



## 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/YY YY	To DD/MM/YYYY
	<b>Family Health Plan Insurance TPA 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	25,217	794	0
No of lives serviced	56,620	15,24,649	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	ANANTAPUR	160	1,334
2	Andhra Pradesh	CHITTOOR	14	180
3	Andhra Pradesh	CUDDAPAH	9	18
4	Andhra Pradesh	EAST GODAVARI	739	1,429
5	Andhra Pradesh	GUNTUR	110	257
6	Andhra Pradesh	KRISHNA	91	1,922
7	Andhra Pradesh	KURNOOL	30	72
8	Andhra Pradesh	NELLORE	283	567
9	Andhra Pradesh	PRAKASAM	277	666
10	Andhra Pradesh	SRIKAKULAM	20	1,304
11	Andhra Pradesh	VISAKHAPATNAM	541	1,325
12	Andhra Pradesh	VIZIANAGARAM	19	45
13	Andhra Pradesh	WEST GODAVARI	985	3,675
14	Assam	CACHAR	1	1
15	Assam	DARRANG	1	1
16	Assam	DHEMAJI	1	792
17	Assam	DIBRUGARH	4	2,884
18	Assam	JORHAT	1	5



19	Assam	KAMRUP	3	3,811
20	Assam	KOKRAJHAR	1	1
21	Bihar	BHAGALPUR	2	7
22	Bihar	BHOJPUR	1	1
23	Bihar	MADHUBANI	2	2
24	Bihar	PASHCHIM CHAMPARAN	5	5
25	Bihar	PATNA	5	23
26	Bihar	SAHARSA	3	5
27	Bihar	SIWAN	2	2
28	Chandigarh	CHANDIGARH	1	6
29	Chhattisgarh	DURG	1	4
30	Chhattisgarh	RAIPUR	1	3
31	Daman & Diu	DAMAN	2	5
32	Delhi	CENTRAL	8	659
33	Delhi	Delhi	3	12
34	Delhi	EAST	8	53
35	Delhi	NEW DELHI	21	14,547
36	Delhi	NORTH	2	8
37	Delhi	NORTH WEST	18	55
38	Delhi	SOUTH	15	8,467
39	Delhi	SOUTH WEST	26	317
40	Delhi	WEST	22	65
41	Goa	HYDERABAD	0	5,437
42	Goa	NORTH GOA	9	686
43	Goa	SOUTH GOA	0	1
44	Goa	Goa	3	3,774
45	Gujarat	AHMADABAD	21	15,202
46	Gujarat	ANAND	2	6
47	Gujarat	BHARUCH	7	810
48	Gujarat	BHAVNAGAR	3	8
49	Gujarat	GANDHINAGAR	0	4
50	Gujarat	KACHCHH	3	7
51	Gujarat	MAHESANA	2	4
52	Gujarat	NARMADA	0	4
53	Gujarat	NAVSARI	2	3
54	Gujarat	PATAN	1	2
55	Gujarat	RAJKOT	3	8
56	Gujarat	SABAR KANTHA	1	4
57	Gujarat	SURAT	8	33
58	Gujarat	SURENDRANAGAR	1	1
59	Gujarat	VADODARA	15	52
60	Gujarat	VALSAD	13	34
61	Haryana	FARIDABAD	3	19
62	Haryana	GURGAON	47	1,15,280
63	Haryana	HISAR	2	7
64	Haryana	PANCHKULA	0	4
65	Jammu & Kashmir	JAMMU	1	4
66	Jharkhand	BOKARO	3	13
67	Jharkhand	GUMLA	1	1



