

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of the Insurance Company: United India Insurance Company Limited

Information as at 31/03/2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA

a.1 TPA NAME Paramount Health Services & Insurance TPA Pvt. Ltd.
Validity of agreement From 01-04-2021 To 31-03-2024

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Retail	Group	Govt.
No. of Policies serviced	84,101	304	1
No. of Lives Covered	1,97,757	3,52,959	2,04,54,362

c. Geographical Area in which services are rendered by the TPA (As per Annexure A)**d. Data of number of claims processed:**

Description	No.	Percentage
i Outstanding number of claims at the beginning of the year:	42,896	NA
ii Number of claims received during the year	3,20,964	NA
iii Number of claims paid during the year: (Number & Percentage)	2,68,302	73.74%
iv Number of Claims repudiated during the year: (Number & Percentage)	16,579	4.56%
v Number of claims outstanding at the end of the year:	78,979	NA

e. Turn Around Time *

TAT for cashless claims (In respect of number of claims):

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	85.33%	66.74%	91.88%	67.89%
2 Within 1-2 hours	12.49%	28.75%	7.48%	28.89%
3 Within 2-6 hours	1.44%	4.28%	0.60%	3.15%
4 Within 6-12 hours	0.09%	0.11%	0.02%	0.02%
5 Within 12-24 hours	0.32%	0.11%	0.01%	0.02%
6 >24 hours	0.34%	0.00%	0.02%	0.02%
Total	100.00%	100.00%	100.00%	100.00%

*Percentage to be calculated on total of the respective column

**reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

#reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. TAT in case of Payment /Repudiation of Claims

Description (to be 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	26,959	96.69%	73,295	96.80%	1,81,279	100.00%	2,81,533
Between 1-3 months	645	2.31%	1,897	2.51%	-	0.00%	2,542	0.89%
Between 3-6 months	210	0.75%	470	0.62%	-	0.00%	680	0.24%
More than 6 months	69	0.25%	57	0.07%	-	0.00%	126	0.04%
Total	27,883	100.00%	75,719	100.00%	1,81,279	100.00%	2,84,881	100.00%

*Percentage to be calculated on total of the respective column

g. Data of grievances received against the TPA:

Description	NO.
1 Grievance outstanding as on 01/04/2023	0
2 Grievances received during 2023-24	76
3 Grievances resolved during 2023-24	76
4 Grievance outstanding as on 31/03/2024	0

Place: Chennai
Date:

Signature of the CMD
United India Insurance Co Ltd.

TPA PUBLIC DISCLOSURE 2023-24

Annexure A

TPA Name : Paramount Health Services & Insurance TPA Pvt. Ltd.

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	Gujarat	AHMEDABAD R.O.
2	Karnataka	BANGALORE
3	Karnataka	BANGALORE R.O.
4	Punjab	CHANDIGARH R.O.
5	Tamil Nadu	CHENNAI
7	Tamil Nadu	COIMBATORE
8	Madhya Pradesh	BHOPAL R.O.
9	Delhi	DELHI
12	Assam	GUWAHATI R.O.
13	Telangana	HYDERABAD
14	Telangana	HYDERABAD R.O.
15	Rajasthan	JAIPUR R.O.
16	Rajasthan	JODHPUR R.O.
17	Kerala	KOCHI R.O.
18	West Bengal	KOLKATA
19	West Bengal	KOLKATA R.O.
20	Uttar Pradesh	LUCKNOW R.O.
21	Punjab	LUDHIANA R.O.
22	Tamil Nadu	MADURAI R.O.
23	Maharashtra	MUMBAI
24	Maharashtra	MUMBAI R.O. I
26	Maharashtra	NAGPUR R.O.
27	Bihar	PATNA R.O.
28	Pondicherry	PONDICHERRY RO
29	Orissa	BHUBANESWAR R.O.
30	Maharashtra	PUNE R.O.
31	Gujarat	VADODARA R.O.
32	Andhra Pradesh	RO KOZHIKODE
33	Maharashtra	Hingoli
34	Maharashtra	Kolhapur
35	Maharashtra	Parbhani
36	Maharashtra	Pune
37	Maharashtra	Sangli
38	Maharashtra	Solapur