

## ANMOLE MEDICARE INSURANCE TPA LTD.

### Public disclosure relating to United India Insurance Co. Ltd. for the period ending 30<sup>th</sup> September 2020.

- i) Name of Insurer with whom TPA has entered into agreement: : **UIIC** and validity of the agreement from 01/04/2020 to 30/09/2022
- ii) Number of lives and policies serviced

| Description                            | Individual | Group | Government |
|--|------------|-------|------------|
| Number of lives serviced by the TPA    | 6863       | 24    | 0          |
| Number of policies serviced by the TPA | 2698       | 2     | 0          |

- iii) Number of Network Providers empaneled by the TPA at the end of half year (i.e, 30<sup>th</sup> Sept 2020)
- iv) Data on grievances received by the TPA:

| S. no. | Description   | Number of Grievances |
|--------|---|----------------------|
| 1      | Grievance outstanding at the beginning of half year | 0                    |
| 2      | Grievances received during the half year            | 23                   |
| 3      | Grievances resolved during the half year            | 23                   |
| 4      | Grievances outstanding at the end of the half year  | 0                    |

### Age-wise analysis of Grievances outstanding at the end of 30<sup>th</sup> Sept: 2020

| Description  | <30 days | 30-90 days | 90-180 days | >180 days | Total number of grievances |
|--|----------|------------|-------------|-----------|----------------------------|
| Grievances outstanding at the end of the half year | 0        | 0          | 0           | 0         | 0                          |





- v) Turn Around Time for issuance of the ID cards( specify number of cases under each category):

| S. No | Description      | Individual |            | Group |            | Government |            |
|-------|------------------|------------|------------|-------|------------|------------|------------|
|       |                  | No.        | Percentage | No.   | Percentage | No.        | Percentage |
| 1     | Within <24 hours | 0          | 0          | 0     | 0          | 0          | 0          |
| 2     | Within 1-3 days  | 0          | 0          | 24    | 100        | 0          | 0          |
| 3     | Within 3-5 days  | 0          | 0          | 0     | 0          | 0          | 0          |
| 4     | >5 days          | 0          | 0          | 0     | 0          | 0          | 0          |
| 5     | Total            | 0          | 0          | 24    | 100        | 0          | 0          |

- vi) Turn Around Time for approval of pre-authorization of cashless claims (specify number of cases under each category)::

| S. No | Description        | Individual |            | Group |            | Government |            |
|-------|--------------------|------------|------------|-------|------------|------------|------------|
|       |                    | No.        | Percentage | No.   | Percentage | No.        | Percentage |
| 1     | Within <1 hour     | 9          | 10.47      | 0     | 0          | 0          | 0          |
| 2     | Within 1-2 hours   | 52         | 60.47      | 7     | 8.14       | 0          | 0          |
| 3     | Within 2-6 hours   | 17         | 19.76      | 1     | 1.16       | 0          | 0          |
| 4     | Within 6-12 hours  | 0          | 0          | 0     | 0          | 0          | 0          |
| 5     | Within 12-24 hours | 0          | 0          | 0     | 0          | 0          | 0          |
| 6     | >24 hours          | 0          | 0          | 0     | 0          | 0          | 0          |

- vii) Turn Around Time to issue discharge summary of the insured patient in case of cashless claims (specify number of cases under each category):

| S. No | Description    | Individual |            | Group |            | Government |            |
|-------|----------------|------------|------------|-------|------------|------------|------------|
|       |                | No.        | Percentage | No.   | Percentage | No.        | Percentage |
| 1     | Within <1 hour | 26         | 30.24      | 3     | 26         | 26         | 0          |





|   |                    |    |       |   |      |    |   |
|---|--------------------|----|-------|---|------|----|---|
| 2 | Within 1-2 hours   | 42 | 48.84 | 5 | 5.82 | 42 | 0 |
| 3 | Within 2-6 hours   | 10 | 11.62 | 0 | 0    | 10 | 0 |
| 4 | Within 6-12 hours  | 0  | 0     | 0 | 0    |    | 0 |
| 5 | Within 12-24 hours | 0  | 0     | 0 | 0    | 0  | 0 |
| 6 | >24 hours          | 0  | 0     | 0 | 0    | 0  | 0 |

