

ANMOLE MEDICARE INSURANCE TPA LTD.



Public disclosure relating to United India Insurance Co. Ltd. for the period ending 31st March 2021.

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	18378	145	0
Number of policies serviced by the TPA	7284	4	0

iii) Number of Network Providers empaneled by the TPA at the end of year (i.e, 31st March 2021): 559.

iv) Data on grievances received by the TPA:

S. no.	Description	Number of Grievances
1	Grievance outstanding at the beginning of year	0
2	Grievances received during the year	97
3	Grievances resolved during the year	97
4	Grievances outstanding at the end of the year	0

Age-wise analysis of Grievances outstanding at the end of 31st March 2021

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	7390	40	145	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	7390	40	145	100		

- 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	84	52.51	8	80	00	0
2	Within 1-2 hours	65	40.62	2	20	00	0
3	Within 2-6 hours	11	6.887	0	0	00	0
4	Within 6-12 hours	00	0	0	0	00	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	76	47.51	9	90	0	0



1	Within <1 hour	76	47.51	9	90	0	0
2	Within 1-2 hours	75	46.87	1	10	0	0
3	Within 2-6 hours	9	5.62	0	0	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

viii) Data with regards to claims received, settled, repudiated and outstanding at the end of 31st March 2021

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	184	12434261	2084	94098169	2268	106532430

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	154	10577267	1460	66672743	1614	77250010
Between 1 – 3 Months	0	0	6	367237	78	4785424	84	5152661
Between 3 to 6 Months	0	0	0	0	3	173145	3	173145
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	10	178965	109	5958117	119	6137082
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	164	10756232	1569	72630860	1733	83387092
Between 1 – 3 Months	0	0	6	367237	81	4807260	87	5174497
Between 3 to 6 Months	0	0	0	0	3	173145	3	173145
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	1	100800	63	2321091	64	2421891
Between 1 – 3 Months	0	0	3	252300	175	6600334	178	6852634



Between 3 to 6 Months	0	0	0	0	26	886684	26	886684
More than 6 months	0	0	0	0	7	254000	7	254000

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	1	100800	65	2411091	66	2511891
Between 1 – 3 Months	0	0	3	252300	178	6748334	181	7000634
Between 3 to 6 Months	0	0	0	0	26	886684	26	886684
More than 6 months	0	0	0	0	7	254000	7	254000

(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	9	888842	150	6072889	159	6961731
Between 1 – 3 Months	0	0	1	68850	3	84556	4	153406
Between 3 to 6 Months	0	0	0	0	1	15000	1	15000
More than 6 months	0	0	0	0	0	0	0	0

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	0	0	0	0
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	0	0	0	0

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	9	888842	150	6072889	159	6961731
Between 1 – 3 Months	0	0	1	68850	3	84556	4	153406
Between 3 to 6 Months	0	0	0	0	1	15000	1	15000
More than 6 months	0	0	0	0	0	0	0	0

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



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	422		
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	422	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


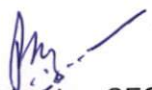


1. In case of termination of Health Service agreement with the Insurer, the TPA shall publish the decision to terminate health service agreements with the Insurer in its website along with the reasons for which the same is done and effective date thereon.

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: 19 TH August 2021	For and on behalf of ANMOL MEDICARE INSURANCE TPA LTD	
Place: Ahmedabad	 Mr. Mukesh M Shah (Name of Director)	 Mr. P. S. Kshatriya, CEO (Name of Director or CEO / CAO)

