

Office No. 406-412, Fourth Floor, Neelkanth Corporate IT Park, Kirod Road, Opp. Vidyavihar Railway Station (W), Mumbai - 400086.
Tel.: +91-22-6686 7575 • Fax: +91-76661 36699 • E-mail: contact@healthindiatpa.com • Website: www.healthindiatpa.com

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
48	RO Vadoadra	DO SURAT	4	12
49	RO Vadoadra	DO VALSAD	5197	14594
50	RO Vadoadra	DO2 SURAT	6517	20921
51	CBRO DELHI	CBRO DELHI	12	3521
52	RO AHMEDABAD	EC BOPAL	1392	3800
53	RO AHMEDABAD	Ahmedabad DO II	43	152
54	RO AHMEDABAD	BO MORVI	512	1422
55	RO AHMEDABAD	BO SURENDRANAGAR	3183	9309
56	RO AHMEDABAD	CBO 2 AHMEDABAD	31	14962
57	RO AHMEDABAD	CBO-1,AHMEDABAD	5	24
58	RO AHMEDABAD	CBO4, AHMEDABAD	73	214
59	RO AHMEDABAD	DO 1 RAJKOT	4936	14552
60	RO AHMEDABAD	DO 2 RAJKOT	4387	13302
61	RO AHMEDABAD	DO 6 AHMEDABAD	99	335
62	RO AHMEDABAD	DO1 AHMEDABAD	6	1999
63	RO AHMEDABAD	DO4 AHMEDABAD	7	3716
64	RO AHMEDABAD	DO5 AHMEDABAD	8178	33116
65	RO AHMEDABAD	EC BOPAL	1306	3268
66	RO AHMEDABAD	EC METODA	155	461
67	RO AHMEDABAD	EC Thangadh	156	496
68	RO Calcutta	DO 1 CALCUTTA	2	1022
69	RO Calcutta	DO5CALCUTTA	1	962
70	RO CHANDIGARH	BO PINJORE	1	0
71	RO CHANDIGARH	BO-2 CHANDIGARH	1	125
72	RO CHANDIGARH	CBO4 CHANDIGARH	14	11665
73	RO CHANDIGARH	CBO-III CHANDIGARH	1	1757
74	RO CHANDIGARH	DO-3 LUDHIANA	2	1787
75	RO Chennai	BO 4 CHENNAI	1	835
76	RO Chennai	CORPORATE BUSINESS UNIT	9	7548
77	RO Chennai	DO 1 CHENNAI	3	2031
78	RO Chennai	DO 9 MADRAS	4	2377
79	RO Chennai	DO TIRUVALLUR	1	1501
80	RO Chennai	DO10 CHENNAI	2	231
81	RO Chennai	DO7 CHENNAI	1	351
82	RO COIMBATORE	BO GOBICHETTIPALAYAM	5	6871
83	RO COIMBATORE	DO -3 COIMBATORE	2	2048
84	RO Dehradun	DOI GHAZIABAD	1	1053
85	RO HYDERABAD	CBO 1 HYDERABAD	2	935
86	RO HYDERABAD	DO- 4 HYDERABAD	1	4992
87	RO HYDERABAD	DO- 6, HYDERABAD	1	274
88	RO I New Delhi	DO 24 NEW DELHI	1	2679
89	RO I New Delhi	CBO 16 NEW DELHI	1	1
90	RO I New Delhi	CBO5 NEW DELHI	2050	8950
91	RO I New Delhi	DO 20 New Delhi	9	39
92	RO I New Delhi	DO19 NEW DELHI	1279	4034
93	RO I New Delhi	DO2 NEW DELHI	2386	7092
94	RO I New Delhi	EC NAJAFGARH	29	104
95	RO INDORE	CBO-5 INDORE	1	529
96	RO JAIPUR	BC MAKRANA	24	79
97	RO JAIPUR	BO BEAWAR	314	993
98	RO JAIPUR	BO BEHROR	26	88
99	RO JAIPUR	CBO1 ALWAR	67	221
100	RO JAIPUR	CBO1 BHARATPUR	140	395
101	RO JAIPUR	CBO-2 KOTA	1	1
102	RO JAIPUR	DO AJMER	90	244
103	RO JAIPUR	DO ALWAR	265	874
104	RO JAIPUR	EC BHIWADI	7	20
105	RO JAIPUR	EC KARALI	5	18
106	RO JAIPUR	EC NASIRABAD	5	17
107	RO JAIPUR	EC VAISHALI NAGAR	82	267
108	RO JAIPUR	KISHANGARH	721	2666
109	RO JAIPUR	Micro Office Laxmangarh	1	4
110	RO JAIPUR	Micro Office Tijara	225	795
111	RO JAIPUR	MO NAGAR	68	231
112	RO NAGPUR	DO1 NAGPUR	10	26
113	RO NAGPUR	MO YERKHEDA	5	16
114	RO NAGPUR	BC Bhandara	6	20
115	RO NAGPUR	BO GONDIA	153	489
116	RO NAGPUR	BO KHAMGAON	53	151
117	RO NAGPUR	BO WARDHA	14	44
118	RO NAGPUR	BO WASHIM	18	67
119	RO NAGPUR	BO YEOTMAL	130	463
120	RO NAGPUR	DO AKOLA	2877	9678
121	RO NAGPUR	DO AMRAVATI	1169	3877



