%	-	0.00%	907	2.11%
Between 3-6 months	382	1.05%	69	1.03%	-	0.00%	451	1.05%
More than 6 months	234	0.65%	50	0.75%	-	0.00%	284	0.66%
Total	36,244	100.00%	6,738	100.00%	-	0.00%	42,982	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 01/04/2023	6
2 Grievances received during 2023-24	64
3 Grievances resolved during 2023-24	70
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
Date :

Signature of the CMD  
United India Insurance Co Ltd.



**TPA PUBLIC DISCLOSURE 2023-24**

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	Andhra Pradesh	Visakhapatnam
2	Assam	Kamrup
3	Bihar	Patna
4	Delhi	Delhi
5	Gujarat	Ahmedabad
6	Gujarat	Vadodara
7	Karnataka	Bengaluru
8	Madhya Pradesh	Bhopal
9	Madhya Pradesh	Nagpur
10	Maharashtra	Mumbai
11	Maharashtra	Pune
12	Orrisa	Khordha
13	Pondicherry	Pondicherry
14	Rajasthan	Jaipur
15	Rajasthan	Jodhpur
16	Tamil Nadu	Chennai
17	Tamil Nadu	Coimbatore
18	Tamil Nadu	Madurai
19	Telengana	Hyderabad
20	Uttar Pradesh	Lucknow
21	Uttarakhand	Dehradun
22	West Bengal	Kolkata



**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 31/03/2024

**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	92,377	278	3
No. of Lives Covered	2,13,422	37,17,896	6,28,06,363

**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:	1,35,861	NA
ii Number of claims received during the year	10,02,962	NA
iii Number of claims paid during the year: (Number & Percentage)	8,48,993	74.55%
iv Number of Claims repudiated during the year: (Number & Percentage)	84,674	7.44%
v Number of claims outstanding at the end of the year:	2,05,156	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	86.75%	82.44%	90.10%	87.42%
2 Within 1-2 hours	10.28%	15.53%	9.49%	10.93%
3 Within 2-6 hours	2.97%	2.03%	0.41%	1.65%
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	37,652	96.15%	1,21,191	94.05%	5,18,584	67.73%	6,77,427	72.56%
Between 1-3 months	1,367	3.49%	4,829	3.75%	1,95,018	25.47%	2,01,214	21.55%
Between 3-6 months	140	0.36%	1,199	0.93%	16,296	2.13%	17,635	1.89%
More than 6 months	-	0.00%	1,634	1.27%	35,757	4.67%	37,391	4.00%
Total	39,159	100.00%	1,28,853	100.00%	7,65,655	100.00%	9,33,667	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 01/04/2023	0
2 Grievances received during 2023-24	61
3 Grievances resolved during 2023-24	61
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
Date :

Signature of the CMD  
United India Insurance Co Ltd.



**TPA PUBLIC DISCLOSURE 2023-24**

**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
1	Chattisgarh	Raipur
2	Delhi	Central Delhi
3	Gujarat	Ahmedabad
4	Gujarat	Vadodara
5	Gujarat	Surat
6	Haryana	Gurgaon
7	Haryana	Faridabad
8	Haryana	North West Delhi
9	Haryana	North Delhi
10	Haryana	South West Delhi
11	Haryana	West Delhi
12	Karnataka	Bangalore
13	Karnataka	Hubli
14	Kerala	TRIVANDRUM
15	Kerala	Kochi
16	Madhya Pradesh	Bhopal
17	Maharashtra	Ahmadnagar
18	Maharashtra	Akola
19	Maharashtra	Amravati
20	Maharashtra	Beed
21	Maharashtra	Bhandara
22	Maharashtra	Dhule
23	Maharashtra	Gadchiroli
24	Maharashtra	Gondiya
25	Maharashtra	Jalna
26	Maharashtra	Kolhapur
27	Maharashtra	Latur
28	Maharashtra	Mumbai
29	Maharashtra	Nagpur
30	Maharashtra	Nanded
31	Maharashtra	Nandurbar
32	Maharashtra	Nashik
33	Maharashtra	Osmanabad
34	Maharashtra	Raigad
35	Maharashtra	Ratnagiri
36	Maharashtra	Satara
37	Maharashtra	Sindhudurg
38	Maharashtra	Washim
39	Maharashtra	Pune
40	Maharashtra	Sangali
41	Maharashtra	Solapur
42	Maharashtra	Pandharpur



