



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 Co. Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

Name of TPA	Service Level Agreement Number	Valid from dd/mm/yyyy	Valid to dd/mm/yyyy
VIDAL TPA		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	Total
No of policies serviced	100988	405	-	101393
No of lives serviced	237759	687184	-	924943





c. **Information with regards to the Geographical Area of services Rendered in respect of which public disclosure is made:**

Name of State	Name of District	No. of policies serviced	No. of lives serviced
BLR	-	15722	140956
CHE	-	23853	278574
COM	-	1445	4840
DEL	-	84	21523
HYD	-	10243	36426
KOC	-	6443	92898
MUM	-	43084	320022
PUN	-	399	4822
VIZ	-	120	24882

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

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
13220	112232	105754	94.2%	3153	2.8%	10256

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	64.5%	51.4%	74.8%	68.0%
2	Within 1-2 Hours	21.0%	27.5%	16.9%	21.3%
3	Within 2-6 Hours	13.4%	20.3%	7.6%	10.0%





4	Within 6-12 Hours	0.4%	0.5%	0.2%	0.4%
5	Within 12-24 Hours	0.3%	0.2%	0.2%	0.2%
6	>24 Hours	0.4%	0.1%	0.3%	0.2%
Total		100%	100%	100.0%	100.0%

* 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	Individual		Group		Government		Total	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)
Within 1 Month	24522	94%	78444	94.8%	-	-	102966	94.5%
Between 1-3 Months	1377	5%	3752	4.5%	-	-	5129	4.7%
Between 3-6 Months	211	1%	445	0.5%	-	-	656	0.6%
More than 6 Months	53	0%	103	0.1%	-	-	156	0.1%
Total	26163	100%	82744	100.0%	-	-	108907	100.0%

* Percentage shall be calculated on total of respective column.





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

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	88
3	Grievances resolved during the year	88
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