viii) Data with regards to claims received, settled, repudiated and outstanding at the end of 30<sup>th</sup> Sept:2020( specify year)

a. Data of claims outstanding at the beginning of the year and received during the year 2020-21

| Benefit Based Policies |                  | Cashless Claims  |                  | Reimbursement Claims |                  | Total        |                  |
|------------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
| Number of Claims       | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims     | Amount of Claims | No of claims | Amount of claims |
| 0                      | 0                | 91               | 5860700          | 835                  | 35253055         | 926          | 41113755         |

b. Data of Settled Claims in respect of Individual Policies;

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims |                  | Cashless Claims  |                  | Reimbursement Claims |                  | Total        |                  |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
|  | Number of Claims     | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims     | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim                  | 0                    | 0                | 58               | 3573391          | 447                  | 18587761         | 505          | 22161152         |
| Between 1 – 3 Months   | 0                    | 0                | 1                | 126000           | 35                   | 806287           | 36           | 932287           |
| Between 3 to 6 Months  | 0                    | 0                | 0                | 0                | 0                    | 0                | 0            | 0                |
| More than 6 months   | 0                    | 0                | 0                | 0                | 1                    | 14350            | 1            | 14350            |

c. Data of settled Claims in respect of Group Policies;





| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims |                  | Cashless Claims  |                  | Reimbursement Claims |                  | Total        |                  |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
|  | Number of Claims     | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims     | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim                  | 0                    | 0                | 07               | 121950           | 108                  | 5930218          | 115          | 6052168          |
| Between 1 – 3 Months   | 0                    | 0                | 0                | 0                | 3                    | 21836            | 3            | 21836            |
| Between 3 to 6 Months  | 0                    | 0                | 0                | 0                | 0                    | 0                | 0            | 0                |
| More than 6 months   | 0                    | 0                | 0                | 0                | 0                    | 0                | 0            | 0                |

d. Data of settled Claims in respect of Total (Individual Policies + Group Policies);

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims |                  | Cashless Claims  |                  | Reimbursement Claims |                  | Total        |                  |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
|  | Number of Claims     | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims     | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim                  | 0                    | 0                | 65               | 3695341          | 555                  | 24517979         | 620          | 28213320         |
| Between 1 – 3 Months   | 0                    | 0                | 1                | 126000           | 38                   | 828123           | 39           | 954123           |
| Between 3 to 6 Months  | 0                    | 0                | 0                | 0                | 0                    | 0                | 0            | 0                |
| More than 6 months   | 0                    | 0                | 0                | 0                | 1                    | 14350            | 1            | 14350            |

e. Data of Claims in respect of Individual Policies recommended for repudiation

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims |                  | Cashless Claims  |                  | Reimbursement Claims |                  | Total        |                  |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
|  | Number of Claims     | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims     | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim                  | 0                    | 0                | 0                | 0                | 32                   | 1046101          | 32           | 1046101          |
| Between 1 – 3 Months   | 0                    | 0                | 3                | 252300           | 31                   | 1430423          | 34           | 1682723          |





|                       |   |   |   |   |    |        |    |        |
|-----------------------|---|---|---|---|----|--------|----|--------|
| Between 3 to 6 Months | 0 | 0 | 0 | 0 | 17 | 618000 | 17 | 618000 |
| More than 6 months    | 0 | 0 | 0 | 0 | 2  | 88000  | 2  | 88000  |

f. Data of Claims in respect of Group Policies recommended for repudiation

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims |                  | Cashless Claims  |                  | Reimbursement Claims |                  | Total        |                  |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
|  | Number of Claims     | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims     | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim                  | 0                    | 0                | 0                | 0                | 2                    | 90000            | 2            | 90000            |
| Between 1 – 3 Months   | 0                    | 0                | 0                | 0                | 3                    | 148000           | 3            | 148000           |
| Between 3 to 6 Months  | 0                    | 0                | 0                | 0                | 0                    | 0                | 0            | 0                |
| More than 6 months   | 0                    | 0                | 0                | 0                | 0                    | 0                | 0            | 0                |

g. Data of Claims in respect of Total Policies (Individual + Group Policies) recommended for repudiation;

