



Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2020

Name of the Insurance Company: **The New India Assurance Co.
Ltd.**

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

Name of TPA	License number	C	To DD/MM/YYYY Y
Good Health Insurance TPA Ltd	23	01/11/2019	31/10/2022

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

Description	Individual	Group	Government	Total
No of policies serviced	31,243	155	-	31,398
No of lives serviced	78,501	271,467	-	349,968





c. **Information with regards to the 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	ANDHRA PRADESH	Ananthapur	82	184
2	ANDHRA PRADESH	Cuddapah	154	2,587
3	ANDHRA PRADESH	East Godavari	454	5,828
4	ANDHRA PRADESH	Krishna	4	6,841
5	ANDHRA PRADESH	Kurnool	451	926
6	ANDHRA PRADESH	Srikakulam	44	123
7	ANDHRA PRADESH	Visakhapatnam	3,428	10,495
8	ANDHRA PRADESH	Vizianagaram	126	332
9	ANDHRA PRADESH	West Godavari	410	1,090
10	DELHI	Central Delhi	7	21,993
11	DELHI	South West Delhi	2	1,587
12	HARYANA	Karnal	3	6
13	KARNATAKA	Bengaluru	7	12,314
14	MADHYA PRADESH	Bhopal	2	1,353
15	MAHARASHTRA	Mumbai	1,709	11,019
16	MAHARASHTRA	Pune	1	263
17	PONDICHERY	Pondicherry	1	261
18	TAMIL NADU	Chennai	21	18,191





19	TAMIL NADU	Coimbatore	4,272	10,855
20	TAMIL NADU	Madurai	2	2,058
21	TELANGANA	Hyderabad	19,557	232,136
22	TELANGANA	K.V.Rangareddy	259	1,195
23	TELANGANA	Khammam	42	144
24	TELANGANA	Mahabub Nagar	52	106
25	TELANGANA	Nalgonda	298	826
26	TELANGANA	Warangal	1	3
27	UTTAR PRADESH	Barabanki	1	480
28	UTTAR PRADESH	Lucknow	4	2,932
29	UTTAR PRADESH	Meerut	2	856
30	UTTARAKHAND	Dehradun	2	2,984
	Grand Total		31,398	349,968

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 year
Good Health Insurance TPA Ltd	995	23746	20100	95%	3468	14%	1173





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%	94%	84%	* 95%
2	Within 1-2 Hours	16%	5%	15%	4%
3	Within 2-6 Hours	1%	0.6%	0.9%	0.5%
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	percent age (%)p	No. of claims	percent age (%)	No. of claim	percent age (%)
Within 1 Month	7259	100%	16309	100%	0	0	23568	100%
Between 1-3 Months	0	0	0	0	0	0	0	0
Between 3-6 Months	0	0	0	0	0	0	0	0
More than 6 Months	0	0	0	0	0	0	0	0
Total	7259	100%	16309	100%	0	0	23568	100%

* 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	82
3	Grievances resolved during the year	82
4	Grievances outstanding at the end of the year	0

Place: Mumbai

Date :16 June, 2021



Signature of CEO/ Whole Time Director

Name of the Insurer: The New India Assurance Company Ltd.

डॉ. बल्ला स्वामी
DR. BALLA SWAMY
निदेशक और महा प्रबंधक
Director & General Manager