43	Maharashtra	Ahmednagar
44	Maharashtra	Osmanabad
45	Maharashtra	Tuljapur
46	Odisha	Bhubaneswar
47	Punjab	Fazilka
48	Tamil Nadu	Chennai
49	Tamil Nadu	Coimbatore
50	Tamil Nadu	Cuddalore
51	Tamil Nadu	Erode
52	Tamil Nadu	Kallakurichi
53	Tamil Nadu	Kanyakumari
54	Tamil Nadu	Madurai
55	Tamil Nadu	Pondicherry
56	Tamil Nadu	Pudukottai
57	Tamil Nadu	Ramanathapuram
58	Tamil Nadu	Ranipet
59	Tamil Nadu	Tenkasi
60	Tamil Nadu	Tirunelveli
61	Tamil Nadu	Tuticorin
62	Tamil Nadu	Villupuram
63	Telangana	Hyderabad
64	Uttarakhand	Dehradun
65	West Bengal	Kolkata



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 31/03/2024

## 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	97,555	930	3
No. of Lives Covered	2,29,965	27,41,233	4,07,01,217

## 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:	1,02,352	NA
ii Number of claims received during the year	9,93,607	NA
iii Number of claims paid during the year: (Number & Percentage)	8,55,004	78.01%
iv Number of Claims repudiated during the year: (Number & Percentage)	88,962	8.12%
v Number of claims outstanding at the end of the year:	1,51,993	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	83.41%	69.85%	89.69%	83.83%
2 Within 1-2 hours	11.85%	23.76%	8.43%	12.67%
3 Within 2-6 hours	4.46%	6.09%	1.69%	3.22%
4 Within 6-12 hours	0.15%	0.25%	0.12%	0.21%
5 Within 12-24 hours	0.12%	0.04%	0.07%	0.08%
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	23,578	96.73%	3,82,199	97.39%	3,49,539	66.31%	7,55,316	80.02%
Between 1-3 months	709	2.91%	8,872	2.26%	1,44,387	27.39%	1,53,968	16.31%
Between 3-6 months	78	0.32%	1,178	0.30%	19,040	3.61%	20,296	2.15%
More than 6 months	12	0.05%	176	0.04%	14,198	2.69%	14,386	1.52%
Total	24,377	100.00%	3,92,425	100.00%	5,27,164	100.00%	9,43,966	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 01/04/2023	0
2 Grievances received during 2023-24	426
3 Grievances resolved during 2023-24	426
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
Date :

Signature of the CMD  
United India Insurance Co Ltd.



**TPA PUBLIC DISCLOSURE 2023-24**

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	PONDICHERRY	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	MAHARASHTRA	Aurangabad
38		Buldhana
39		Chandrapur
40		Jalgaon
41		Mumbai & Mumbai Suburban
42		Wardha
43		Yavatmal
44		ARIYALUR
45		COIMBATORE



46		KARUR
47		KRISHNAGIRI
48		MAYILADUTHURAI
49		NAGAPATTINAM
50		PERAMBALUR
51		SALEM
52		SIVAGANGAI
53		THE NILGIRIS
54		THENI
55		TIRUPATTUR
56		TIRUPPUR
57		TIRUVARUR
58		VELLORE
59		Ariyalur
60		Coimbatore
61		DHARMAPURI
62		Erode
63		KANNIYAKUMARI
64		KARUR
65		KRISHNAGIRI
66		NAGAPATTNAM
67		NAMAKKAL
68		PERAMBALUR
69		PUDUKOTTAI
70	TAMIL NADU	SALEM
71		THANJAVUR
72		THE NILGIRIS
73		THIRUNELVELI
74		TIRUCHIRAPPALLI
75		TIRUPUR
76		TIRUVARUR
77		Ariyalur
78		Coimbatore
79		DHARMAPURI
80		Erode
81		KARUR
82		KRISHNAGIRI
83		KANNIYAKUMARI
84		NAGAPATTNAM
85		THE NILGIRIS
86		NAMAKKAL
87		PUDUKOTTAI
88		PERAMBALUR
89		SALEM
90		THANJAVUR
91		THIRUNELVELI
92		TIRUPUR
93		TIRUCHIRAPPALLI
94		TIRUVARUR
95		All District