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

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Health India Insurance TPA Services Pvt Ltd.		01/01/2019	31/12/2020

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

Description	Individual	Group	Government
No of policies serviced	72323	308	0
No of lives serviced	213808	563559	0

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	Bangalore RO	Bangalore DO3	2	475
2	Bangalore RO	CBU-BANGALORE	1	303
3	Bangalore RO	DAB-1 BANGALORE	1	161
4	Bangalore RO	DO 10 (Bangalore)	1	866
5	Bangalore RO	DO 11 BANGALORE	1	417
6	Bangalore RO	DO MANGALORE	1	201054
7	Bangalore RO	DO-7 BANGALORE	1	879
8	Mumbai RO I	CBU 3 MUMBAI	20	31585
9	Mumbai RO I	CBU2 MUMBAI	21	78730
10	Mumbai RO I	DO-18, MUMBAI	4	3535
11	Mumbai RO I	MCDO 21 MUMBAI	7	10051
12	Mumbai RO I	MCDO 22 MUMBAI	3	9094
13	Mumbai RO II	Broker DO	1	231
14	Mumbai RO II	Chembur EC	7	21563
15	Mumbai RO II	DO2	3	1216
16	Mumbai RO II	MCDO 1	2	542
17	Mumbai RO II	MCDO19	5	5133
18	Mumbai RO II	BO LOWER PAREL	1	2287
19	Mumbai RO II	CBU MUMBAI	9	11150
20	Mumbai RO II	DIAMOND BRANCH MUMBAI	2	2615
21	Mumbai RO II	DO 3 MUMBAI	1	923
22	Mumbai RO II	DO 4 MUMBAI	3	1776
23	Mumbai RO II	DO DADAR	2	488
24	Mumbai RO III	BO VASAI	3	109
25	Mumbai RO III	BC PALGHAR	1	4
26	Mumbai RO III	BO BELAPUR	1	55
27	Mumbai RO III	BO BHIWANDI	18	2248
28	Mumbai RO III	BO MAHIM	541	1178
29	Mumbai RO III	BO SAVARDAM	5	6528
30	Mumbai RO III	BO THANE	2	1180
31	Mumbai RO III	DO BORIVALI	6	14
32	Mumbai RO III	DO JOGESHWARI	4165	25190
33	Mumbai RO III	DO KALYAN	22	3848
34	Mumbai RO III	DO THANE	13	1035
35	Mumbai RO III	DO VASCO	5	1672
36	Mumbai RO III	Ghatkoper	2	6
37	Mumbai RO III	MCDO 20	8255	30486
38	PUNE RO	DO2 PUNE	1	679
39	PUNE RO	DO PUNE-5	4	3173
40	PUNE RO	DO-4 PUNE	1	1319
41	RO COCHIN	DO I COCHIN	1	321
42	RO COCHIN	DO II COCHIN	1	516
43	RO COCHIN	DO THODUPUZHA	1	661
44	RO Vadoadra	BO BARDOLI	4922	15998
45	RO Vadoadra	BO DAMAN	1696	4813
46	RO Vadoadra	CBO-1 VADODARA	1	101
47	RO Vadoadra	DO 3 Vadodara	1	5

