

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2022

NAME OF THE INSURANCE COMPANY: THE NEW INDIA ASSURANCE COMPANY LIMITED
a. Service Level Agreement details

	Valid From DD/MM/YYYY	To DD/MM/YYYY
	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	44822	211	0	45033
No of lives serviced	122622	103579	0	226201

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	ANDRA PRADESH	HYDERABAD, VISAKHAPATNAM	5	8673
2	CHANDIGARH	CHANDIGARH	13	3066
3	CHHATISHGARH	RAIPUR	1	1441
4	DELHI	DELHI	25	7324
5	GUJRAT	AHMEDABAD, VADODARA	90	13549
6	HARYANA	HISSAR, KAITHAL, KARNAL, PANIPAT &	2728	7624
7	KARNATAKA	BANGALORE, MYSORE & HUBBALLI	15	8210
8	MADYAPRADESH	BHOPAL & INDORE	515	15314
9	MAHARASTRA	NASIK, AHMEDNAGAR, PUNE & MUMBAI	41587	144432
10	TAMIL NADU	CHENNAI, MADURAI, COIMBATORE	39	12358
11	TELANGANA	HYDERABAD	7	2800
12	UTTAR PRADESH	LUCKNOW	2	345
13	UTTARAKHAND	DEHRADUN	5	500
14	WEST BENGAL	KOLKATA	1	565
TOTAL			45033	226201

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
MEDSAVE HEALTH INSURANCE TPA LTD.	1364	22642	21211	88.36%	1783	7.43%	1012

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	72.81%	49.01%	69.94%	55.16%
2	Within 1-2 Hours	19.28%	39.19%	22.55%	35.74%
3	Within 2-6 Hours	4.19%	11.46%	5.01%	8.84%
4	Within 6-12 Hours	0.40%	0.04%	0.20%	0.03%
5	Within 12-24 Hours	1.53%	0.21%	1.27%	0.18%
6	>24 Hours	1.78%	0.09%	1.02%	0.06%
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)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	13663	97.52%	8729	97.16%	NA	NA	22392	97.38%
Between 1-3 Months	338	2.41%	204	2.27%	NA	NA	542	2.36%
Between 3-6 Months	8	0.06%	43	0.48%	NA	NA	51	0.22%
More than 6 Months	1	0.01%	8	0.09%	NA	NA	9	0.04%
Total	14010	100.00%	8984	100.00%	NA	NA	22994	100.00%

*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	13
3	Grievances resolved during the year	13
4	Grievances outstanding at the end of the year	0



 Chief Executive Officer