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 31/03/2024

## 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	49,799	890	-
No. of Lives Covered	1,17,641	1,07,314	-

## 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:	4,192	NA
ii Number of claims received during the year	32,290	NA
iii Number of claims paid during the year: (Number & Percentage)	29,545	80.99%
iv Number of Claims repudiated during the year: (Number & Percentage)	3,953	10.84%
v Number of claims outstanding at the end of the year:	2,984	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	88.24%	81.88%	85.44%	80.97%
2 Within 1-2 hours	8.37%	14.88%	10.75%	15.73%
3 Within 2-6 hours	2.65%	2.69%	3.15%	2.75%
4 Within 6-12 hours	0.14%	0.07%	0.16%	0.06%
5 Within 12-24 hours	0.15%	0.12%	0.19%	0.19%
6 >24 hours	0.46%	0.36%	0.32%	0.29%
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	19,813	88.43%	9,530	85.91%	-	0.00%	29,343	87.60%
Between 1-3 months	2,003	8.94%	749	6.75%	-	0.00%	2,752	8.22%
Between 3-6 months	426	1.90%	340	3.06%	-	0.00%	766	2.29%
More than 6 months	162	0.72%	475	4.28%	-	0.00%	637	1.90%
Total	22,404	100.00%	11,094	100.00%	-	0.00%	33,498	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 01/04/2023	0
2 Grievances received during 2023-24	317
3 Grievances resolved during 2023-24	317
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
Date :

Signature of the CMD  
United India Insurance Co Ltd.



**TPA PUBLIC DISCLOSURE 2023-24**

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	WEST GODAVARI ,Visakhapatnam, HYDERABAD
2	ASSAM	GUWAHATI, KAMRUP
3	BIHAR	NALANDA , PATNA
4	CHANDIGARH	CHANDIGARH
5	CHANDIGARH U.T.	CHANDIGARH
6	CHATTISGARH	RAIGARH, RAIPUR
7	DADRA & NAGAR HAVELI	DADRA & NAGAR HAVELI
8	DAMAN AND DIU	DAMAN
9	DELHI	NEW DELHI
10	GOA	GOA - NORTH
11	GUJARAT	AHAMADABAD, GANDHINAGAR
12	HARYANA	SONIPAT
13	HIMACHAL PRADESH	SHIMLA
14	JAMMU & KASHMIR	BARAMULLA
15	JHARKHAND	RANCHI
16	KARNATAKA	BANGALORE
17	KERALA	ERNAKULAM
18	MADHYA PRADESH	BHOPAL, SATNA
19	MAHARASHTRA	MUMBAI
20	ODISHA	BALASORE
21	PUNJAB	CHANDIGARH
22	RAJASTHAN	JAIPUR
23	TAMIL NADU	CHENNAI
24	TELANGANA	HYDERABAD
25	UTTAR PRADESH	LUCKNOW
26	UTTARAKHAND	DEHRADUN
27	West Bengal	Kolkata



