



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

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

Information as at 31/03/2021

a.

Name of TPA	Service level Agreement Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
<b>UNITED HEALTHCARE PAREKH INSURANCE TPA PVT LTD.</b>	NA	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	-	155	-
No of lives serviced	-	4,17,010	-

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

Sl. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Maharashtra	Mumbai	155	4,17,010



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
UnitedHealth care Parekh Insurance TPA Pvt Ltd.	7,017	90,790	84,732	87%	4,651	5%	8,424

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%	51%	53%
2	Within 1-2 Hours	0%	0%	36%	34%
3	Within 2-6 Hours	0%	0%	12%	12%
4	Within 6-12 Hours	0%	0%	0%	1%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
	<b>Total</b>	0%	0%	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	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
within 1 month	0	0.00%	84,250	99.43%	0	0.00%	84,250	99.43%
Between 1 - 3 Months	0	0.00%	450	0.53%	0	0.00%	450	0.53%
Between 3 to 6 Months	0	0.00%	14	0.02%	0	0.00%	14	0.02%
More than 6 months	0	0.00%	18	0.02%	0	0.00%	18	0.02%
<b>Total</b>	0	0.00%	84,732	100.00%	0	0.00%	84,732	100.00%

\* Percentage shall be calculated on total.

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

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

Place: Mumbai

Date: 31<sup>st</sup> 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