



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 |
|---|--------------------------------|-----------------------|---------------|
| Vipul MedCorp Insurance TPA Private Ltd. | 024 | 01/11/2019 | 30/09/2022 |

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

| Description | Individual | Group | Government |
|-------------------------|------------|--------|------------|
| No of policies serviced | 72628 | 362 | NIL |
| No of lives serviced | 163351 | 643220 | NIL |

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 | Visakhapatnam | 1 | 274 |
| 2 | Chandigarh | Chandigarh | 6719 | 37873 |
| 3 | Delhi | New Delhi | 6830 | 233946 |
| 4 | Gujarat | Ahmedabad | 10 | 13812 |
| 5 | | Vadodara | 1 | 1659 |
| 6 | Karnataka | Bangalore | 38 | 74249 |
| 7 | | Hubli | 1 | 394 |



| Sl. No. | Name of State | Name of District | No. of policies serviced | No. of lives serviced |
|---------|----------------|------------------|--------------------------|-----------------------|
| 8 | West Bengal | Kolkata | 2 | 2482 |
| 9 | Madhya Pradesh | Bhopal | 8174 | 25272 |
| 10 | Maharashtra | Mumbai | 32652 | 179755 |
| 11 | | Pune | 11072 | 26881 |
| 12 | Punjab | Ludhiana | 2 | 1714 |
| 13 | Rajasthan | Jaipur | 1461 | 64549 |
| 14 | Tamil Nadu | Chennai | 41 | 15187 |
| 15 | | Coimbatore | 1 | 965 |
| 16 | | Madurai | 5 | 1770 |
| 17 | Telangana | Hyderabad | 2 | 1274 |
| 18 | Uttar Pradesh | Kanpur | 5093 | 85484 |
| 19 | Uttarakhand | Dehradun | 885 | 39031 |
| | | Total | 72990 | 806571 |

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 |
|--|--|--|------------------------------------|----------------------|--|------------------------|--|
| Vipul MedCorp Insurance TPA Private Ltd. | 17042 | 55116 | 63574 | 95% | 2585 | 4% | 3572 |



- 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 | 86% | 82% | 84% | 85% |
| 2 | Within 1-2 Hours | 4% | 10% | 6% | 11% |
| 3 | Within 2-6 Hours | 5% | 4% | 3% | 2% |
| 4 | Within 6-12 Hours | 3% | 2% | 4% | 1% |
| 5 | Within 12-24 Hours | 1% | 2% | 3% | 1% |
| 6 | >24 Hours | 1% | 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 | 10929 | 96% | 38270 | 70% | 0 | 0 | 49199 | 74% |
| Between 1 - 3 Months | 399 | 4% | 1426 | 3% | 0 | 0 | 1825 | 3% |



| | | | | | | | | |
|-----------------------|-------|------|-------|------|---|---|-------|------|
| Between 3 to 6 Months | 15 | 0% | 131 | 0% | 0 | 0 | 146 | 0% |
| More than 6 months | 3 | 0% | 14986 | 27% | 0 | 0 | 14989 | 23% |
| Total | 11346 | 100% | 54813 | 100% | 0 | 0 | 66159 | 100% |

* 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 | 165 |
| 3 | Grievances resolved during the year | 165 |
| 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