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims |                  | Cashless Claims  |                  | Reimbursement Claims |                  | Total        |                  |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
|  | Number of Claims     | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims     | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim                  | 0                    | 0                | 0                | 0                | 34                   | 1136101          | 34           | 1136101          |
| Between 1 – 3 Months   | 0                    | 0                | 3                | 252300           | 34                   | 1578423          | 37           | 1830723          |
| Between 3 to 6 Months  | 0                    | 0                | 0                | 0                | 17                   | 618000           | 17           | 618000           |
| More than 6 months   | 0                    | 0                | 0                | 0                | 2                    | 88000            | 2            | 88000            |

(Note: In respect of data on Repudiations, amount of claim made by the policyholder to be mentioned as the amount of claim repudiated)

h. Data of Claims Outstanding in respect of Individual Policies;

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims |                  | Cashless Claims  |                  | Reimbursement Claims |                  | Total        |                  |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
|  | Number of Claims     | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims     | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim                  | 0                    | 0                | 17               | 1384559          | 114                  | 4757675          | 131          | 6142234          |





|                       |   |   |   |        |    |         |    |         |
|-----------------------|---|---|---|--------|----|---------|----|---------|
| Between 1 – 3 Months  | 0 | 0 | 5 | 402500 | 27 | 1173673 | 32 | 1576173 |
| Between 3 to 6 Months | 0 | 0 | 0 | 0      | 6  | 259731  | 6  | 259731  |
| More than 6 months    | 0 | 0 | 0 | 0      | 4  | 150000  | 4  | 150000  |

i. Data of Claims Outstanding in respect of Group Insurance Policies;

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims |                  | Cashless Claims  |                  | Reimbursement Claims |                  | Total        |                  |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
|  | Number of Claims     | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims     | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim                  | 0                    | 0                | 0                | 0                | 2                    | 101000           | 2            | 101000           |
| Between 1 – 3 Months   | 0                    | 0                | 0                | 0                | 0                    | 0                | 0            | 0                |
| Between 3 to 6 Months  | 0                    | 0                | 0                | 0                | 0                    | 0                | 0            | 0                |
| More than 6 months   | 0                    | 0                | 0                | 0                | 1                    | 30000            | 1            | 30000            |

j. Data of Claims Outstanding in respect of Total Policies (Individual + Group Policies)

| Description (to be reckoned from the date of receipt of Claim) | Benefit Based Claims |                  | Cashless Claims  |                  | Reimbursement Claims |                  | Total        |                  |
|--|----------------------|------------------|------------------|------------------|----------------------|------------------|--------------|------------------|
|  | Number of Claims     | Amount of Claims | Number of Claims | Amount of Claims | Number of Claims     | Amount of Claims | No of claims | Amount of claims |
| within 1 months from date of receipt of claim                  | 0                    | 0                | 17               | 1384559          | 116                  | 4858675          | 133          | 6243234          |
| Between 1 – 3 Months   | 0                    | 0                | 5                | 402500           | 27                   | 1173673          | 32           | 1576173          |
| Between 3 to 6 Months  | 0                    | 0                | 0                | 0                | 6                    | 259731           | 6            | 259731           |
| More than 6 months   | 0                    | 0                | 0                | 0                | 5                    | 180000           | 5            | 180000           |

