



**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
Vision Insurance TPA Ltd.		27/07/2020	26/07/2023

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

Description	Individual	Group	Government
No of policies serviced	0	6	NIL
No of lives serviced	0	2383	NIL

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	Haryana	Gurgaon	3	990
2	Karnataka	Bangalore	1	149
3	West Bengal	Kolkata	2	1244
4		<b>Total</b>	<b>6</b>	<b>2383</b>



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
Vision Insurance TPA Private Ltd	3	91	78	83%	0	0%	16

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	35%	54%
2	Within 1-2 Hours	0	9	29%	26%
3	Within 2-6 Hours	0	0	23%	20%
4	Within 6-12 Hours	0	0	8%	0%
5	Within 12-24 Hours	0	0	0%	0%
6	>24 Hours	0	0	5%	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	12	15%	0	0	12	15%
Between 1 - 3 Months	0	0	31	40%	0	0	31	40%
Between 3 to 6 Months	0	0	20	26%	0	0	20	26%
More than 6 months	0	0	15	19%	0	0	15	19%
<b>Total</b>	0	0	78	100%	0	0	78	100%

\* 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	0
2	Grievances received during the year	0



3	Grievances resolved during the year	0
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 महाप्रबन्धक**  
**Director & General Manager**