**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 31/03/2024

**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	84,101	304	1
No. of Lives Covered	1,97,757	3,52,959	2,04,54,362

**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:	42,896	NA
ii Number of claims received during the year	3,20,964	NA
iii Number of claims paid during the year: (Number & Percentage)	2,68,302	73.74%
iv Number of Claims repudiated during the year: (Number & Percentage)	16,579	4.56%
v Number of claims outstanding at the end of the year:	78,979	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	85.33%	66.74%	91.88%	67.89%
2 Within 1-2 hours	12.49%	28.75%	7.48%	28.89%
3 Within 2-6 hours	1.44%	4.28%	0.60%	3.15%
4 Within 6-12 hours	0.09%	0.11%	0.02%	0.02%
5 Within 12-24 hours	0.32%	0.11%	0.01%	0.02%
6 >24 hours	0.34%	0.00%	0.02%	0.02%
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	26,959	96.69%	73,295	96.80%	1,81,279	100.00%	2,81,533	98.82%
Between 1-3 months	645	2.31%	1,897	2.51%	-	0.00%	2,542	0.89%
Between 3-6 months	210	0.75%	470	0.62%	-	0.00%	680	0.24%
More than 6 months	69	0.25%	57	0.07%	-	0.00%	126	0.04%
Total	27,883	100.00%	75,719	100.00%	1,81,279	100.00%	2,84,881	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 01/04/2023	0
2 Grievances received during 2023-24	76
3 Grievances resolved during 2023-24	76
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
Date :

Signature of the CMD  
United India Insurance Co Ltd.



**TPA PUBLIC DISCLOSURE 2023-24**

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	Punjab	CHANDIGARH R.O.
5	Tamil Nadu	CHENNAI
7	Tamil Nadu	COIMBATORE
8	Madhya Pradesh	BHOPAL R.O.
9	Delhi	DELHI
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
26	Maharashtra	NAGPUR R.O.
27	Bihar	PATNA R.O.
28	Pondicherry	PONDICHERRY RO
29	Orissa	BHUBANESWAR R.O.
30	Maharashtra	PUNE R.O.
31	Gujarat	VADODARA R.O.
32	Andhra Pradesh	RO KOZHIKODE
33	Maharashtra	Hingoli
34	Maharashtra	Kolhapur
35	Maharashtra	Parbhani
36	Maharashtra	Pune
37	Maharashtra	Sangli
38	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 31/03/2024

**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	45,052	96	-
No. of Lives Covered	1,02,609	1,94,602	-

**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:	2,528	NA
ii Number of claims received during the year	33,258	NA
iii Number of claims paid during the year: (Number & Percentage)	28,767	80.39%
iv Number of Claims repudiated during the year: (Number & Percentage)	3,260	9.11%
v Number of claims outstanding at the end of the year:	3,759	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	96.35%	83.85%	93.82%	84.30%
2 Within 1-2 hours	1.98%	10.77%	2.42%	9.58%
3 Within 2-6 hours	1.67%	5.38%	3.75%	6.12%
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	12,783	86.82%	15,751	91.02%	-	0.00%	28,534	89.09%
Between 1-3 months	1,465	9.95%	1,024	5.92%	-	0.00%	2,489	7.77%
Between 3-6 months	370	2.52%	419	2.42%	-	0.00%	789	2.46%
More than 6 months	105	0.71%	110	0.63%	-	0.00%	215	0.67%
Total	14,723	100.00%	17,304	100.00%	-	0.00%	32,027	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 01/04/2023	0
2 Grievances received during 2023-24	0
3 Grievances resolved during 2023-24	0
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
Date:

Signature of the CMD  
United India Insurance Co Ltd.



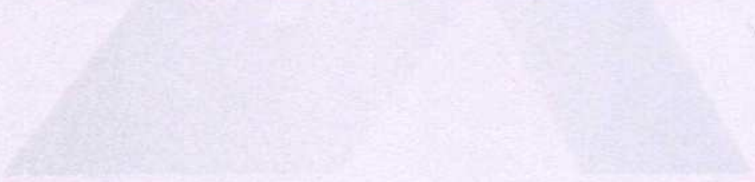
**TPA PUBLIC DISCLOSURE 2023-24**

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	Assam	GUWAHATI
2	Chandigarh	CHANDIGARH
3	Gujarat	AHMEDABAD
4	Gujarat	VADODARA
5	Haryana	FARIDABAD
6	Karnataka	BANGALURU
7	Kerala	COCHIN
8	Madhya Pradesh	INDORE
9	Maharashtra	ANDHERI - MUMBAI
10	Maharashtra	PUNE
11	Rajasthan	JAIPUR
12	TamilNadu	CHENNAI
13	Telangana	HYDERABAD
14	Uttar Pradesh	LUCKNOW
15	West Bengal	KOLKATTA

