



Office No. 406-412, Fourth Floor, Neelkanth Corporate IT Park, Kiroli 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

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

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Healthindia Insurance TPA Services Pvt Ltd.		01/04/2020	31/03/2021

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

Description	Individual	Group	Government
No of policies serviced	6138	251	0
No of lives serviced	16467	156533	0

c. Geographical Area of services Renderd in respect of which public disclosure is made:

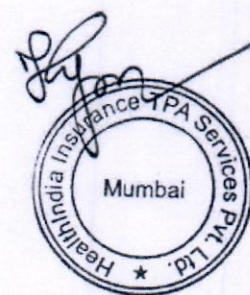
Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Bangalore RO	Bangalore DO3	20	4112
2	Bangalore RO	DO 11 BANGALORE	1	275
3	Bangalore RO	DAB-1 BANGALORE	1	521
4	Bangalore RO	DO-7 BANGALORE	2	701
5	Bangalore RO	CBO-17 BANGALORE	1	70
6	Bangalore RO	DO IX BANGALORE	1	59
7	Mumbai RO I	CBU 3 MUMBAI	17	17848
8	Mumbai RO I	CBU2 MUMBAI	12	11499
9	Mumbai RO I	MCDO 22 MUMBAI	7	3066
10	Mumbai RO I	DO-18, MUMBAI	3	3166
11	Mumbai RO II	MRO2 RELIANCE CELL	3	1039
12	Mumbai RO II	DO2	2	716
13	Mumbai RO II	DO 3 MUMBAI	1	905
14	Mumbai RO II	DIAMOND BRANCH MUMBAI	1	5
15	Mumbai RO II	Chembur EC	1	423
16	Mumbai RO II	Broker DO	2	348
17	Mumbai RO II	MCDO 1	2	330
18	Mumbai RO II	MCDO19	3	2070
19	Mumbai RO II	CBRO	3	5575
20	Mumbai RO II	DAB MUMBAI	1	937
21	Mumbai RO III	MCDO 20	200	7633
22	Mumbai RO III	BO MAHIM	5	9
23	Mumbai RO III	BO VASAI	2	103
24	Mumbai RO III	BC PALGHAR	1	307
25	Mumbai RO III	DO THANE	3	695
26	Mumbai RO III	BO THANE	1	1207
27	Mumbai RO III	DO KALYAN	2	3715
28	Mumbai RO III	BO BHIWANDI	10	2248
29	Mumbai RO III	BO BELAPUR	1	172
30	Mumbai RO III	DO VASCO	3	2618
31	Mumbai RO III	BO SAVARDAM	2	478
32	Mumbai RO III	MCBO9 DO JAGESHWARI	40	8293
33	Mumbai RO III	DO GHATKOPER	1	100
34	PUNE RO	DO2 PUNE	1	705
35	RO COCHIN	DO THODUPUZHA	2	604
36	RO COCHIN	DO 1 COCHIN	1	185
37	RO COCHIN	BO PALLURUTHY	1	638
38	RO COCHIN	DO 2 TRIVANDRUM	1	160
39	RO Vadoadra	DO VALSAD	44	135
40	RO Vadoadra	BO DAMAN	4	13
41	RO Vadoadra	DO2 SURAT	55	212
42	RO Vadoadra	BO BARDOLI	20	75
43	BO BELGAUM	BO BELGAUM	3	3
44	BO BELGAUM	BC GADAG	3	3
45	BO BELGAUM	CBO-HUBLI	1	2
46	CBRO DELHI	CBRO DELHI	23	12088
47	RO AHMEDABAD	DO5 AHMEDABAD	78	9907
48	RO AHMEDABAD	EC BOPAL	4	13
49	RO AHMEDABAD	EC BOPAL	5	21

