



**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	To DD/MM/YYYY
<b>Vipul MedCorp Insurance TPA Private Ltd</b>		01-11-2019	30/09/2022

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

Description	Individual	Group	Government	Total
No of policies serviced	36437	272	NIL	36709
No of lives serviced	87926	363592	NIL	451518

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	Andhra Pradesh	Visakhapatnam	2	2615
2	Chandigarh	Chandigarh	2966	20938
3	Delhi	New Delhi	6531	160049
4	Gujarat	Ahmedabad	11	7197





Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
5	Gujarat	Vadodara	1	131
6	Karnataka	Bangalore	29	30412
7	Madhya Pradesh	Bhopal	6041	21898
8	Maharashtra	Mumbai	12441	63704
9		Pune	4076	10201
10	Punjab	Ludhiana	2	2126
11	Rajasthan	Jaipur	1830	51344
12	Tamil Nadu	Chennai	23	10431
13		Coimbatore	1	983
14		Madurai	6	6834
15	Telangana	Hyderabad	4	2704
16	Uttar Pradesh	Kanpur	1778	31351
17	Uttarakhand	Dehradun	967	28600
		<b>Total</b>	<b>36709</b>	<b>451518</b>

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	Settle ment ratio (%)	No. of claims repudiat ed during the year	Claims repudiati on %	No. of claims outstandi ng at the end of the year
16074	35075	30580	94%	1645	3%	17042





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

Sr. 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	48%	70%	59%	70%
2	Within 1-2 Hours	23%	19%	24%	20%
3	Within 2-6 Hours	29%	11%	18%	10%
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%	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	Percen tage (%)	No. of claims	Percen tage (%)	No. of claims	Perc enta ge (%)	No. of claims	Percen tage (%)
Within 1 Month	4661	95%	25962	95%	0	0	30623	95%
Between 1-3 Months	180	4%	1185	4%	0	0	1365	4%
Between 3-6 Months	16	0%	117	1%	0	0	133	1%
More than 6 Months	27	1%	77	0%	0	0	104	0%
Total	4884	100%	27341	100%	0	0	32225	100%

\* Percentage shall be calculated on total.





**g. Data of Grievances received against the TPA.**

<b>Sr. No.</b>	<b>Description</b>	<b>No. of Grievances</b>
1	Grievances 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

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

