



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

Information as at 31/03/2020

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

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

Name of TPA	Service Level Agreement Number	Valid from dd/mm/yyyy	Valid to dd/mm/yyyy
<b>Raksha TPA</b>		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	Total
No of policies serviced	279098	711	4	279813
No of lives serviced	670638	774908	44345572	45791118





**c. Information with regards to the Geographical Area of services Rendered in respect of which public disclosure is made:**

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Andhra Pradesh	HYDERABAD	2	825
Chandigarh	LUDHIANA	14,608	63,112
Chattisgarh	RAIPUR	628	7,192
Gujarat	VADODARA	21,604	56,984
Gujarat	AHMEDABAD	49,869	129,228
Haryana	FARIDABAD (N.C.R)	32,391	241,890
Karnataka	BANGALURU	32	9,354
Kerala	COCHIN	2,923	96,675
Madhya Pradesh	BHOPAL	851	2,951
Maharashtra	MUMBAI - ANDHERI	94,991	387,486
Maharashtra	PUNE	13,574	51,557
Orissa	BHUBANESWAR	2	6,975,001
Punjab	CHANDIGARH	9,738	68,486
Rajasthan	JAIPUR	16,175	60,876
TamilNadu	CHENNAI	9,577	67,768
Uttar Pradesh	LUCKNOW	9,891	36,683,981
Uttarakhand	DEHRADUN	2,955	58,249
West Bengal	KOLKATTA	1	3
Nagaland	Kohima	1	829,500
	Total	279,813	45,791,118

AB-PMJAY Nagaland	829500
BSKY	6969672
SKSBY	36546400





d. **Data of number of claims processed:**

No. of claims outstanding at the beginning of year: 2019-20	No. of claims received during the year: 2019-20	No. of claims paid during the year: 2019-20 also to specify % in brackets	Claim settlement ratio( %)	No. of claims repudiated during the year: 2019-20 also to specify % in brackets	Claim repudiation ratio (%)	No. of claims outstanding at the end of the year
13665	150497	132453	91%	8289	5%	23420

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	91.65%	95.78%	93.30%	93.35%
2	Within 1-2 Hours	8.35%	4.22%	6.70%	6.65%
3	Within 2-6 Hours	0.00%	0.00%	0.00%	0.00%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	>24 Hours	0.00%	0.00%	0.00%	0.00%
	<b>Total</b>	100.00%	100.00%	100.00%	100.00%

\* 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	73,385	98.11%	61990	97.79%	2303	90.21%	137,678	97.82%
Between 1 - 3 Months	1,410	1.89%	1,404	2.21%	250	9.79%	3,064	2.18%
Between 3 to 6 Months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
More than 6 months	-	0.00%	-	0.00%	-	0.00%	-	0.00%
<b>Total</b>	<b>74,795</b>	<b>100.00%</b>	<b>63,394</b>	<b>100.00%</b>	<b>2553</b>	<b>100.00%</b>	<b>140,742</b>	<b>100.00%</b>

\* 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	NIL
2	Grievances received during the year	189
3	Grievances resolved during the year	189
4	Grievances outstanding at the end of the year	NIL

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