

ANMOLE MEDICARE INSURANCE TPA LTD.

Public disclosure relating to United India Insurance Co. Ltd. for the period ending 31st March 2020.

- i) Name of Insurer with whom TPA has entered into agreement: UIIC and validity of the agreement from 30/09/2017 to 30/09/2020.
- ii) Number of lives and policies serviced

Description	Individual	Group	Government
Number of lives serviced by the TPA	16092	435	0
Number of policies serviced by the TPA	6941	9	0

- iii) Number of Network Providers empaneled by the TPA at the end of year (i.e, 31st March 2020) 439.
- 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	16
3	Grievances resolved during the year	16
4	Grievances outstanding at the end of the year	0

Age-wise analysis of Grievances outstanding at the end of 31st March 2020

Description	<30 days	30-90 days	90-180 days	<180 days	Total number of grievances
Grievances outstanding at the end of the year	16	0	0	0	16



- 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	5300	38	1120	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	5300	38	1120	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	78	19.4	0	0	0	0
2	Within 1-2 hours	284	70.37	7	1.61	0	0
3	Within 2-6 hours	35	8.62	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

- 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	43	10.78	0	0	0	0
2	Within 1-2 hours	306	75.76	6	1.34	0	0
3	Within 2-6 hours	48	11.85	1	0.27	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 2020

a. Data of claims outstanding at the beginning of the year and received during the year 2019-20

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	404	24913734	2096	63785959	2500	88699693

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	198	11317570	1191	32804630	1389	44122200
Between 1 – 3 Months	0	0	173	11315954	542	19911477	715	31227431
Between 3 to 6 Months	0	0	1	40000	5	144306	6	184306
More than 6 months	0	0	0	0	0	0	0	0

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	2	76000	17	451356	19	527356
Between 1 – 3 Months	0	0	3	107600	13	266905	16	374505
Between 3 to 6 Months	0	0	1	11800	0	0	1	11800
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	200	11393570	1208	33255986	1408	44649556
Between 1 – 3 Months	0	0	176	11423554	555	20178382	731	31601936
Between 3 to 6 Months	0	0	2	51800	5	144306	7	196106
More than 6 months	0	0	0	0	0	0	0	0

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	35	1380663	35	1380663
Between 1 – 3 Months	0	0	7	439242	127	4071921	134	4511163



Between 3 to 6 Months	0	0	5	301000	40	1255706	45	1556706
More than 6 months	0	0	0	0	1	24000	1	24000

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	0	0	0	0
Between 1 – 3 Months	0	0	0	0	5	151000	5	151000
Between 3 to 6 Months	0	0	0	0	1	3400	1	3400
More than 6 months	0	0	0	0	1	25600	1	25600

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	35	1380663	35	1380663
Between 1 – 3 Months	0	0	7	439242	132	4222921	139	4662163
Between 3 to 6 Months	0	0	5	301000	41	1259106	46	1560106
More than 6 months	0	0	0	0	2	49600	2	49600

(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	14	1304568	106	2949659	120	4254227
Between 1 – 3 Months	0	0	0	0	9	262336	9	262336
Between 3 to 6 Months	0	0	0	0	2	53000	2	53000
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	1	30000	1	30000
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	14	1304568	107	2979659	121	4284227
Between 1 – 3 Months	0	0	0	0	9	262336	9	262336
Between 3 to 6 Months	0	0	0	0	2	53000	2	53000
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)



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_____

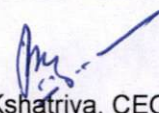


1. In case of termination of Health Service agreement with the Insurer, the TPA shall publish the decision to terminate health service agreements with the Insurer in its website along with the reasons for which the same is done and effective date thereon.

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: 21 st August 2020.	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)

