

Public Disclosures on quantitative and qualitative Parameters of Health services rendered									
Information as at 31/03/2020 for FY 2019-20 for OICL									
Name of TPA	License number	Valid From DD/MM/YYYY				To DD/MM/YYYY			
Health Insurance TPA of India Ltd.	036	06-06-2020				05-06-2023			
Number of policies and lives serviced in respect of which public disclosure is made:									
Description	Individual	Group		Government		Total			
No of policies serviced	150875	43		0		150918			
No of lives serviced	453845	108620		0		562465			
Data of number of claims processed:									
TPA	No. of claims outstanding at the beginning of year	No. of claims received during the	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the	Claims repudiation %	No. of claims outstanding at the end of the year		
Health Insurance TPA of India	4847	69530	65260	91%	1940	3%	7089		
Turn Around Time (TAT) for cashless claims (in respect of number of claims):									
Sr. No.	Description	Individual Policies		Group Policies (in					
		TAT for pre-auth**	TAT for discharge**	TAT for pre-auth**	TAT for discharge***				
1	Within <1 Hour	80	88	90	96				
2	Within 1-2 Hours	20	12	10	4				
3	Within 2-6 Hours	0	0	0	0				
4	Within 6-12	0	0	0	0				
5	Within 12-24	0	0	0	0				
6	>24 Hours	0	0	0	0				
Total									
*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 a									
***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA									



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Turn Around Time (TAT) in respect of payment/ repudiation of claims:									
Description (to reckoned from the date of receipt of	Individual		Group		Government		Total		
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	
Within 1 Month	36992	73%	13105	80%	0	0%	50097	75%	
Between 1-3 Months	12259	24%	2333	14%	0	0%	14592	22%	
Between 3-6 Months	1239	2%	539	3%	0	0%	1778	3%	
More than 6 Months	427	1%	306	2%	0	0%	733	1%	
Total	50917	100%	16283	100%	0	0%	67200	100%	
*Percentage shall be calculated on total of respective column									

Data 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	354
3	Grievances resolved during the year	351
4	Grievances outstanding at the end of the year	5

Geographical Area of services Renderd in respect of which public disclosure is made:					
Sr. No.	State	Name of District	No. of policies serviced	No. of lives serviced	
1	ANDHRA PRADESH	Adilabad	10	28	



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2	UTTAR PRADES H	Agra	21	363
3	UTTAR PRADES H	Ahmed Nagar	6	623
4	GUJARA T	Ahmedabad	53699	160692
5	RAJAST HAN	Ajmer	5	18
6	KERALA	Alappuzha	14	38
7	UTTAR PRADES H	Aligarh	13	54
8	UTTAR PRADES H	Allahabad	4	12
9	uttrakh and	Almora	2	5
10	RAJAST HAN	Alwar	55	205
11	HARYA NA	Ambala	13	50
12	GUJARA T	Amreli	35	94
13	PUNJAB	Amritsar	1	2
14	GUJARA T	Anand	18	51
15	JAMMU & KASHMI R	Ananthnag	23	43
16	MADHY A PRADES H	Anuppur	3	6
17	BIHAR	Araria	3	12
18	MAHAR ASHTRA	Aurangabad	7	28
19	MADHY A PRADES H	Aurangabad(BH)	2	8
20	UTTAR PRADES H	Azamgarh	467	1665



21	UTTAR PRADES H	Bagpat	52	189
22	GUJARA T	Bahraich	1	4
23	KERALA	Baleswar	2	7
24	GUJARA T	Banaskantha	1	5
25	KARNA TAKA	Bangalore	66	231
26	KARNA TAKA	Bangalore Rural	72	214
27	BIHAR	Banka	1	4
28	JHARKH AND	Bankura	11	36
29	RAJAST HAN	Banswara	10	26
30	RAJAST HAN	Baran	1	3
31	WEST BENGAL	Bardhaman	10	34
32	UTTAR PRADES H	Bareilly	7	20
33	RAJAST HAN	Barmer	85	308
34	ASSAM	Barpeta	33	115
35	UTTAR PRADES H	Basti	3	11
36	BIHAR	Begusarai	2	6
37	KARNA TAKA	Belgaum	1	5
38	KARNA TAKA	Bellary	1	2
39	MADHY A PRADES H	Betul	1	3
40	MAHAR ASHTRA	Bhandara	1	5
41	RAJAST HAN	Bharatpur	10	39
42	GUJARA T	Bharuch	54	82