  
 युनाइटेड इंडिया  
 UNITED INDIA  
 HEAD OFFICE



**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 31/03/2024

**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	17,325	17	-
No. of Lives Covered	41,024	16,535	-

**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:	703	NA
ii Number of claims received during the year	11,607	NA
iii Number of claims paid during the year: (Number & Percentage)	10,138	82.36%
iv Number of Claims repudiated during the year: (Number & Percentage)	1,362	11.06%
v Number of claims outstanding at the end of the year:	810	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	96.72%	97.21%	97.81%	98.63%
2 Within 1-2 hours	3.28%	2.79%	2.19%	1.37%
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	9,729	99.71%	1,736	99.64%	-	0.00%	11,465	99.70%
Between 1-3 months	29	0.29%	6	0.36%	-	0.00%	35	0.30%
Between 3-6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total	9,758	100.00%	1,742	100.00%	-	0.00%	11,500	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 01/04/2023	0
2 Grievances received during 2023-24	49
3 Grievances resolved during 2023-24	49
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
 Date :

Signature of the CMD  
 United India Insurance Co Ltd.



**TPA PUBLIC DISCLOSURE 2023-24**

**Annexure A**

**TPA Name : SAFEWAY INSURANCE TPA PVT LTD**

**Geographical Area in which services are rendered by the TPA**

Sr.no.	Statename	District Name
1	ANDHRA PRADESH	ANANTAPUR, CHITTOOR, CUDDAPAH, GODAVARI - EAST, GODAVARI - WEST, GUNTUR, KRISHNA, KURNOOL, NELLORE, PRAKASAM, SRIKAKULAM, VISAKHAPATNAM, VIZIANAGARAM
2	ASSAM	CACHAR, KAMRUP
3	BIHAR	ARWAL, CHAMPARAN - EAST, CHAMPARAN - WEST, GAYA, JAMUI, KISHANGANJ, MADHUBANI, NALANDA, PATNA, ROHTAS, SAHARSA, SARAN, SITAMARHI
4	CHANDIGARH U.T.	CHANDIGARH
5	CHATTISGARH	DURG, KORBA
6	DADRA AND NAGAR HAVELI	DADRA AND NAGAR HAVELI
7	DELHI	CENTRAL DELHI, EAST DELHI, NEW DELHI, NORTH DELHI, NORTH WEST DELHI, SOUTH DELHI, SOUTH WEST DELHI, WEST DELHI
8	GUJARAT	AHMADABAD, SURAT, VADODARA
9	HARYANA	AMBALA, BHIWANI, FARIDABAD, FATEHABAD, GURGAON, HISAR, JHAJJAR, JIND, KAITHAL, KARNAL, KURUKSHETRA, MAHENDRAGARH, NUH, PALWAL, PANCHKULA, PANIPAT, REWARI, ROHTAK, SONIPAT, YAMUNANAGAR
10	HIMACHAL PRADESH	SIRMAUR, SOLAN
11	JAMMU AND KASHMIR	JAMMU
12	JHARKHAND	BOKARO, DHANBAD, RANCHI
13	KARNATAKA	BANGALORE, BANGALORE RURAL, BELGAUM, DHARWAD, GADAG, GULBARGA, KOPPAL, MYSORE
14	KERALA	ERNAKULAM, IDUKKI, THRISSUR
15	MADHYA PRADESH	BHOPAL, GWALIOR, INDORE, JABALPUR, SHAHDOL, SHIVPURI
16	MAHARASHTRA	AURANGABAD, GONDIYA, JALGAON, LATUR, MUMBAI, PUNE, THANE
17	ODISHA	CUTTACK, KHORDHA, MAYURBHANJ, RAYAGADA
18	PONDICHERRY U.T.	PONDICHERRY
19	PUNJAB	AMRITSAR, FIROZPUR, GURDASPUR, HOSHIARPUR, JALANDHAR, LUDHIANA, MOHALI, PATIALA, PHAGWARA, ROPAR, RUPNAGAR



