

**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 31/03/2022

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

Name of the TPA - Anmol Medicare Insurance TPA Ltd.

Validity of agreement with the TPA From: 01/04/2021 To: 31/03/2024

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

Description	Individual	Group	Government
Number of policies serviced	9,439	8	-
Number of lives serviced	23,726	410	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer
As per Annexure A

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year		
ii.	Number of claims received during the year	184	
iii.	Number of claims paid during the year (specify % also in brackets)	3,475	
iv.	Number of claims repudiated during the year (specify % also in brackets)	3,101	84.7%
v.	Number of claims outstanding at the end of the year	363	9.9%
		195	

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

S. No.	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	82.4%	89.4%	75.0%	100.0%
2	Within 1-2 hours	11.4%	6.2%	12.5%	0.0%
3	Within 2-6 hours	6.2%	4.4%	12.5%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	Total	100.0%	100.0%	100.0%	100.0%

** 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. Turn Around Time in case of payment / repudiation of claims:


Description (to be reckoned from the date of receipt of last	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	2,848	83.0%	22	64.7%	-	0.0%	2,870	82.9%
Between 1-3 months	557	16.2%	12	35.3%	-	0.0%	569	16.4%
Between 3 to 6 months	18	0.5%	-	0.0%	-	0.0%	18	0.5%
More than 6 months	7	0.2%	-	0.0%	-	0.0%	7	0.2%
Total	3,430	100.0%	34	100.0%	-	0.0%	3,464	100.0%

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	184
3	Grievances resolved during the year	184
4	Grievances outstanding at the end of the year	-

Place: Chennai

Date: 24/11/2022


Signature of the CMD

United India Insurance Company Limited

Annexure - A

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Gujarat	Ahmedabad, Vadodara, Anand, Nadiad, Rajkot & Panch Mahal.