

Public Disclosures on quantitative and qualitative Parameters of Health services rendered information as at 31/03/2021

Name of the Insurance Company :- Oriental Insurance Company

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
East West Assist Insurance TPA	018	12/1/2019	11/30/2021

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

Description	Individual	Group	Government
No of policies serviced	425	10	0
No of lives serviced	887	9415	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	DELHI	DELHI	1631	8430
2	HARYANA	AMBALA	16	28
3	UTTAR PRADESH	KANPUR	703	2921
4	UTTAR PRADESH	RAE BARELI	1781	8451

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/Closed during the year	Claims repudiation %	No. of claims outstanding at the end of the year
East West Assist Insurance TPA	1	283	200	82%	33	12%	51

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	90%	56%	92%	80%
2	Within 1-2 Hours	5%	31%	4%	15%
3	Within 2-6 Hours	5%	13%	3%	5%
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		100%	100%	100%	100%

*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	24	67%	142	72%	0	0%	166	71%
Between 1-3 Months	8	22%	44	22%	0	0%	52	22%
Between 3-6 Months	4	11%	8	4%	0	0%	12	5%
More than 6 Months	0	0%	3	2%	0	0%	3	1%
Total	36	100%	197	100%	0	0%	233	100%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA: East West Assist Insurance TPA

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	9
3	Grievances resolved during the year	9
4	Grievances outstanding at the end of the year	0

Chief Executive Officer - Dr Atul Arora

C.E.O

EAST WEST ASSIST INSURANCE TPA PVT. LTD.

अजन डे / ANJAN DEY

अध्यक्ष एवं प्रबंध निदेशक
Chairman cum Managing Director

दि ओरिएण्टल इश्योरेंस कम्पनी लि.
The Oriental Insurance Co. Ltd.

प्रधान कार्यालय : ओरिएण्टल

Head Office : Oriental Ho

ए-25/27, आसफ अली रोड, नई दिल्ली 110002

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