20	<b>RAJASTHAN</b>	ALWAR, BARMER, BHARATPUR, BIKANER, BUNDI, CHURU, DHOLPUR, HANUMANGARH, JAIPUR, JHUNJHUNUN, JODHPUR, KARALI, KOTA, NAGPUR, SAWAI MADHOPUR, SIKAR, SIROHI
21	<b>TAMIL NADU</b>	CHENNAI, COIMBATORE, CUDDALORE, KANCHIPURAM, KANNIYAKUMARI, KARUR, NILGIRIS, SIVAGANGA, TENI, TIRUCHCHIRAPPALLI, TIRUNELVELI, TIRUVALLUR, TIRUVANNAMALAI, VELLORE, VILUPPURAM
22	<b>TELANGANA</b>	ADILABABAD, HYDERABAD, HYDERABAD1, K.V.RANGAREDDY, KARIMNAGAR, KHAMMAM, KOTHAGUDEM, MAHABUB NAGAR, MAHBUBNAGAR, MEDAK, MEDCHAL MALKAJGIRI, NALGONDA, NIZAMABAD, RANGAREDDY, SANGAREDDY, VIKARABAD, WARANGAL
23	<b>UTTAR PRADESH</b>	AGRA, ALIGARH, ALLAHABAD, AURAIYA, AZAMGARH, BAGHPAT, BANDA, BAREILLY, BIJNOR, BULANDSHAHR, ETAH, GAUTAM BUDDHA NAGAR, GHAZIABAD, GORAKHPUR, HARDOI, JAUNPUR, JHANSI, JYOTIBA RAO PHULE NAGAR, KANPUR URBAN, KUSHINAGAR, LAKHIMPUR KHERI, LUCKNOW, MAHAMAYA NAGAR (HATHRAS), MAHARAJGANJ, MATHURA, MAUNATH BHANJAN, MEERUT, MORADABAD, MUZAFFARNAGAR, SAHARANPUR, SANT KABIR NAGAR, SULTANPUR, UNNAO, VARANASI
24	<b>UTTARAKHAND</b>	ALMORA, CHAMOLI, CHAMPAWAT, DEHRADUN, HARIDWAR, NAINITAL, PAURI GARHWAL, PITHORAGARH, Udharn Singh Nagar, UTTARKASHI
25	<b>WEST BENGAL</b>	DARJILING, HOOGLI, HOWRAH, JALPAIGURI, KOLKATA, MALDAH, NORTH TWENTY FOUR PARGANAS, PURBA BARDHAMAN, SOUTH TWENTY FOUR PARGANAS



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 31/03/2024

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

a.1 TPA NAME Vidal 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	1,24,050	4,067	2
No. of Lives Covered	3,00,715	12,78,029	1,59,10,583

## 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:	81,087	NA
ii Number of claims received during the year	6,63,680	NA
iii Number of claims paid during the year: (Number & Percentage)	5,78,635	77.69%
iv Number of Claims repudiated during the year: (Number & Percentage)	91,253	12.25%
v Number of claims outstanding at the end of the year:	74,879	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	72.45%	47.37%	87.34%	73.82%
2 Within 1-2 hours	14.23%	24.44%	7.61%	15.00%
3 Within 2-6 hours	12.54%	27.31%	4.85%	10.83%
4 Within 6-12 hours	0.79%	0.87%	0.20%	0.35%
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	47,078	91.75%	1,09,358	93.16%	4,45,989	88.99%	6,02,425	89.93%
Between 1-3 months	3,092	6.03%	6,697	5.70%	55,202	11.01%	64,991	9.70%
Between 3-6 months	792	1.54%	816	0.70%	-	0.00%	1,608	0.24%
More than 6 months	348	0.68%	516	0.44%	-	0.00%	864	0.13%
Total	51,310	100.00%	1,17,387	100.00%	5,01,191	100.00%	6,69,888	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 01/04/2023	7
2 Grievances received during 2023-24	574
3 Grievances resolved during 2023-24	580
4 Grievance outstanding as on 31/03/2024	1

Place: Chennai  
Date:

Signature of the CMD  
United India Insurance Co Ltd.