43	GUJARAT	Bhavnagar	51	169
44	RAJASTHAN	Bhilwara	3	10
45	HARYANA	Bhiwani	28	86
46	GUJARAT	Bhojpur	1	1
47	MADHYA PRADESH	Bhopal	5	17
48	KARNATAKA	Bidar	1	4
49	UTTAR PRADESH	Bijnor	5	17
50	RAJASTHAN	Bikaner	1	1
51	ASSAM	Bongaigaon	329	1014
52	UTTAR PRADESH	Budaun	2	5
53	UTTAR PRADESH	Bulandshahr	14	43
54	MAHARASHTRA	Buldhana	11	40
55	ASSAM	Cachar	2	8
56	DELHI	Central Delhi	3774	12822
57	Chandigarh	Chandigarh	16	45
58	MAHARASHTRA	Chandrapur	1	4
59	ARUNACHAL PRADESH	Changlang	22	22
60	TAMIL NADU	Chennai	5221	100486
61	KARNATAKA	Chickmagalur	1	4
62		Chikkaballapur	1	3



63	KERALA	Chittoor	5	15
64	RAJASTHAN	Chittorgarh	3	8
65	ASSAM	Churachandpur	1	1
66	RAJASTHAN	Churu	2	9
67	KERALA	Cochin	4372	10444
68	TAMIL NADU	Coimbatore	26	73
69	TAMIL NADU	Cuddalore	2	5
70	TAMIL NADU	Cuddapah	3	10
71	GUJARAT	Dahod	1	3
72	KARNATAKA	Dakshina Kannada	3	8
73	GUJARAT	Daman	3	11
74	BIHAR	Darbhanga	2	3
75	WEST BENGAL	Darjiling	3	10
76	RAJASTHAN	Dausa	4	10
77	UTTARAKHAND	Dehradun	19	60
78	HARYANA	Delhi	1249	3101
79	JHARKHAND	Deoghar	1	1
80	UTTARAKHAND	Deoria	1	4
81	JHARKHAND	Dhanbad	1	1
82	TAMIL NADU	Dharmapuri	1	1
83	ASSAM	Dhemaji	1	4
84	MAHARASHTRA	Dhenkanal	1	4
85	ASSAM	Dhubri	68	205



86	MAHARASHTRA	Dhule	1	4
87	ASSAM	Dibrugarh	139	370
88	ASSAM	Dimapur	1	1
89	WEST BENGAL	Dumka	1	3
90	RAJASTHAN	Dungarpur	20	63
91	MADHYA PRADESH	Durg	11	25
92	DELHI	East Delhi	49	314
93	TAMIL NADU	East Godavari	6	21
94	MEGHALAYA	East Khasi Hills	19	56
95	WEST BENGAL	East Midnapore	4	12
96	KERALA	Ernakulam	4328	14866
97	TAMIL NADU	Erode	1	2
98	UTTAR PRADESH	Etah	1	1
99	UTTAR PRADESH	Etawah	3	12
100	UTTAR PRADESH	Faizabad	2	5
101	HARYANA	Faridabad	8249	28892
102	UTTAR PRADESH	Farrukhabad	1	2
103	UTTAR PRADESH	Fatehpur	3	9
104	UTTAR PRADESH	Firozabad	5	13
105	PUNJAB	Firozpur	4	8