(Note: In respect of data on Claims Outstanding, amount of claim made by the policyholder to be mentioned as the amount of claim Outstanding)

ix. Information on the Network Providers where Cashless service is available:

| S.NO | State | List of the Network Providers where Cashless service is available |       |             |        |
|------|-------|---|-------|-------------|--------|
|      |       | Metro   | Urban | Semi- urban | Others |
|      |       |   |       |             |        |





|    |                   |     |     |  |  |
|----|-------------------|-----|-----|--|--|
| 1  | Andhra Pradesh    |     |     |  |  |
| 2  | Arunachal Pradesh |     |     |  |  |
| 3  | Assam             |     |     |  |  |
| 4  | Bihar             |     |     |  |  |
| 5  | Chhattisgarh      |     |     |  |  |
| 6  | Goa               |     |     |  |  |
| 7  | Gujarat           | 137 | 302 |  |  |
| 8  | Haryana           |     |     |  |  |
| 9  | Himachal Pradesh  |     |     |  |  |
| 10 | Jammu & Kashmir   |     |     |  |  |
| 11 | Jharkhand         |     |     |  |  |
| 12 | Karnataka         |     |     |  |  |
| 13 | Kerala            |     |     |  |  |
| 14 | Madhya Pradesh    |     |     |  |  |
| 15 | Maharashtra       |     |     |  |  |
| 16 | Manipur           |     |     |  |  |
| 17 | Meghalaya         |     |     |  |  |
| 18 | Mizoram           |     |     |  |  |
| 19 | Nagaland          |     |     |  |  |
| 20 | Odisha            |     |     |  |  |
| 21 | Punjab            |     |     |  |  |
| 22 | Rajasthan         |     |     |  |  |
| 23 | Sikkim            |     |     |  |  |
| 24 | Tamil Nadu        |     |     |  |  |
| 25 | Telangana         |     |     |  |  |





|    |                       |     |     |   |   |
|----|-----------------------|-----|-----|---|---|
| 26 | Tripura               |     |     |   |   |
| 27 | Uttar Pradesh         |     |     |   |   |
| 28 | Uttrakhand            |     |     |   |   |
| 29 | West Bengal           |     |     |   |   |
| 30 | Andaman & Nicobar Is. |     |     |   |   |
| 31 | Chandigarh            |     |     |   |   |
| 32 | Dadra & Nagar Haveli  |     |     |   |   |
| 33 | Daman & Diu           |     |     |   |   |
| 34 | Delhi                 |     |     |   |   |
| 35 | Lakshadweep           |     |     |   |   |
| 36 | Puducherry            |     |     |   |   |
| #  | Total                 | 137 | 302 | 0 | 0 |

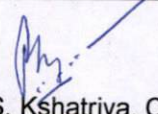
Note: For the purpose of this format Metropolitan Centre is a place where population is 10 lacs and above and Urban Center with a population of 1 lac to 9,99,999, semi Urban from 10,000 to 99,999 population and Others with a population of 9,999 and below. Population figures to be reckoned as per the latest available decennial census data.

- ix) Any other services rendered by the TPA as per the Terms and conditions of the policy contract of the Insurer : "**LIC Pre-policy check-up**"
- x) Actions taken against the Insurer by the TPA, if any along with the reasons: \_\_\_\_\_NIL\_\_\_\_\_
1. In case of termination of Health Service agreement with the Insurer, the TPA shall publish the decision to terminate health service agreements with the Insurer in its website along with the reasons for which the same is done and effective date thereon.  
This shall be disclosed within five working days from the date of termination of health services by TPA.
  2. This has the approval of the Competent Authority.





The above information furnished is the correct information and as per the records of the Company. It is further declared that other than the permitted health services no other services for non-insurance activity has been rendered or carried out by our Company.

|                                      |  |  |
|--------------------------------------|--|--|
| Date: 5 <sup>TH</sup> November 2020. | For and on behalf of<br>ANMOL MEDICARE INSURANCE TPA LTD |  |
| Place: Ahmedabad                     | Mr. Mukesh M Shah<br>(Name of Director)                  | <br>Mr. P. S. Kshatriya, CEO<br>(Name of Director or CEO / CAO) |