68	Jharkhand	PURBI SINGHBHUM	3	5
69	Jharkhand	RANCHI	2	9,944
70	Karnataka	BAGALKOT	15	19
71	Karnataka	BANGALORE	1,227	4,50,747
72	Karnataka	BANGALORE RURAL	442	574
73	Karnataka	BELGAUM	14	36
74	Karnataka	BELLARY	131	327
75	Karnataka	BIDAR	92	233
76	Karnataka	BIJAPUR	268	524
77	Karnataka	Chikkaballapur	3	7
78	Karnataka	CHIKMAGALUR	183	335
79	Karnataka	CHITRADURGA	1	3
80	Karnataka	DAKSHINA KANNADA	9	31
81	Karnataka	DAVANAGERE	9	14
82	Karnataka	DHARWAD	11	31
83	Karnataka	GULBARGA	174	374
84	Karnataka	HASSAN	19	45
85	Karnataka	HAVERI	1	2
86	Karnataka	KODAGU	2	6
87	Karnataka	KOLAR	5	13
88	Karnataka	KOPPAL	5	11
89	Karnataka	MYSORE	69	1,982
90	Karnataka	RAICHUR	428	968
91	Karnataka	Ramanagar	5	1,532
92	Karnataka	SHIMOGA	399	1,007
93	Karnataka	TUMKUR	3	12
94	Karnataka	UDUPI	17	35
95	Karnataka	UTTARA KANNADA	1	1
96	Kerala	ALAPPUZHA	3	409
97	Kerala	ERNAKULAM	35	7,157
98	Kerala	KANNUR	3	10
99	Kerala	KOCHI	2	8
100	Kerala	KOLLAM	4	12
101	Kerala	KOTTAYAM	5	1,295
102	Kerala	KOZHIKODE	7	8,566
103	Kerala	MALAPPURAM	3	5
104	Kerala	PALAKKAD	9	247
105	Kerala	PATHANAMTHITTA	1	1
106	Kerala	THIRUVANANTHAPURAM	25	18,742
107	Kerala	THRISSUR	4	11
108	Madhya Pradesh	BHOPAL	2	10
109	Madhya Pradesh	DEWAS	2	4
110	Madhya Pradesh	INDORE	7	19
111	Madhya Pradesh	JABALPUR	1	5
112	Madhya Pradesh	SAGAR	3	9
113	Madhya Pradesh	UJJAIN	1	4
114	Maharashtra	AHMADNAGAR	7	15
115	Maharashtra	AKOLA	4	9
116	Maharashtra	AMRAVATI	1	5
117	Maharashtra	AURANGABAD	35	5,781



118	Maharashtra	DHULE	1	1
119	Maharashtra	HINGOLI	1	3
120	Maharashtra	JALGAON	1	1
121	Maharashtra	JALNA	1	2
122	Maharashtra	KOLHAPUR	2	6
123	Maharashtra	LATUR	10	22
124	Maharashtra	MUMBAI	8,454	3,14,832
125	Maharashtra	MUMBAI (SUBURBAN)	10	4,327
126	Maharashtra	NAGPUR	4	70
127	Maharashtra	NANDED	4	11
128	Maharashtra	NANDURBAR	1	2
129	Maharashtra	NASHIK	21	96
130	Maharashtra	OSMANABAD	16	39
131	Maharashtra	PARBHANI	1	4
132	Maharashtra	PUNE	1,213	85,057
133	Maharashtra	RAIGARH	33	72
134	Maharashtra	RATNAGIRI	12	29
135	Maharashtra	SANGLI	8	17
136	Maharashtra	SATARA	7	19
137	Maharashtra	SINDHUDURG	5	10
138	Maharashtra	SOLAPUR	10	26
139	Maharashtra	THANE	1,679	10,896
140	Maharashtra	YAVATMAL	1	4
141	Orissa	ANUGUL	3	10
142	Orissa	CUTTACK	2	13
143	Orissa	GANJAM	5	10
144	Orissa	JAGATSINGHAPUR	0	3
145	Orissa	JAJAPUR	1	1
146	Orissa	KENDRAPARA	2	2
147	Orissa	KEONJHAR	2	1,054
148	Orissa	KHORDHA	1	5
149	Orissa	NABARANGAPUR	1	4
150	Orissa	PURI	0	4
151	Orissa	SUNDARGARH	1	3
152	Pondicherry	PONDICHERRY	4	10
153	Pondicherry	YANAM	1	4
154	Punjab	AMRITSAR	1	1
155	Punjab	FIROZPUR	2	5
156	Punjab	KAPURTHALA	1	2
157	Punjab	LUDHIANA	2	175
158	Punjab	SAS NAGAR (MOHALI)	1	403
159	Rajasthan	ALWAR	3	12
160	Rajasthan	BHILWARA	1	1
161	Rajasthan	DAUSA	0	2
162	Rajasthan	DHAULPUR	0	1
163	Rajasthan	JAIPUR	7	801
164	Rajasthan	JALOR	3	3
165	Rajasthan	JODHPUR	1	3
166	Rajasthan	KOTA	2	6
167	Rajasthan	PALI	6	15