*[Handwritten Signature]*  
*[Handwritten initials]*



Office No. 406-412, Fourth Floor, Neelkanth Corporate IT Park, Kiroli-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
50	RO AHMEDABAD	CBO 2 AHMEDABAD	6	8365
51	RO AHMEDABAD	DO 1 RAIKOT	15	49
52	RO AHMEDABAD	BO MORVI	11	25
53	RO AHMEDABAD	DO 2 RAIKOT	19	65
54	RO AHMEDABAD	BO SURENDRANAGAR	24	87
55	RO AHMEDABAD	EC METODA	7	21
56	RO AHMEDABAD	DO4 AHMEDABAD	5	3774
57	RO AHMEDABAD	DO MEHSANA	1	400
58	RO Calcutta	DO 1 CALCUTTA	1	480
59	RO CHANDIGARH	DO 2 CHANDIGARH	1	3817
60	RO CHANDIGARH	CBO4 CHANDIGARH	6	2107
61	RO Chennai	DO 1 CHENNAI	1	143
62	RO Chennai	DO10 CHENNAI	2	236
63	RO Chennai	CORPORATE BUSINESS UNIT	5	3986
64	RO Chennai	DO 9 MADRAS	1	4
65	RO Chennai	DO 4 CHENNAI	5	1360
66	RO COIMBATORE	BO GOBICHETTIPALAYAM	5	750
67	RO COIMBATORE	DO 2 COIMBATORE	2	3006
68	RO HYDERABAD	DO- 4 HYDERABAD	1	3918
69	RO HYDERABAD	DO- 6, HYDERABAD	1	1502
70	RO HYDERABAD	CBU HYDERABAD	4	1846
71	RO New Delhi	DO2 NEW DELHI	12	98
72	RO New Delhi	CB05 NEW DELHI	14	465
73	RO New Delhi	DO 16 NEW DELHI	1	367
74	RO New Delhi	DO19 NEW DELHI	20	55
75	RO New Delhi	DO 24 NEW DELHI	3	4197
76	RO New Delhi	DO 20 New Delhi	5	110
77	RO JAIPUR	DO AJMER	2	4
78	RO JAIPUR	BO BEAWAR	9	30
79	RO JAIPUR	KISHANGARH	10	42
80	RO JAIPUR	EC VAISHALI NAGAR	5	17
81	RO JAIPUR	DO ALWAR	14	46
82	RO JAIPUR	CBO1 ALWAR	4	12
83	RO JAIPUR	BO BEHROR	3	11
84	RO JAIPUR	CBO1 BHARATPUR	5	16
85	RO JAIPUR	MO NAGAR	4	12
86	RO JAIPUR	Micro Office Tijara	11	34
87	RO JAIPUR	BO 1 JAIPUR	1	774
88	RO Madurai	DO NAGERCOIL	5	5
89	RO Madurai	DO TIRUNELVELLY	3	3
90	RO NAGPUR	DO1 NAGPUR	1480	3576
91	RO NAGPUR	EC UMRED	4	14
92	RO NAGPUR	DO1 NAGPUR	6	16
93	RO NAGPUR	DO2 NAGPUR	382	1012
94	RO NAGPUR	EC Civil Lines	38	114
95	RO NAGPUR	MOWANADONGRI	14	48
96	RO NAGPUR	DO3 NAGPUR	598	1589
97	RO NAGPUR	BO GONDIA	204	518
98	RO NAGPUR	MO YERKHEDA	12	32
99	RO NAGPUR	BC Bhandara	2	4
100	RO NAGPUR	DO AKOLA	1682	4727
101	RO NAGPUR	BO KHAMGAON	30	88
102	RO NAGPUR	BO WASHIM	13	44
103	RO NAGPUR	EC BULDHANA	9	11
104	RO NAGPUR	MO UMRI PRAGNE	5	15
105	RO NAGPUR	DO AMRAVATI	759	2070
106	RO NAGPUR	BO YEOTMAL	180	585
107	RO NAGPUR	BO WARDHA	29	75
108	RO NAGPUR	EC PARATWADA	54	134
109	RO NAGPUR	EC AKOT	2	6
110	RO NAGPUR	NAGPUR	1	1
111	RO NAGPUR	DO-2 AURANGABAD	2	4
112	RO NAGPUR	DO-1 AURANGABAD	3	9
113	RO NAGPUR	BO - PARBHANI	1	1
114	RO NAGPUR	DO DHULIA	1	4
115	RO PATNA	CBO 1 BOKARO	1	4
116	RO PATNA	CBO-4 RANCHI	7	1341
117	RO VISAKHAPATNAM	CBO 1 VIJAYAWADA	1	194
118	RO VISAKHAPATNAM	DO 1 VISAKHAPATNAM	2	1120
119	RO2 NEW DELHI	DO13 NEW DELHI	1	204
120	RO2 NEW DELHI	CB08 NEW DELHI	1	1404
121	RO2 NEW DELHI	BO NEHRU PLACE NEW DELHI	5	1891
122	RO2 NEW DELHI	BO - CHANDNI CHOWK, DELHI	3	1092
123	RO2 NEW DELHI	BO ROHINI, DELHI	1	585
124	RO2 NEW DELHI	DO 14 NEW DELHI	1	2218



*Handwritten initials/signature*



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

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
Healthindia Insurance TPA Services Pvt Ltd.	4043	42162	35481	78.95%	7277	15.75%	2447

Note:-settlement ratio calculated on only paid claims (excluding closed & repudiated claims)

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	82.97%	61.79%	84.56%	70.32%
2	Within 1-2 Hours	13.74%	30.08%	8.91%	18.80%
3	Within 2-6 Hours	2.20%	6.50%	4.46%	9.61%
4	Within 6-12 Hours	1.10%	1.63%	2.06%	1.26%
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

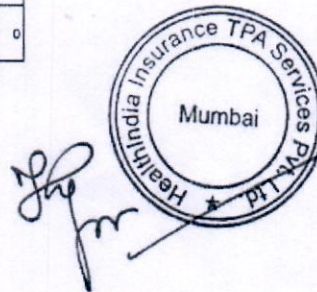
f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)
Within 1 Month	11569	78.44%	21635	54.44%	0	0.00%	33204	82.88%
Between 1-3 Months	4601	6.51%	2393	4.47%	0	0.00%	6994	10.98%
Between 3-6 Months	1656	2.78%	1080	1.47%	0	0.00%	2736	4.25%
More than 6 Months	406	0.93%	418	0.96%	0	0.00%	824	1.88%
Total	18232	38.67%	25526	61.33%	0	0.00%	43758	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	52
3	Grievances resolved during the year	52
4	Grievances outstanding at the end of the year	0



**अंजन डे/ANJAN DEY**  
अध्यक्ष एवं प्रबंध निदेशक  
Chairman cum Managing Director  
दि ओरिएण्टल इश्योरेंस कम्पनी लि.  
The Oriental Insurance Co. Ltd.  
प्रधान कार्यालय : ओरिएण्टल हाऊस  
Head Office : Oriental House  
ए-25/27, आसफ अली रोड, नई दिल्ली-110002  
A-25/27, Asaf Ali Road, New Delhi-110002

*Handwritten signature*

**अंजन डे/ANJAN DEY**  
अध्यक्ष एवं प्रबंध निदेशक  
Chairman cum Managing Director  
दि ओरिएण्टल इश्योरेंस कम्पनी लि.  
The Oriental Insurance Co. Ltd.  
प्रधान कार्यालय : ओरिएण्टल हाऊस  
Head Office : Oriental House  
ए-25/27, आसफ अली रोड, नई दिल्ली-110002  
A-25/27, Asaf Ali Road, New Delhi-110002