



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

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

Information as at 31/03/2020

a.

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Genins India Insurance TPA Ltd.	020	11/01/2019	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	13660	14	0	13674
No of lives serviced	37365	7472	0	44837

c. **Geographical Area of services Rendered 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	Delhi	North West Delhi	47	147
2	Gujarat	Ahmedabad	1	805
3	Karnataka	Bangalore	110	2850
4	Maharashtra	Amravati	530	1401
5	Maharashtra	Aurangabad	26	79
6	Maharashtra	Buldhana	75	220
7	Maharashtra	Dhule	145	402
8	Maharashtra	Jalgaon	1325	4520





Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
9	Maharashtra	Nagpur	1814	5377
10	Maharashtra	Nandurbar	56	188
11	Maharashtra	Nashik	4989	14652
12	Maharashtra	Raigarh (MH)	118	357
13	Maharashtra	Ratnagiri	265	886
14	Maharashtra	Thane	1209	3487
15	Maharashtra	Wardha	75	225
16	Maharashtra	Washim	642	2047
17	Maharashtra	Yavatmal	937	2457
18	Uttarakhand	Najabad	4	1344
19	Uttar Pradesh	Bareilly	1	135
20	West Bengal	Cooch Behar	90	239
21	West Bengal	Darjeeling	448	1191
22	West Bengal	Darjiling	75	182
23	West Bengal	Jalpaiguri	309	767
24	West Bengal	Kolkata	103	194
25	West Bengal	North Dimapur	3	7
26	West Bengal	Silliguri	277	678
		Total	13674	44837





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
Genesis India Insurance TPA Ltd	0	805	592	74%	54	7%	159

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	60.94%	71.95%	61.15%	75.16%
2	Within 1-2 Hours	11.98%	14.65%	11.51%	18.12%
3	Within 2-6 Hours	27.08%	13.40%	27.34%	6.72%
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:**

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	259	94.53%	372	100.00%	0	0.00%	631	97.68%
Between 1 - 3 Months	14	5.11%	0	0.00%	0	0.00%	14	5.11%
Between 3 to 6 Months	1	0.36%	0	0.00%	0	0.00%	1	0.36%
More than 6 months	0	0.00%	0	0.00%	0	0.00%		0.00%
Total	274	100.00%	372	100.00%	0	0.00%	646	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	7
3	Grievances resolved during the year	7
4	Grievances outstanding at the end of the year	0

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

