



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
Ericson TPA 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	0	85	0
No of lives serviced	0	92238	0

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	Ahmadnagar	1	1996
2	Punjab	Amritsar	1	549
3	Maharashtra	Aurangabad	1	94
4	Karnataka	Bengaluru	7	2120
5	Maharashtra	Bhandara	1	1206
6	Tamilnadu	Chennai	2	2110
7	Uttarakhand	Dehradun	1	187
8	Haryana	Faridabad	0	230
9	Uttar Pradesh	Ghaziabad	2	297



Sl. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
10	Haryana	Gurgaon	9	6260
11	Karnataka	Hubli	1	964
12	Uttar Pradesh	Kanpur	1	466
13	Karnataka	Kolar	1	183
14	Uttar Pradesh	Lucknow	2	859
15	Maharashtra	Mumbai	20	30043
16	Maharashtra	Nagpur	3	806
17	Maharashtra	Nashik	3	3091
18	Maharashtra	Navi Mumbai	1	1751
19	Delhi	New Delhi	15	32381
20	Uttar Pradesh	Noida	6	2944
21	Haryana	Palwal	0	176
22	Haryana	Panipat	1	373
23	Maharashtra	Pune	1	462
24	Telangana	Ranga Reddy	1	459
25	Uttarakhand	Rudrapur	1	448
26	Haryana	Sonipat	1	417
27	Delhi	South Delhi	2	1023
28	Maharashtra	Thane	0	343

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
Ericson TPA Ltd.	196	3835	3121	(84%)	304	(6%)	644



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	82%	84%
2	Within 1-2 Hours	0	0	18%	16%
3	Within 2-6 Hours	0	0	0	0
4	Within 6-12 Hours	0	0	0	0
5	Within 12-24 Hours	0	0	0	0
6	>24 Hours	0	0	0	0
	Total			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	3387	97%	0	0	3387	97%



Between 1 - 3 Months	0	0	0	0	0	0	0	0
Between 3 to 6 Months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0
Total	0	0	3387	97%	0	0	3387	97%

* 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: 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