



Public Disclosures on quantitative and qualitative Parameters of Health services rendered.

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

Information as at 31/03/2020

a.

Name of TPA	Service Level Agreement Number	Valid from dd/mm/yyyy	Valid to dd/mm/yyyy
Ericson TPA		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
Number of policies serviced	0	56	0
Number of lives serviced	0	61400	0

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

STATE	CITY
ANDHRA PRADESH	RANGAREDDY
DELHI	NEW DELHI
DELHI	WEST DELHI
HARYANA	FARIDABAD
HARYANA	GURGAON
HARYANA	PALWAL
KARNATAKA	BENGALURU
MAHARASHTRA	AHMEDNAGAR





STATE	CITY
MAHARASHTRA	MUMBAI
MAHARASHTRA	NAGPUR
MAHARASHTRA	NASHIK
MAHARASHTRA	NAVI MUMBAI
MAHARASHTRA	PALGHAR
MAHARASHTRA	PUNE
MAHARASHTRA	THANE
TAMILNADU	CHENNAI
UTTAR PRADESH	GHAZIABAD
UTTAR PRADESH	LUCKNOW

d. Data of number of claims processed:

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
381	3555	3436	88%	304	8%	196





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	0	0	82%	84%
2	Within 1-2 Hours	0	0	8%	6%
3	Within 2-6 Hours	0	0	0%	0%
4	Within 6-12 Hours	0	0	0%	0%
5	Within 12-24 Hours	0	0	0%	0%
6	>24 Hours	0	0	0%	0%
	Total			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 be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage
Within 1 month	0	0	3740	95%	0	0%	3740	95%
Between 1-3 months	0	0	0	0%	0	0%	0	0%
Between 3-6 months	0	0	0	0%	0	0%	0	0%
More than 6 months	0	0	0	0%	0	0%	0	0%
Total	0	0	3740	95%	0	0%	3740	95%

* Percentage shall be calculated on total.





g. Data of Grievances received against the TPA.

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

Place: Mumbai

Date :16 June, 2021



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

डॉ. बल्ला स्वामी
DR. BALLA SWAMY
निदेशक और महा प्रबंधक
Director & General Manager