106	GUJARAT	Gandhi Nagar	519	1541
107	RAJASTHAN	Ganganagar	1	2
108	UTTAR PRADESH	Gautam Buddha Nagar	1358	4570
109	BIHAR	Gaya	2	2
110	UTTAR PRADESH	Ghaziabad	3554	11156
111	UTTAR PRADESH	Ghazipur	2	8
112	ASSAM	Goalpara	19	62
113	GUJARAT	Godda	1	2
114	ASSAM	Golaghat	2	5
115	MAHARASHTRA	Gondia	2	4
116	UTTAR PRADESH	Gorakhpur	6	18
117	ANDHRA PRADESH	Gulbarga	1	2
118	JHARKHAND	Gumla	1	1
119	PUNJAB	Gurdaspur	1	5
120	HARYANA	Gurgaon	4251	15713
121	ASSAM	Guwahati	1321	3579
122	MADHYA PRADESH	Gwalior	11	29
123	UTTAR PRADESH	Hamirpur	2	7
124	HIMACHAL PRADESH	Hamirpur(HP)	2	4

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125	RAJASTHAN	Hanumangar	1	3
126	UTTAR PRADESH	Hardoi	3	5
127	UTTAR PRADESH	Haridwar	17	57
128	UTTAR PRADESH	Hathras	13	44
129	JHARKHAND	Hazaribag	1	2
130	HARYANA	Hisar	3	15
131	WEST BENGAL	Hooghly	12	44
132	PUNJAB	Hoshiarpur	7	16
133	WEST BENGAL	Howrah	446	1269
134	TELANGANA	Hyderabad	1892	6332
135	KERALA	Idukki	31	106
136	MADHYA PRADESH	Indore	15	28
137	MADHYA PRADESH	Jabalpur	5	13
138	RAJASTHAN	Jaipur	29	88
139		Jajapur	1	4
140	PUNJAB	Jalandhar	12	33
141	UTTAR PRADESH	Jalaun	1	4
142	MAHARASHTRA	Jalgaon	5	13
143	RAJASTHAN	Jalor	8	23



144	WEST BENGAL	Jalpaiguri	3	6
145	JAMMU & KASHMI R	Jammu	1	6
146	GUJARA T	Jamnagar	9	21
147	HIMAC HAL PRADES H	Janjgir- champa	4	6
148	UTTAR PRADES H	Jaunpur	14	24
149	HARYA NA	Jhajjar	54	213
150	UTTAR PRADES H	Jhansi	5	14
151	WEST BENGAL	Jharsuguda	3	7
152	RAJAST HAN	Jhujhunu	5	17
153	HARYA NA	Jind	7	29
154	RAJAST HAN	Jodhpur	8	30
155	GUJARA T	Junagadh	19	51
156	UTTAR PRADES H	Jyotiba Phule Nagar	2	11
157	ANDHR A PRADES H	K.V.Rangared dy	49	211
158	GUJARA T	Kachchh	11	29
159	HARYA NA	Kaithal	8	23
160	GUJARA T	Kalahandi	1	4
161	UTTAR PRADES H	Kamrup	4	28
162	TAMIL NADU	Kanchipuram	15	57



163	HIMACHAL PRADESH	Kangra	6	20
164	UTTAR PRADESH	Kannauj	3	8
165	KERALA	Kannur	180	467
166	UTTAR PRADESH	Kanpur Dehat	7	22
167	UTTAR PRADESH	Kanpur Nagar	11	40
168	PUNJAB	Kapurthala	3	11
169	TAMIL NADU	Karim Nagar	511	1703
170	ASSAM	Karimganj	2	6
171	HARYANA	Karnal	14	41
172	KERALA	Kasargod	54	136
173	BIHAR	Katihar	2	7
174	MADHYA PRADESH	Katni	8	13
175		Kendrapara	2	5
176		Kendujhar	11	35
177	TELANGANA	Khammam	1	4
178	GUJARAT	Kheda	190	598
179	ODISHA	Khorda	2	3
180	ASSAM	Kokrajhar	30	80
181	KARNATAKA	Kolar	2	7
182	WEST BENGAL	Kolkata	3534	6801
183	KERALA	Kollam	40	77
184	GUJARAT	Korba	5	18



