



**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
Company Limited.**

a.

TPA Name	Heritage Health Insurance TPA Private Limited				
Validity of agreement	From	01-11-2019	To	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	1,26,614	42	-
No. of lives serviced	3,36,188	96,223	-

c. **Geographical area in which services are rendered by the TPA:**

Name of State	Name of District
Gujarat	Ahmedabad
Gujarat	Vadodara
Gujarat	Surat
Maharashtra	Mumbai
Tamil Nadu	Chennai
Telengana	Hyderabad
Odisha	Khurdha





Assam	Kamrup
Bihar	Patna
West Bengal	Kolkata

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

	Description	No.	Percentage
i.	Outstanding number of claims at the beginning of the year	613	
ii.	Number of claims received during the year	49,101	
iii.	Number of claims paid during the year: (Number & Percentage)	43,871	88%
iv.	Number of claims repudiated during the year: (Number & Percentage)	4,810	10%
v.	Number of claims outstanding at the end of the year	1,033	

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	83%	82%	80%	81%
2	Within 1-2 Hours	11%	12%	16%	16%
3	Within 2-6	4%	5%	3%	2%





	Hours				
4	Within 6-12 Hours	2%	1%	1%	1%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
	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:**

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	31,275	90%	13,224	95%	-	-	44,499	91%
Between 1 – 3 Months	2,905	8%	397	3%	-	-	3,302	7%
Between 3 to 6 Months	468	1%	293	2%	-	-	761	2%
More than 6 months	93	0%	26	0%	-	-	119	0%
Total	34,741	100%	13,940	100%	-	-	48,681	100%





* Percentage shall be calculated on total of the respective column

g. **Data of grievances received against TPA:**

Sl. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	22
2	Grievances received during the year	161
3	Grievances resolved during the year	171
4	Grievances outstanding at the end of the year	12

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

