



**Public Disclosures on quantitative and qualitative Parameters  
of Health services rendered**

Information as at 31/03/2021

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

a.

Name of TPA	Service level Agreement Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Genins India Insurance TPA Ltd.	NA	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
No of policies serviced	42034	90	0
No of lives serviced	102948	5513	0

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

Sl. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	DELHI	North West Delhi	105	294
2	GUJARAT	Ahmedabad	1	777
3	KARNATAKA	Bangalore	427	4196
4	MAHARASHTRA	Amravati	1776	3835
5	MAHARASHTRA	Aurangabad	136	307



Sl. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
6	MAHARASHTRA	Buldhana	236	594
7	MAHARASHTRA	Dhule	377	931
8	MAHARASHTRA	Jalgaon	5065	12428
9	MAHARASHTRA	Nagpur	6414	14292
10	MAHARASHTRA	Nandurbar	242	564
11	MAHARASHTRA	Nashik	14614	38358
12	MAHARASHTRA	Raigarh(MH)	336	988
13	MAHARASHTRA	Ratnagiri	1957	4078
14	MAHARASHTRA	Thane	2615	6649
15	MAHARASHTRA	Wardha	265	648
16	MAHARASHTRA	Washim	1684	5097
17	MAHARASHTRA	Yavatmal	2319	5985
18	SIKKIM	East Sikkim	71	177
19	TAMIL NADU	Chennai	31	56
20	UTRAKHAND	Najibabad	1	30
21	WEST BENGAL	Cooch Behar	253	563
22	WEST BENGAL	Darjeeling	1212	2976
23	WEST BENGAL	Darjiling	182	406
24	WEST BENGAL	Jalpaiguri	743	1774
25	WEST BENGAL	Kolkata	303	546
26	WEST BENGAL	North Dinajpur	3	7
27	WEST BENGAL	Siliguri	756	1905
	<b>Total</b>		<b>42124</b>	<b>108461</b>



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
Genins India Insurance TPA Ltd.	159	6440	5466	83%	668	10%	465

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sl. 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	80.55%	80.55%	76.47%	76.47%
2	Within 1-2 Hours	12.75%	12.75%	16.99%	16.99%
3	Within 2-6 Hours	6.70%	6.70%	6.54%	6.54%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	>24 Hours	0.00%	0.00%	0.00%	0.00%
	<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

\* 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	5307	93.24 %	407	92.08 %	0	0.00%	5714	93.15 %
Between 1 - 3 Months	226	3.97%	18	4.07%	0	0.00%	244	3.98%
Between 3 to 6 Months	98	1.72%	13	2.94%	0	0.00%	111	1.81%
More than 6 months	61	1.07%	4	0.90%	0	0.00%	65	1.06%
<b>Total</b>	5692	100.00%	442	100.00%	0	0.00%	6134	100.00%

\* Percentage shall be calculated on total of respective column.



g. Data of grievances received against the TPA:

Sl. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	35
3	Grievances resolved during the year	35
4	Grievances outstanding at the end of the year	0

Place: Mumbai

Date: 31<sup>st</sup> July 2021

Signature of CEO/ Whole Time Director ✓

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

सत्यजीत त्रिपाठी  
Satyajit Tripathy  
निदेशक एवं महाप्रबंधक  
Director & General Manager