



## Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2020

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
<b>Health India TPA</b>		01-11-2019	31-10-2022

b. **No. of Policies and lives serviced in respect of which public disclosures are made:**

Description	Individual	Group	Government
Number of policies serviced	161279	852	0
Number of lives serviced	403391	1131265	0

c. **Information with Regards to Geographical area in which services are rendered by the TPA** (State Names-District names shall be provided) in respect of which public disclosures are made:

S.No.	State Name	District Name
1	Maharashtra	Mumbai Ho
2	Maharashtra	Pune
3	Maharashtra	Satara
4	Maharashtra	Kolhapur
5	Maharashtra	Solapur
6	Maharashtra	Nagpur
7	Maharashtra	Nashik





S.No.	State Name	District Name
8	Maharashtra	Aurangabad
9	Maharashtra	Jalgaon
10	Gujarat	Ahmedabad
11	Gujarat	Surat
12	Gujarat	Vadodara
13	Gujarat	Rajkot
14	Gujarat	Valsad
15	Delhi	New Delhi
16	Uttar Pradesh	Lucknow
17	Madhya Pradesh	Indore
18	Madhya Pradesh	Bhopal
19	Uttarakhand	Dehradun
20	Rajasthan	Jaipur
21	Tamil Nadu	Chennai
22	Tamil Nadu	Madurai
23	Karnataka	Bangalore
24	Telangana	Hyderabad
25	Kerala	Cochin
26	West Bengal	Kolkata
27	Assam	Guwahati
28	Bihar	Patna
29	Odisha	Bhubaneshwar





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

S.No.	Description	No.	Percentage
1	Outstanding number of claims at the beginning of the year	1621	1%
2	Number of claims received during the year	139926	99%
3	Number of claims paid during the year: (Number & Percentage)	120767	85%
4	Number of claims repudiated during the year: (Number & Percentage)	17480	12%
5	Number of claims outstanding at the end of the year	3300	2%

**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	55%	60%	56%	59%
2	Within 1-2 Hours	36%	34%	38%	36%
3	Within 2-6 Hours	6%	6%	3%	4%
4	Within 6-12 Hours	2%	0%	1%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
	Total	100%	100%	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 be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage
Within 1 month	53862	98%	80763	97%	0	0%	134625	97%
Between 1-3 months	989	2%	2633	3%	0	0%	3622	3%
Between 3-6 months	0	0%	0	0%	0	0%	0	0%
More than 6 months	0	0%	0	0%	0	0%	0	0%
Total	54851	100%	83396	100%	0	0%	138247	100%

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

Sl. No.	Description	Number of Grievances
1.	Grievance outstanding at the beginning of year	0
2.	Grievances received during the year	155
3.	Grievances resolved during the year	155
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.

*[Handwritten signature]*



डॉ. बल्ला स्वामी  
DR. BALLA SWAMY  
निदेशक और महा प्रबंधक  
Director & General Manager