



## 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	Valid From DD/MM/YYYY	To DD/MM/YYYY
<b>Family Health Plan Insurance TPA Ltd.</b>	013	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	8,223	619	0	8,842
No of lives serviced	19,289	11,14,236	0	11,33,525





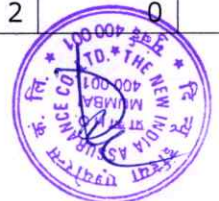
**C. Information with regards to the Geographical Area of services Rendered in respect of which public disclosure is made:**

Sr. No.	Name of State	Name of District	Individual		Group	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	Andhra Pradesh	ANANTAPUR	72	156	3	976
2	Andhra Pradesh	CHITTOOR	1	2	1	147
3	Andhra Pradesh	CUDDAPAH	2	5	0	0
4	Andhra Pradesh	EAST GODAVARI	125	268	0	25
5	Andhra Pradesh	GUNTUR	26	75	1	351
6	Andhra Pradesh	KRISHNA	17	50	2	1810
7	Andhra Pradesh	KURNOOL	6	15	0	0
8	Andhra Pradesh	NELLORE	82	175	0	0
9	Andhra Pradesh	PRAKASAM	84	193	0	0
10	Andhra Pradesh	SRIKAKULAM	2	3	0	0
11	Andhra Pradesh	VISAKHAPATNAM	148	367	1	80
12	Andhra Pradesh	VIZIANAGARAM	12	31	0	0
13	Andhra Pradesh	WARANGAL	1	1	0	0
14	Andhra Pradesh	WEST GODAVARI	284	755	0	0
15	Assam	CACHAR	1	1	0	0
16	Assam	DARRANG	1	1	0	0
17	Assam	DHEMAJI	0	0	1	602
18	Assam	DIBRUGARH	0	0	3	2403
19	Assam	KAMRUP	2	5	0	0
20	Bihar	PATNA	0	0	1	3350





Sr. No.	Name of State	Name of District	Individual		Group	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
21	Daman & Diu	DAMAN	2	5	0	0
22	Delhi	CENTRAL	1	5	0	0
23	Delhi	EAST	0	0	0	17
24	Delhi	NEW DELHI	1	1	8	6091
25	Delhi	NORTH	1	3	0	2
26	Delhi	NORTH WEST	1	4	0	1
27	Delhi	SOUTH	1	3	0	9
28	Delhi	SOUTH WEST	2	7	0	2
29	Delhi	WEST	3	8	1	5
30	Goa	Goa	0	0	1	3094
31	Goa	NORTH GOA	1	1	0	2
32	Gujarat	AHMADABAD	7	11	5	17352
33	Gujarat	AMRELI	1	4	0	0
34	Gujarat	ANAND	1	1	0	0
35	Gujarat	BANAS KANTHA	0	0	0	2
36	Gujarat	BHARUCH	1	1	1	774
37	Gujarat	GANDHINAGAR	0	0	0	11
38	Gujarat	KHEDA	0	0	0	2
39	Gujarat	NARMADA	0	0	0	2
40	Gujarat	RAJKOT	1	6	0	0
41	Gujarat	SURAT	2	3	0	4
42	Gujarat	SURENDRANAGAR	1	1	0	0
43	Gujarat	VADODARA	5	6	0	4
44	Gujarat	VALSAD	7	14	0	2
45	Haryana	FARIDABAD	1	3	1	0
46	Haryana	GURGAON	10	28	19	123686
47	Jammu & Kashmir	JAMMU	1	4	0	0
48	Jharkhand	BOKARO	0	0	2	21718
49	Jharkhand	GUMLA	1	1	0	0
50	Jharkhand	KODARMA	1	1	0	0
51	Jharkhand	PURBI SINGHBHUM	1	3	0	0
52	Karnataka	BANGALORE	149	446	249	379684
53	Karnataka	BANGALORE RURAL	6	20	2	1371
54	Karnataka	BELGAUM	3	8	0	0
55	Karnataka	BELLARY	33	105	0	0
56	Karnataka	BIDAR	21	51	0	0
57	Karnataka	BIJAPUR	27	65	0	0
58	Karnataka	CHAMARAJANAGAR	3	9	0	0
59	Karnataka	CHIKMAGALUR	28	68	0	0
60	Karnataka	DAKSHINA KANNADA	1	2	0	3