185	KERALA	Kottayam	1138	3620
186	KERALA	Kozhikode	43	143
187	ANDHRA PRADESH	Krishna	3	11
188	TAMIL NADU	Krishnagiri	4	7
189	HIMACHAL PRADESH	Lahul & Spiti	2	4
190	ASSAM	Lakhimpur	1	4
191	MAHARASHTRA	Latur	1	1
192		Lohardaga	2	5
193	UTTAR PRADESH	Lucknow	15	44
194	PUNJAB	Ludhiana	19	58
195	BIHAR	Madhubani	2	4
196	TELANGANA	Mahabub Nagar	1	5
197	HARYANA	Mahendragarh	11	29
198	GUJARAT	Mahesana	30	102
199	UTTAR PRADESH	Mahoba	1	1
200	UTTAR PRADESH	Mainpuri	2	10
201	KERALA	Malappuram	26	51
202	MADHYA PRADESH	Mandsaur	2	4
203	PUNJAB	Mansa	1	4
204	UTTAR PRADESH	Mathura	20	75



205	UTTAR PRADES H	Mau	1	1
206	ODISHA	Mayurbhanj	1	4
207	ANDHR A PRADES H	Medak	8	29
208	UTTAR PRADES H	Meerut	34	87
209	UTTAR PRADES H	Mirzapur	2	6
210	UTTAR PRADES H	Moradabad	6	21
211	PUNJAB	Muktsar	1	3
212	MAHAR ASHTRA	Mumbai	11101	32160
213	WEST BENGAL	Murshidabad	2	3
214	UTTAR PRADES H	Muzaffarnaga r	9	32
215	BIHAR	Muzaffarpur	2	7
216	KARNA TAKA	Mysore	2	8
217	WEST BENGAL	Nadia	12	26
218	ASSAM	Nagaon	1	3
219	TAMIL NADU	Nagapattina m	4	15
220	RAJAST HAN	Nagaur	1	6
221	MAHAR ASHTRA	Nagpur	6	336
222	utrakha nd	Nainital	12	25
223	BIHAR	Nalanda	7	16
224	ASSAM	Nalbari	14	34



225	ANDHR A PRADES H	Nalgonda	307	909
226	TAMIL NADU	Namakkal	4	7
227	MAHAR ASHTRA	Nanded	1	3
228	MAHAR ASHTRA	Nandurbar	3	10
229	GUJARA T	Nashik	4	22
230	GUJARA T	Navsari	15	33
231	ANDHR A PRADES H	Nellore	19	55
232	TELANG ANA	Nizamabad	461	1594
233	WEST BENGAL	North 24 Parganas	10	55
234	DELHI	North Delhi	4	39
235	DELHI	North East Delhi	4	18
236	Tripura	North Tripura	1	3
237	DELHI	North West Delhi	36	332
238	MAHAR ASHTRA	Osmanabad	1	1
239	WEST BENGAL	Pakur	1	1
240	KERALA	Palakkad	251	1694
241		Palamau	12	40
242	RAJAST HAN	Pali	11	36
243		Panch Mahals	3	11
244	HARYA NA	Panchkula	9	38
245	HARYA NA	Panipat	28	105

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246	MADHYA PRADESH	Patan	2	7
247	KERALA	Pathanamthitta	5	11
248	PUNJAB	Patiala	3	9
249	BIHAR	Patna	6	17
250	uttarakhand	Pauri Garhwal	2	7
251	TAMIL NADU	Pondicherry	1	2
252	UTTAR PRADESH	Pratapgarh	3	3
253	MAHARASHTRA	Pune	113	2212
254	ODISHA	Puri	1	2
255	BIHAR	Purnia	4	15
256	BIHAR	Puruliya	23	59
257	KARNATAKA	Raichur	1	2
258	MAHARASHTRA	Raigarh	91	273
259	MAHARASHTRA	Raigarh(MH)	5	13
260	chhattisgarh	Raipur	1	4
261	GUJARAT	Rajkot	87	262
262	RAJASTHAN	Rajsamand	5	20
263	TAMIL NADU	Ramanathapuram	1	1
264	MAHARASHTRA	Ratnagiri	13	31
265	HARYANA	Rewari	35	360
266	HARYANA	Rohtak	68	245
267	PUNJAB	Rupnagar	2	6
268	GUJARAT	Sabarkantha	8	28



