



**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
Vidal TPA Ltd.		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	202900	877	-
No of lives serviced	463878	11,64,279	-

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	Orissa	Bhubaneswar	8	28
2	Karnataka	Bengaluru	33672	249202
3	Tamil Nadu	Chennai	42796	446578
4	Tamil Nadu	Coimbatore	3088	10841
5	Delhi	Delhi	148	52935
6	Telangana	Hyderabad	23136	87650
7	Kerala	Cochin	13790	183614
8	West Bengal	Kolkata	1	311



Sl. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
9	Karnataka	Mangalore	1	1
10	Maharashtra	Mumbai	85857	551605
11	Maharashtra	Pune	990	5710
12		RCH	2	4
13	Andhra Pradesh	Vizag	288	39678

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
Vidal TPA Ltd.	10256	82977	75275	91%	1966	2%	14244

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	89%	71%	93.3%	85.0%
2	Within 1-2 Hours	8%	19%	4.5%	10.3%
3	Within 2-6 Hours	2%	9%	1.7%	4.3%
4	Within 6-12 Hours	0%	0%	0.1%	0.2%
5	Within 12-24 Hours	0%	0%	0.1%	0.1%
6	>24 Hours	0%	0%	0.2%	0.2%
	Total	100%	100%	100.0%	100.0%

* 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	18489	96%	56119	96.71%	-	-	74608	96.59%
Between 1 - 3 Months	600	3%	1566	2.70%	-	-	2166	2.80%
Between 3 to 6 Months	96	0%	271	0.47%	-	-	367	0.48%
More than 6 months	30	0%	70	0.12%	-	-	100	0.13%
Total	19215	100%	58026	100.00%	-	-	77241	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	371
3	Grievances resolved during the year	371
4	Grievances outstanding at the end of the year	0

Place: Mumbai
Date: 31st 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