Sr. No.	Name of State	Name of District	Individual		Group	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
61	Karnataka	DHARWAD	2	4	0	2
62	Karnataka	GULBARGA	53	108	0	0
63	Karnataka	HASSAN	4	9	0	0
64	Karnataka	HAVERI	2	6	0	0
65	Karnataka	Hubli	8	13	0	0
66	Karnataka	KODAGU	1	2	0	0
67	Karnataka	KOLAR	2	8	0	0
68	Karnataka	KOPPAL	1	2	0	0
69	Karnataka	MYSORE	19	48	2	1805
70	Karnataka	RAICHUR	98	265	0	0
71	Karnataka	Ramanagar	0	0	3	1360
72	Karnataka	SHIMOGA	161	410	0	0
73	Karnataka	TUMKUR	1	4	0	0
74	Karnataka	UDUPI	2	6	0	0
75	Karnataka	UTTARA KANNADA	4	4	0	0
76	Kerala	ALAPPUZHA	0	0	2	531
77	Kerala	ERNAKULAM	9	18	9	7094
78	Kerala	KANNUR	1	1	0	0
79	Kerala	KOTTAYAM	1	3	0	0
80	Kerala	KOZHIKODE	0	0	2	4578
81	Kerala	PALAKKAD	4	7	1	200
82	Kerala	THIRUVANANTHAPURAM	0	0	18	14163
83	Kerala	THRISSUR	1	1	0	0
84	Madhya Pradesh	BHOPAL	0	0	0	2
85	Madhya Pradesh	DEWAS	1	3	0	0
86	Madhya Pradesh	INDORE	2	3	0	0
87	Madhya Pradesh	JABALPUR	1	1	0	0
88	Madhya Pradesh	UJJAIN	1	4	0	0
89	Maharashtra	AHMADNAGAR	1	3	0	0
90	Maharashtra	AKOLA	1	2	0	0
91	Maharashtra	AMRAVATI	1	3	0	0
92	Maharashtra	AURANGABAD	3	5	0	0
93	Maharashtra	BULDANA	1	1	0	0
94	Maharashtra	DHULE	1	1	0	0
95	Maharashtra	Hooghly	3	9	0	0
96	Maharashtra	JALGAON	1	1	0	0
97	Maharashtra	JALNA	2	3	0	0





Sr. No.	Name of State	Name of District	Individual		Group	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
98	Maharashtra	KOLHAPUR	2	3	0	2
99	Maharashtra	LATUR	3	10	0	0
100	Maharashtra	MUMBAI	3288	6946	73	226510
101	Maharashtra	MUMBAI (SUBURBAN)	15	39	0	106
102	Maharashtra	NAGPUR	2	6	1	63
103	Maharashtra	NANDED	3	8	0	0
104	Maharashtra	NASHIK	6	11	0	21
105	Maharashtra	OSMANABAD	3	10	0	0
106	Maharashtra	PARBHANI	2	6	0	0
107	Maharashtra	PUNE	466	1032	47	68379
108	Maharashtra	RAIGARH	10	20	0	0
109	Maharashtra	RATNAGIRI	5	10	0	0
110	Maharashtra	SINDHUDURG	1	2	0	0
111	Maharashtra	SOLAPUR	4	9	0	0
112	Maharashtra	THANE	605	1608	6	6393
113	Orissa	CUTTACK	0	0	0	2
114	Orissa	GANJAM	1	1	0	0
115	Orissa	JAJAPUR	1	1	0	0
116	Orissa	KEONJHAR	0	0	3	1090
117	Orissa	KHORDHA	1	5	0	0
118	Orissa	PURI	0	0	0	2
119	Pondicherry	PONDICHERRY	1	3	0	0
120	Punjab	LUDHIANA	1	2	0	1
121	Punjab	SAS NAGAR (MOHALI)	0	0	1	473
122	Rajasthan	ALWAR	1	3	0	0
123	Rajasthan	DAUSA	2	3	0	0
124	Rajasthan	JAIPUR	3	6	0	0
125	Rajasthan	KOTA	1	2	0	0
126	Tamil Nadu	ARIYALUR	11	32	0	0
127	Tamil Nadu	CHENNAI	79	196	26	30893
128	Tamil Nadu	COIMBATORE	14	39	3	37
129	Tamil Nadu	CUDDALORE	1	3	0	0
130	Tamil Nadu	DHARMAPURI	1	1	0	0
131	Tamil Nadu	DINDIGUL	8	11	0	0
132	Tamil Nadu	ERODE	2	4	0	1
133	Tamil Nadu	KANCHEEPURAM	40	114	5	3375
134	Tamil Nadu	KANNIYAKUMARI	2	5	0	0
135	Tamil Nadu	KARUR	4	10	0	0
136	Tamil Nadu	Krishnagiri	0	0	2	11702
137	Tamil Nadu	MADURAI	346	756	0	0
138	Tamil Nadu	NAGAPATTINAM	1	4	0	0





