



Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2021

Name of Insurance Company: **The New India Assurance Co. Ltd.**

a.

Name of TPA	Service level Agreement Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Heritage Health Insurance TPA Private Limited	008	01/11/2019	31/10/2022

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government
No of policies serviced	176,034	129	1
No of lives serviced	439,669	77,773	10,002,580

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Gujarat	Ahmedabad	5,501	15,591
2	Gujarat	Vadodara	21,106	51,922
3	Odisha	Khordha	3,114	22,033
4	Tamil Nadu	Chennai	4	1,361
5	Assam	Kamrup	1,337	3,473
6	Telangana	Hyderabad	20,438	48,332
7	West Bengal	Kolkata	46,183	156,834
8	Maharashtra	Mumbai	13,302	30,100
9	Bihar	Patna	1,053	3,585
10	Gujarat	Surat	64,125	184,211



11	Rajasthan	Bikaner	1	1,175,416
12	Rajasthan	Churu		1,215,604
13	Rajasthan	Sri Ganganagar		999,968
14	Rajasthan	Hanumangarh		381,400
15	Rajasthan	Jaisalmer		1,210,036
16	Rajasthan	Jhunjhunun		2,199,032
17	Rajasthan	Nagaur		1,619,248
18	Rajasthan	Siker		1,201,876

d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio (%)	No. of claims repudiated during the year	Claims repudiation (%)	No. of claims outstanding at the end of the year
Heritage Health Insurance TPA Private Limited	1,033	54,435	46,759	93%	4,662	8%	4,047

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

Sl. 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	81%	83%	82%	83%
2	Within 1-2 Hours	13%	11%	14%	14%
3	Within 2-6 Hours	5%	6%	2%	2%
4	Within 6-12 Hours	1%	0%	2%	1%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
	Total	100%	100%	100%	100%

* percentage to be calculated on total of respective column

** Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

*** Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA.

f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to 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	29,274	88%	8,568	95%	8,849	100%	46,691	91%
Between 1 - 3 Months	3,069	9%	270	3%	-	0%	3,339	7%
Between 3 to 6 Months	672	2%	107	1%	-	0%	779	2%



More than 6 months	138	0%	89	1%	-	0%	227	0%
Total	33,153	100%	9,034	100%	8,849	100%	51,036	100%

* Percentage shall be calculated on total of respective column.

g. Data of grievances received against the TPA:

Sl. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	12
2	Grievances received during the year	142
3	Grievances resolved during the year	139
4	Grievances outstanding at the end of the year	15

Place: Mumbai
Date: 31st July 2021

Signature of CEO/ Whole Time Director ✓
Name of the Insurer: The New India Assurance Company Ltd.

सत्यजीत त्रिपाठी
Satyajit Tripathy
निदेशक एवं महाप्रबंधक
Director & General Manager