

TPA Name:- UnitedHealthcare Parekh Insurance TPA Pvt. Ltd.
 Period:- FY 2020-21

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
 Information as at 31/03/2021 For Insurer The Oriental Insurance Company Ltd.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
UnitedHealthcare Parekh Insurance TPA Pvt. Ltd.	NA	01-03-2021	28-02-2023

Description	Individual	Group	Government
No of policies serviced	-	83	-
No of lives serviced	-	1,12,134	-

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Maharashtra	Mumbai	83	1,12,134

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	1,131	10,507	9,676	83%	540	5%	1,422

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	0%	0%	63%	52%
2	Within 1-2 Hours	0%	0%	29%	37%
3	Within 2-6 Hours	0%	0%	8%	11%
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		0%	0%	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

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	0	0.00%	9,620	99.42%	0	0.00%	9,620	99.42%
Between 1-3 Months	0	0.00%	25	0.26%	0	0.00%	25	0.26%
Between 3-6 Months	0	0.00%	20	0.21%	0	0.00%	20	0.21%
More than 6 Months	0	0.00%	11	0.11%	0	0.00%	11	0.11%
Total	0	0.00%	9,676	100.00%	0	0.00%	9,676	100.00%

*Percentage shall be calculated on total of respective column

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

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 SAI BABA TEMPLE MEDAK,
 RAMACHANDRAPURAM HI
 TELANGANA
 serialNumber=207 a11 f0ee98b
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 street=FLAT NO 110 BOKSAI
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 RAMACHANDRAPURAM HI
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AMA
 RESH

Handwritten signature/initials

अंजन डे/ANJANDEY
 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