Sr. No.	Name of State	Name of District	Individual		Group	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
139	Tamil Nadu	PERAMBALUR	26	61	0	0
140	Tamil Nadu	PUDUKKOTTAI	26	63	0	0
141	Tamil Nadu	RAMANATHAPURAM	3	7	0	0
142	Tamil Nadu	SALEM	4	9	0	0
143	Tamil Nadu	SIVAGANGA	41	88	0	0
144	Tamil Nadu	THANJAVUR	3	4	0	0
145	Tamil Nadu	THENI	2	4	0	0
146	Tamil Nadu	THIRUVALLUR	16	40	1	701
147	Tamil Nadu	THOOTHUKKUDI	5	9	0	0
148	Tamil Nadu	TIRUCHIRAPPALLI	124	309	0	0
149	Tamil Nadu	TIRUNELVELI	66	159	0	0
150	Tamil Nadu	TIRUVANNAMALAI	0	0	0	105
151	Tamil Nadu	VELLORE	0	0	1	651
152	Tamil Nadu	VILUPPURAM	1	3	0	0
153	Tamil Nadu	VIRUDHUNAGAR	6	12	0	0
154	Telangana	ADILABAD	1	2	0	0
155	Telangana	HYDERABAD	766	1990	74	114978
156	Telangana	KARIMNAGAR	8	25	0	0
157	Telangana	KHAMMAM	6	13	0	0
158	Telangana	MAHBUBNAGAR	28	84	0	0
159	Telangana	MEDAK	11	29	2	505
160	Telangana	NALGONDA	28	89	0	0
161	Telangana	NIZAMABAD	6	17	0	0
162	Telangana	RANGAREDDI	494	1298	8	19344
163	Telangana	WARANGAL	6	15	0	0
164	Uttar Pradesh	ALIGARH	1	4	0	0
165	Uttar Pradesh	ALLAHABAD	1	2	0	0
166	Uttar Pradesh	GAUTAM BUDDHA NAGAR	0	0	11	16512
167	Uttar Pradesh	GHAZIABAD	3	13	2	2160
168	Uttar Pradesh	KANPUR NAGAR	0	0	0	2
169	Uttar Pradesh	LUCKNOW	0	0	1	49
170	Uttar Pradesh	MEERUT	1	5	0	0
171	Uttar Pradesh	RAE BARELI	1	2	0	1
172	UTTARAKHAND	CHAMPAWAT	1	1	0	0
173	UTTARAKHAND	PITHORAGARH	1	1	0	0
174	Uttaranchal	DEHRADUN	0	0	0	2
175	West Bengal	DARJILING	0	0	0	2
176	West Bengal	Hooghly	4	11	0	2
177	West Bengal	Howrah	1	3	1	2316
178	West Bengal	KOLKATA	6	18	12	14537





Sr. No.	Name of State	Name of District	Individual		Group	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
179	West Bengal	MEDINIPUR	1	1	0	2
180	West Bengal	NORTH TWENTY FOUR PARGANAS	4	14	0	0
181	West Bengal	SOUTH TWENTY FOUR PARGANAS	1	4	0	0
Total			8,223	19,289	619	11,14,236

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	
Family Health Plan Insurance TPA Ltd.	0	209	92	44%	25	12%	92	Individual
Family Health Plan Insurance TPA Ltd.	5006	111325	99394	85%	9609	8%	7328	Group
Family Health Plan Insurance TPA Ltd.	1552	0	0	0%	0	0%	1552	Government
Family Health Plan Insurance TPA Ltd.	6558	111534	99486	84%	9634	8%	8972	Total





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	69%	73%	74%	74%
2	Within 1-2 Hours	27%	22%	21%	23%
3	Within 2-6 Hours	4%	3%	4%	2%
4	Within 6-12 Hours	0%	1%	1%	1%
5	Within 12-24 Hours	0%	1%	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	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
within 1 month	117	100%	106471	98%	0	0%	106588	98%
Between 1 - 3 Months	0	0%	2244	2%	0	0%	2244	2%
Between 3 to 6 Months	0	0%	184	0%	0	0%	184	0%
More than 6 months	0	0%	104	0%	0	0%	104	0%
Total	117	100%	109003	100%	0	0%	109120	100%

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





g. **Data of grievances received against the TPA:**

Sr. No.	Description	Individual	Group
		No. of Grievances	No. of Grievances
1	Grievances outstanding at the beginning of year	0	1
2	Grievances received during the year	0	32
3	Grievances resolved during the year	0	32
4	Grievances outstanding at the end of the year	0	1

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