269	UTTAR PRADES H	Saharanpur	9	29
270	BIHAR	Saharsa	1	1
271	TAMIL NADU	Salem	4	11
272	BIHAR	Samastipur	3	4
273	PUNJAB	Sangrur	1	1
274	BIHAR	Saran	1	4
275	MAHAR ASHTRA	Satara	5	275
276	MADHY A PRADES H	Satna	1	3
277	MADHY A PRADES H	Seoni	1	1
278	JHARKH AND	Seraikela- kharsawan	2	7
279	MADHY A PRADES H	Shahdol	1	3
280	UTTAR PRADES H	Shahjahanpur	1	1
281	HIMAC HAL PRADES H	Shimla	1	2
282	MADHY A PRADES H	Shivpuri	1	1
283	ASSAM	Sibsagar	1	1
284	RAJAST HAN	Sikar	2	9
285	MAHAR ASHTRA	Sindhudurg	1	2
286	RAJAST HAN	Sirohi	16	51
287	HARYA NA	Sirsa	10	24



288	UTTAR PRADES H	Sitapur	1	2
289	TAMIL NADU	Sivaganga	1	4
290	BIHAR	Siwan	2	4
291	HIMAC HAL PRADES H	Solan	2	4
292	HARYA NA	Sonipat	14	48
293	WEST BENGAL	South 24 Parganas	1	7
294	DELHI	South Delhi	9096	28655
295	Tripura	South Tripura	6	20
296	DELHI	South West Delhi	16340	48929
297	MAHAR ASHTRA	Srikakulam	1	4
298	JAMMU & KASHMI R	Srinagar	1	3
299	UTTAR PRADES H	Sultanpur	2	8
300	GUJARA T	Surat	305	1020
301	GUJARA T	Tapi	1	2
302	Uttraka hnd	Tehri Garhwal	1	1
303	MAHAR ASHTRA	Thane	6039	21528
304	TAMIL NADU	Thanjavur	9	22
305	TAMIL NADU	Theni	1	1
306	KERALA	Thiruvananth apuram	72	164
307	KERALA	Thrissur	74	7911
308	ASSAM	Tinsukia	3	9



309	TAMIL NADU	Tiruchirappalli	3	11
310	TAMIL NADU	Tirunelveli	9	21
311	TAMIL NADU	Tiruvallur	19	94
312	TAMIL NADU	Tiruvannamalai	5	12
313	TAMIL NADU	Tuticorin	5	14
314	JAMMU & KASHMIR	Udham Singh Nagar	1	2
315	JAMMU & KASHMIR	Udhampur	3	6
316	KARNA TAKA	Udupi	1	3
317	MADHYA PRADESH	Ujjain	2	9
318	HIMACHAL PRADESH	Una	1	3
319	UTTAR PRADESH	Unnao	2	5
320	GUJARAT	Vadodara	90	271
321	BIHAR	Vaishali	8	17
322	GUJARAT	Valsad	10	27
323	UTTAR PRADESH	Varanasi	14	37
324	TAMIL NADU	Vellore	10	44
325	MADHYA PRADESH	Vidisha	2	4
326	TAMIL NADU	Villupuram	9	30



327	ANDHR A PRADES H	Vizianagaram	5	13
328	ANDHR A PRADES H	Warangal	5	18
329	MAHAR ASHTRA	Washim	2	7
330	Bihar	West Champaran	2	2
331	DELHI	West Delhi	3110	10758
332	WEST BENGAL	West Midnapore	15	38
333	Tripura	West Tripura	1	1
334	HARYA NA	Yamuna Nagar	2	6


Chief Executive Officer

Suresh Kumar Mehra
Managing Director & CEO
Health Insurance TPA of India Ltd.

