



**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 |
|----|---|--------------------------------|-----------------------|---------------|
| | HealthIndia Insurance TPA Services Pvt Ltd. | | 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 | 160710 | 1340 | 0 |
| | No of lives serviced | 380552 | 2299872 | 0 |

| c. | Geographical Area of services Renderd 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 | 49518 | 172361 |
| | 2 | Gujarat | Surat | 45005 | 131200 |
| | 3 | Gujarat | Vadodara | 12648 | 37761 |
| | 4 | Maharashtra | Mumbai (Suburban) and Mumbai | 51102 | 1206365 |
| | 5 | Maharashtra | Nagpur | 1 | 3908 |
| | 6 | Maharashtra | Pune | 37 | 51670 |
| | 7 | Delhi | Delhi | 2199 | 120557 |
| | 8 | West Bengal | Kolkata | 375 | 882 |
| | 9 | Punjab | Chandigarh | 104 | 4760 |
| | 10 | Punjab | Ludhiana | 152 | 4458 |
| | 11 | Rajasthan | Jaipur | 253 | 1206 |
| | 12 | Tamil Nadu | Chennai | 64 | 3857 |
| | 13 | Tamil Nadu | COIMBATORE | 35 | 14173 |
| | 14 | Tamil Nadu | Madurai | 33 | 37942 |
| | 15 | Uttarakhand | DEHRADUN | 127 | 78447 |
| | 16 | Uttar Pradesh | Kanpur | 98 | 78874 |
| | 17 | Bihar | Patna | 90 | 295 |
| | 18 | Assam | Kamrup | 49 | 146 |
| | 19 | Karnataka | Banglore | 36 | 721530 |
| | 20 | Karnataka | Dharwad | 10 | 909 |
| | 21 | Andhra Pradesh | Unnao | 16 | 2221 |



| | | | | |
|----|----------------|---------------|----|------|
| 22 | Andhra Pradesh | visakhapatnam | 24 | 1830 |
| 23 | Odhisia | Khordha | 38 | 106 |
| 24 | Kerala | Kochi | 24 | 90 |
| 25 | Madhya Pradesh | Bhopal | 7 | 2806 |
| 26 | Chhattisgarh | Raipur | 5 | 2070 |

| 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 |
| HealthIndia Insurance TPA Services Pvt Ltd. | 3300 | 144299 | 123624 | 83.76% | 19381 | 13.13% | 4594 |
| Note:-settlement ratio calculated on only paid claims.(excluding closed & repudiated claims) | | | | | | | |

| 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 | 91.51% | 90.88% | 91.53% | 93.69% | |
| 2 | Within 1-2 Hours | 7.15% | 7.79% | 7.09% | 5.75% | |
| 3 | Within 2-6 Hours | 1.34% | 1.33% | 1.38% | 0.56% | |
| 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% | |
| Total | | 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: | | | | | | | |
|--------------------|--|----------------|---------------|----------------|---------------|----------------|---------------|----------------|
| | Individual | | Group | | Government | | Total | |
| | No. of claims | Percentage (%) | No. of claims | Percentage (%) | No. of claims | Percentage (%) | No. of claims | Percentage (%) |
| Within 1 Month | 34312 | 90.77% | 94929 | 90.23% | 0 | 0.00% | 129241 | 90.38% |
| Between 1-3 Months | 3491 | 9.23% | 10273 | 9.77% | 0 | 0.00% | 13764 | 9.62% |
| Between 3-6 Months | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| More than 6 Months | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Total | 37803 | 100.00% | 105202 | 100.00% | 0 | 0.00% | 143005 | 100.00% |

*Percentage shall be calculated on total of respective column

| g. Data of grievances received against the TPA: | | |
|---|---|-------------------|
| Sr. No. | Description | No. of Grievances |
| 1 | Grievances outstanding at the beginning of year | 0 |
| 2 | Grievances received during the year | 288 |
| 3 | Grievances resolved during the year | 288 |
| 4 | Grievances outstanding at the end of the year | 0 |

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