168	Rajasthan	RAJSAMAND	9	9
169	Rajasthan	UDAIPUR	1	1
170	Tamil Nadu	ARIYALUR	28	74
171	Tamil Nadu	CHENNAI	288	55,739
172	Tamil Nadu	COIMBATORE	58	251
173	Tamil Nadu	CUDDALORE	6	11
174	Tamil Nadu	DHARMAPURI	1	4
175	Tamil Nadu	DINDIGUL	28	46
176	Tamil Nadu	ERODE	10	31
177	Tamil Nadu	KANCHEEPURAM	126	7,251
178	Tamil Nadu	KANNIYAKUMARI	11	24
179	Tamil Nadu	KARUR	6	10
180	Tamil Nadu	krishnagiri	4	6,529
181	Tamil Nadu	MADURAI	993	2,139
182	Tamil Nadu	NAGAPATTINAM	4	5
183	Tamil Nadu	NAMAKKAL	2	2
184	Tamil Nadu	PERAMBALUR	81	174
185	Tamil Nadu	PUDUKKOTTAI	58	156
186	Tamil Nadu	RAMANATHAPURAM	18	32
187	Tamil Nadu	SALEM	9	25
188	Tamil Nadu	SIVAGANGA	101	196
189	Tamil Nadu	THANJAVUR	23	53
190	Tamil Nadu	THE NILGIRIS	1	3
191	Tamil Nadu	THENI	26	48
192	Tamil Nadu	THIRUVALLUR	37	841
193	Tamil Nadu	THIRUVARUR	1	1
194	Tamil Nadu	THOOTHUKKUDI	14	27
195	Tamil Nadu	TIRUCHIRAPPALLI	345	831
196	Tamil Nadu	TIRUNELVELI	203	430
197	Tamil Nadu	TIRUPUR	1	3
198	Tamil Nadu	TIRUVANNAMALAI	4	9
199	Tamil Nadu	Tuticorin	1	1
200	Tamil Nadu	VELLORE	2	3
201	Tamil Nadu	VILUPPURAM	3	7
202	Tamil Nadu	VIRUDHUNAGAR	29	56
203	Telangana	ADILABAD	4	8
204	Telangana	HYDERABAD	2,449	1,81,320
205	Telangana	KARIMNAGAR	26	73
206	Telangana	KHAMMAM	25	65
207	Telangana	MAHBUBNAGAR	69	1,239
208	Telangana	MEDAK	64	1,978
209	Telangana	NALGONDA	104	299
210	Telangana	NIZAMABAD	9	23
211	Telangana	RANGAREDDI	1,677	34,367
212	Telangana	WARANGAL	23	47
213	Uttar Pradesh	AGRA	0	1
214	Uttar Pradesh	ALIGARH	1	5
215	Uttar Pradesh	ALLAHABAD	1	1
216	Uttar Pradesh	AZAMGARH	1	1
217	Uttar Pradesh	BALLIA	0	2



218	Uttar Pradesh	BUDAUN	1	1
219	Uttar Pradesh	GAUTAM BUDDHA NAGAR	39	43,685
220	Uttar Pradesh	GHAZIABAD	17	100
221	Uttar Pradesh	GONDA	2	2
222	Uttar Pradesh	GURGAON	0	2
223	Uttar Pradesh	KANPUR DEHAT	1	1
224	Uttar Pradesh	KANPUR NAGAR	0	4
225	Uttar Pradesh	LUCKNOW	4	16
226	Uttar Pradesh	MEERUT	4	8
227	Uttar Pradesh	RAE BARELI	1	3
228	Uttar Pradesh	SANT KABIR NAGAR	1	1
229	Uttar Pradesh	SONBHADRA	1	5
230	Uttar Pradesh	VARANASI	2	6
231	UTTARAKHAND	CHAMPAWAT	1	1
232	UTTARAKHAND	DEHRADUN	0	4
233	UTTARAKHAND	HARDWAR	0	1
234	UTTARAKHAND	PITHORAGARH	1	1
235	UTTARAKHAND	UDHAM SINGH NAGAR	1	3
236	West Bengal	BANKURA	3	7
237	West Bengal	DARJILING	2	12
238	West Bengal	Hooghly	3	11
239	West Bengal	Howrah	2	2,083
240	West Bengal	KOLKATA	71	1,25,572
241	West Bengal	MEDINIPUR	4	8
242	West Bengal	NORTH TWENTY FOUR PARGANAS	20	73
243	West Bengal	PURULIYA	1	3
244	West Bengal	SOUTH TWENTY FOUR PARGANAS	5	21
<b>TOTAL</b>			<b>26,011</b>	<b>15,81,269</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
Family Health Plan Insurance TPA Ltd	7,420	1,25,415	1,10,179	83%	12,279	9%	10,377



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	45%	47%	79%	66%
2	Within 1-2 Hours	46%	46%	15%	29%
3	Within 2-6 Hours	8%	7%	4%	4%
4	Within 6-12 Hours	1%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	1%	1%
6	>24 Hours	0%	0%	0%	0%
	<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</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:

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	2699	97%	115631	97%	0	0%	118330	97%
Between 1 - 3 Months	70	3%	3230	3%	0	0%	3300	3%
Between 3 to 6 Months	6	0%	492	0%	0	0%	498	0%
More than 6 months	1	0%	329	0%	0	0%	330	0%
<b>Total</b>	<b>2776</b>	<b>100%</b>	<b>119682</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>122458</b>	<b>100%</b>

\* 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	1
2	Grievances received during the year	88
3	Grievances resolved during the year	75
4	Grievances outstanding at the end of the year	14

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