**TPA PUBLIC DISCLOSURE 2023-24**

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	Karnataka	Bangalore
6	Madhya Pradesh	Indore
7	Maharashtra	Mumbai
8	Maharashtra	Pune
9	Rajasthan	Jaipur
10	Tamil Nadu	Chennai
11	Tamil Nadu	Coimbatore
12	Telangana	Hyderabad
13	West Bengal	Kolkata
14	Kerala	Kochi
15	Uttarakhand	Dehradun
16	Tamilnadu	Chengalpet
17	Tamilnadu	Chennai
18	Tamilnadu	Dharmapuri
19	Tamilnadu	Dindigul
20	Tamilnadu	Kancheepuram
21	Tamilnadu	Namakkal
22	Tamilnadu	Thanjavur
23	Tamilnadu	Tiruvallur
24	Tamilnadu	Tiruvannamalai
25	Tamilnadu	Tiruchirapalli
26	Tamilnadu	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 31/03/2024

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

a.1 **TPA NAME** Volo 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	2,416	15	-
No. of Lives Covered	5,592	27,678	-

**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:	490	NA
ii Number of claims received during the year	24,722	NA
iii Number of claims paid during the year: (Number & Percentage)	23,646	93.79%
iv Number of Claims repudiated during the year: (Number & Percentage)	912	3.62%
v Number of claims outstanding at the end of the year:	654	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	75.00%	72.05%	85.42%	82.33%
2 Within 1-2 hours	8.04%	16.15%	6.68%	11.36%
3 Within 2-6 hours	8.04%	9.32%	3.95%	5.19%
4 Within 6-12 hours	6.25%	1.86%	2.26%	0.42%
5 Within 12-24 hours	2.68%	0.00%	1.36%	0.19%
6 >24 hours	0.00%	0.62%	0.33%	0.51%
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	66	38.95%	21,317	87.50%	-	0.00%	21,383	87.07%
Between 1-3 months	75	44.74%	2,512	10.30%	-	0.00%	2,587	10.53%
Between 3-6 months	15	8.95%	439	1.80%	-	0.00%	454	1.85%
More than 6 months	12	7.37%	122	0.50%	-	0.00%	134	0.55%
Total	168	100.00%	24,390	100.10%	-	0.00%	24,558	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 01/04/2023	0
2 Grievances received during 2023-24	1
3 Grievances resolved during 2023-24	1
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
 Date :

Signature of the CMD  
 United India Insurance Co Ltd.



TPA PUBLIC DISCLOSURE 2023-24

Annexure A

TPA Name : Volo Health Insurance TPA Private Limited

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Andhra Pradesh	Vizag
2	Delhi	Delhi
3	Karnataka	Bangalore
4	West Bengal	Kolkata
5	Maharashtra	Mumbai
6	Rajasthan	Jodhpur
7	Telangana	Hyderabad

पुनर्वसन सेवा  
UNITED INDIA  
HEAD OFFICE



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 31/03/2024

## 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	-	2	-
No. of Lives Covered	-	15,095	-

## 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:	968	NA
ii Number of claims received during the year	61	NA
iii Number of claims paid during the year: (Number & Percentage)	190	18.46%
iv Number of Claims repudiated during the year: (Number & Percentage)	64	6.22%
v Number of claims outstanding at the end of the year:	775	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	104	74.00%	79	69.00%	-	0.00%	183	72.05%
Between 1-3 months	36	26.00%	35	31.00%	-	0.00%	71	27.95%
Between 3-6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
Total	140	100.00%	114	100.00%	-	0.00%	254	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 01/04/2023	0
2 Grievances received during 2023-24	0
3 Grievances resolved during 2023-24	0
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai  
Date :

Signature of the CMD  
United India Insurance Co Ltd.



TPA PUBLIC DISCLOSURE 2023-24

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