



## 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
<b>Raksha Health Insurance TPA PVT LTD</b>		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	250895	1389	0
No of lives serviced	598271	692997	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	Andhra Pradesh	HYDERABAD	3	469
2	Assam	GUWAHATI	0	0
3	Chandigarh	LUDHIANA	0	0
4	Chattisgarh	RAIPUR	0	0
5	Gujarat	VADODARA	23,625	68,857



Sl. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
6	Gujarat	AHMEDABAD	51,992	1,33,812
7	Haryana	Delhi(N.C.R)	17,071	2,52,916
8	Karnataka	BANGALURU	61	9,326
9	Kerala	COCHIN	5,455	95,449
10	Madhya Pradesh	INDORE	1,163	25,106
11	Madhya Pradesh	BHOPAL	0	0
12	Maharashtra	MUMBAI	83,308	3,01,057
13	Maharashtra	PUNE	14,295	34,010
14	Orissa	BHUBANESWAR	0	0
15	Punjab	CHANDIGARH	15,787	97,110
16	Rajasthan	JAIPUR	16,514	52,901
17	TamilNadu	CHENNAI	14,530	60,382
18	Uttar Pradesh	LUCKNOW	8,477	1,58,963
19	Uttarakhand	DEHRADUN	0	0
20	West Bengal	KOLKATTA	3	910



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
<b>Raksha Health Insurance TPA PVT LTD</b>	23420	116326	125090	96%	7986	6%	6670

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	96.01%	97.00%	95.74%	96.87%
2	Within 1-2 Hours	3.99%	3.00%	4.26%	3.13%
3	Within 2-6 Hours	0.00%	0.00%	0.00%	0.00%
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>	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:  
Payment TAT (Up to Payment / Denial)

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	54,603	98.51 %	60,020	98.24 %	16,550	100.00 %	1,31,173	98.57 %
Between 1 – 3 Months	827	1.49%	1,076	1.76%	0	0.00%	1,903	1.43%
Between 3 to 6 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
<b>Total</b>	<b>55,430</b>	<b>100.00 %</b>	<b>61,096</b>	<b>100.00 %</b>	<b>16,550</b>	<b>100.00 %</b>	<b>1,33,076</b>	<b>100.00 %</b>



Sl. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	NIL
2	Grievances received during the year	31
3	Grievances resolved during the year	31
4	Grievances outstanding at the end of the year	NIL

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**