

**TPA PUBLIC DISCLOSURE 2021-22**

a.1 **TPA NAME** HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.  
**Validity of agreement** From 20-09-2019 To 19-09-2022

**b Policy Particulars**

Description	Retail	Group	Govt.
No. of Policies serviced	0	91	0
No. of Lives Covered	0	58472	0

**c Geographical Area in which services are rendered by the TPA (As per Annexure A)**

Sr. No	Name of State	Name of Districts
1	Maharashtra	Mumbai Suburban
2	Maharashtra	Mumbai City
3	Gujarat	Ahmedabad
4	Karnataka	Bangalore
5	Tamil Nadu	Chennai
6	Kerala	Ernakulum
7	DELHI	DELHI
8	Andhra Pradesh	Hyderabad
9	West Bengal	Kolkata
10	Maharashtra	Kolhapur
11	Uttar Pradesh	Lucknow
12	Karnataka	Dakshina Kannada
13	Maharashtra	Nagpur
14	Maharashtra	Pune
15	Gujarat	Surat
16	Maharashtra	Solapur
17	Tamil Nadu	Madurai
18	Rajasthan	Jaipur
19	Maharashtra	Nashik
20	Gujarat	Vadodara
21	Maharashtra	Aurangabad
22	Bihar	Patna
23	Madhya Pradesh	Bhopal
24	Madhya Pradesh	Indore
25	Chhattisgarh	Raipur
26	Odisha	Sundargarh
27	Gujarat	Rajkot
28	Chandigarh	Chandigarh
29	Maharashtra	Satara

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

Description	No.	Percentage
i Outstanding number of claims at the beginning of the year:	42	
ii Number of claims received during the year	4086	
iii Number of claims paid during the year: (Number & Percentage)	3423	82.92%
iv Number of Claims repudiated during the year: (Number & Percentage)	520	12.60%
v Number of claims outstanding at the end of the year:	185	

**e Turn Around Time \***

**TAT for cashless claims (in respect of number of claims):**

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	0.00%	0.00%	93.52%	91.40%
2 Within 1-2 hours	0.00%	0.00%	5.32%	4.90%
3 Within 2-6 hours	0.00%	0.00%	1.16%	3.70%
4 Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5 Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6 >24 hours	0.00%	0.00%	0.00%	0.00%
Total	100.00%	100.00%	100.00%	100.00%

\*Percentage to be calculated on total of the respective column

\*\*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 TAT in case of Payment /Repudiation of Claims**

Description (to be 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	3888	98.61%	0	0.00%	3888	98.61%
Between 1-3 months	0	0	55	1.39%	0	0.00%	55	1.39%
Between 3-6 months	0	0	0	0	0	0.00%	0	0.00%
More than 6 months	0	0	0	0	0	0.00%	0	0.00%
Total	0	100.00%	3943	100.00%	0	0.00%	3943	100.00%

\*Percentage to be calculated on total of the respective column

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

Description	NO.
1 Grievance outstanding as on 01/04/2021	0
2 Grievances received during 2021-22	7
3 Grievances resolved during 2021-22	7
4 Grievance outstanding as on 31/03/2022	0