

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

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
UnitedHealthcare Parekh Insurance TPA 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	NA	86	NA
No of lives serviced	NA	125,496	NA

c. **Geographical Area of services Renderd 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	Maharashtra	124700	2	131
1	Maharashtra	124800	2	9,842
1	Punjab	231200	1	1,813
1	Tamilnadu	412400	5	4,806
1	Tamilnadu	414600	1	211
1	KARNATAKA	421300	69	102,335
1	KARNATAKA	423100	5	5,876
1	Andhrapradesh	431500	1	482
			86	125,496

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
UnitedHealthcare Parekh Insurance TPA Pvt Ltd	893	12,324	11,618	87.90%	469	3.55 %	1130

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	NA	NA	76.62%	69.77 %
2	Within 1-2 Hours	NA	NA	17.18%	23.40 %
3	Within 2-6 Hours	NA	NA	6.20%	6.83%
4	Within 6-12 Hours	NA	NA	0.00%	0.00%
5	Within 12-24 Hours	NA	NA	0.00%	0.00%
6	>24 Hours	NA	NA	0.00%	0.00%
Total		NA	NA	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 document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)
Within 1 Month	NA	NA	10010	86.16%	NA	NA	10010	86.16%
Between 1-3 Months	NA	NA	1608	13.84%	NA	NA	1608	13.84%
Between 3-6 Months	NA	NA	0	0.00%	NA	NA	0	0.00%
More than 6 Months	NA	NA	0	0.00%	NA	NA	0	0.00%

Total	NA	NA	11618	100.00%	NA	NA	11618	100.00 %
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*Percentage shall be calculated on total of respective column

Data of grievances received against the

g. TPA:

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

For UNITEDHEALTHCARE PAREKH INSURANCE TPA PRIVATE LIMITED

SHIVAKUMAR BELAVADI
DIRECTOR