[Handwritten Signature]
Mumbai
Health India Insurance TPA Services Pvt. Ltd.

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122	RO NAGPUR	DO1 NAGPUR	1740	5128
123	RO NAGPUR	DO2 NAGPUR	547	1605
124	RO NAGPUR	DO3 NAGPUR	1567	4388
125	RO NAGPUR	EC AKOT	3	9
126	RO NAGPUR	EC BULDHANA	4	7
127	RO NAGPUR	EC Civil Lines	30	82
128	RO NAGPUR	EC PARATWADA	24	85
129	RO NAGPUR	EC PUSAD	1	3
130	RO NAGPUR	EC UMRED	6	19
131	RO NAGPUR	MO UMRI PRAGNE	7	27
132	RO NAGPUR	MOWANADONGRI	25	84
133	RO PATNA	BO DEOGHAR	1	4
134	RO PATNA	BC - JAMSHEDPUR	2	7
135	RO PATNA	BC RAMGARH	1	4
136	RO PATNA	BO BEGUSARAI	28	74
137	RO PATNA	BO CHAIBASA	2	4
138	RO PATNA	BO DHANBAD	25	64
139	RO PATNA	BO DUMKA	1	2
140	RO PATNA	BO MANGO	13	36
141	RO PATNA	BO MONGHYR	87	237
142	RO PATNA	CBO 1 BOKARO	67	211
143	RO PATNA	DAB JAMSHEDPUR	23	65
144	RO PATNA	DO BHAGALPUR	6	17
145	RO PATNA	DO BOKARO	7	16
146	RO PATNA	DO JAMSHEDPUR	61	151
147	RO PATNA	DO2 PATNA	67	176
148	RO RAIPUR	DO-3 RAIPUR	1	723
149	RO VISAKHAPATNAM	CBO 1 VIJAYAWADA	2	929
150	RO VISAKHAPATNAM	DO 1 VISKAHAPATNAM	1	424
151	RO VISAKHAPATNAM	DO 2 VIJAYAWADA	1	2742
152	RO2 NEW DELHI	BO NEHRU PLACE NEW DELHI	24	36638
153	RO2 NEW DELHI	CBO8 NEW DELHI	1	2407
154	RO2 NEW DELHI	CHANDNI CHOWK, DELHI	2	708
155	RO2 NEW DELHI	DO NOIDA	1	365

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
Health India Insurance TPA Services Pvt Ltd.	2041	67702	56988	81.71%	8712	12.49%	4043

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	37.24%	26.36%	56.45%	50.81%		
2	Within 1-2 Hours	34.68%	41.90%	27.36%	34.72%		
3	Within 2-6 Hours	21.72%	30.16%	11.79%	13.71%		
4	Within 6-12 Hours	6.37%	1.58%	4.39%	0.76%		
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 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	26916	40.97%	33474	50.95%	0	0.00%	60390	91.92%
Between 1-3 Months	2169	3.30%	1871	2.85%	0	0.00%	4040	6.15%
Between 3-6 Months	411	0.63%	372	0.57%	0	0.00%	783	1.19%
More than 6 Months	175	0.27%	312	0.47%	0	0.00%	487	0.74%
Total	29671	45.16%	36029	54.84%	0	0.00%	65700	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	156
3	Grievances resolved during the year	156
4	Grievances outstanding at the end of the year	0

