

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of the Insurance Company: United India Insurance Company Limited

Information as at 31/03/2022

a. Specify whether In-house Claim Settlement or Services rendered by TPA - TPA

Name of the TPA - Med Save Health Insurance TPA Ltd.

Validity of agreement with the TPA From: 01/04/2021 To: 31/03/2024

b. Number of policies and lives services in respect of which public disclosures are made:

| Description | Individual | Group | Government |
|-----------------------------|------------|----------|------------|
| Number of policies serviced | 56,333 | 5,970 | - |
| Number of lives serviced | 1,59,246 | 1,48,811 | - |

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer
As per Annexure A**d. Data of number of claims processed:**

| | | | |
|------|--|--------|-------|
| i. | Outstanding number of claims at the beginning of the year | 2,284 | |
| ii. | Number of claims received during the year | 45,335 | |
| iii. | Number of claims paid during the year (specify % also in brackets) | 42,476 | 89.2% |
| iv. | Number of claims repudiated during the year (specify % also in brackets) | 2,439 | 5.1% |
| v. | Number of claims outstanding at the end of the year | 2,704 | |

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

| S. 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 | 73.7% | 53.4% | 77.4% | 59.4% |
| 2 | Within 1-2 hours | 19.3% | 35.4% | 18.2% | 31.7% |
| 3 | Within 2-6 hours | 4.4% | 10.9% | 3.3% | 8.8% |
| 4 | Within 6-12 hours | 0.3% | 0.1% | 0.1% | 0.0% |
| 5 | Within 12-24 hours | 0.8% | 0.1% | 0.6% | 0.0% |
| 6 | >24 hours | 1.4% | 0.2% | 0.4% | 0.1% |
| | Total | 100.0% | 100.0% | 100.0% | 100.0% |

** reckoned from the time last necessary document is received by insurer/ TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment / repudiation of claims:

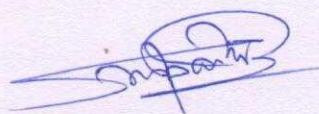
| Description (to be reckoned from the date of receipt of last | Individual | | Group | | Government | | Total | |
|--|------------------|------------|------------------|------------|------------------|------------|------------------|------------|
| | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| Within 1 month | 23,007 | 94.1% | 19,307 | 94.4% | - | 0.0% | 42,314 | 94.2% |
| Between 1-3 months | 1,202 | 4.9% | 694 | 3.4% | - | 0.0% | 1,896 | 4.2% |
| Between 3 to 6 months | 201 | 0.8% | 210 | 1.0% | - | 0.0% | 411 | 0.9% |
| More than 6 months | 51 | 0.2% | 243 | 1.2% | - | 0.0% | 294 | 0.7% |
| Total | 24,461 | 100.0% | 20,454 | 100.0% | - | 0.0% | 44,915 | 100.0% |

g. Data of grievances received against the TPA:

| S. No. | Description | Number of Grievances |
|--------|---|-------------------------|
| 1 | Grievances outstanding at the beginning of year | - |
| 2 | Grievances received during the year | 71 |
| 3 | Grievances resolved during the year | 71 |
| 4 | Grievances outstanding at the end of the year | - |

Place: Chennai

Date: 24/11/2022



Signature of the CMD

United India Insurance Company Limited

Annexure - A

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

| Name of the State | Name of the Districts |
|-------------------|--|
| Andhra Pradesh | All Districts |
| Chandigarh | All Districts |
| Chhatisgarh | Raipur |
| Delhi | Delhi |
| Gujarat | Ahmedabad, Gandhinagar, Mansa, Naroda, Anand, Vadodara, Borsad, Cambay |
| Karnataka | Bangalore, Mysore, Hubli |
| Madhyapradesh | All Districts |
| Maharashtra | Pune |
| Punjab | All Districts |
| Tamil Nadu | Chennai |
| Telangana | All Districts |