

Disclosures on quantitative and qualitative Parameters of Health services rendered
as at 31/03/2020

of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Insurance TPA			

Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
Policies serviced	0	2	0	2
Lives serviced	0	3575	0	3575

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	Delhi	Delhi	2	3575
2				
3				
4				

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
Unit Insurance TPA Ltd.	32	334	279	86%	41	11%	46

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	0	0	90%	90%
2	Within 1-2 Hours	0	0	10%	10%
3	Within 2-6 Hours	0	0	0	0
4	Within 6-12 Hours	0	0	0	0
5	Within 12-24 Hours	0	0	0	0
6	>24 Hours	0	0	0	0
Total		0%	0%	100%	100%

Percentage to be calculated on total of respective column

Time taken from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued in the hospital) and till final discharge summary sent to hospital from the time discharge bill is received by TPA.

Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to be calculated 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%	220	79%	0	0%	220	79%
Within 1-3 Months	0	0%	36	13%	0	0%	36	13%
Within 3-6 Months	0	0%	15	5%	0	0%	15	5%
More than 6 Months	0	0%	8	3%	0	0%	8	3%
Total	0	0%	279	100%	0	0%	279	100%

Percentage shall be calculated on total of respective column

Number of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	2
2	Grievances received during the year	5
3	Grievances resolved during the year	7
4	Grievances outstanding at the end of the year	0

Executive Officer

