

### TPA PUBLIC DISCLOSURE 2022-23

#### HEALTHINDIA INSURANCE

#### a.1 TPA NAME

TPA SERVICES PVT. LTD.

Validity of agreement

From 15-06-2022 To

14-06-2024

#### b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	0	31	0
No. of Lives Covered	0	51091	0

#### Geographical Area in which services are rendered by the

#### c TPA (As per Annexure A)

Sr. No	Name of State	Name of Districts
1.	Maharashtra	Mumbai Suburban
2.	Maharashtra	Mumbai City
3.	Gujarat	Ahmedabad
4.	Karnataka	Bangalore
5.	Tamil Nadu	Chennai
6.	Kerala	Ernakulum
7.	DELHI	DELHI
8.	Andhra Pradesh	Hyderabad
9.	West Bengal	Kolkata
10.	Maharashtra	Kolhapur
11.	Uttar Pradesh	Lucknow
12.	Karnataka	Dakshina Kannada
13.	Maharashtra	Nagpur
14.	Maharashtra	Pune
15.	Gujarat	Surat
16.	Maharashtra	Solapur
17.	Tamil Nadu	Madurai
18.	Rajasthan	Jaipur
19.	Maharashtra	Nashik
20.	Gujarat	Vadodara
21.	Maharashtra	Aurangabad
22.	Bihar	Patna
23.	Madhya Pradesh	Bhopal
24.	Madhya Pradesh	Indore
25.	Chhattisgarh	Raipur
26.	Odisha	Sundargarh
27.	Gujarat	Rajkot
28.	Chandigarh	Chandigarh
29.	Maharashtra	Satara

d Data of number of claims processed:

Description	No.	Percentage
Outstanding number of claims at the beginning of the year:	112	
Number of claims received during the year	3275	
Number of claims paid during the year: (Number & Percentage)	2893	85.41%
Number of Claims repudiated during the year:(Number & Percentage)	305	9.01%
Number of claims outstanding at the end of the year:	189	

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#
Within < 1 hour	0.00%	50.00%	70.40%	38.10%
Within 1-2 hours	100.00%	50.00%	24.83%	37.32%
Within 2-6 hours	0.00%	0.00%	4.77%	24.58%
Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
>24 hours	0.00%	0.00%	0.00%	0.00%
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	5	83.33%	3017	94.52%	0	0.00%	3022	94.50%
Between 1-3 months	1	16.67%	138	4.32%	0	0.00%	139	4.35%
Between 3-6 months	0	0.00%	37	1.16%	0	0.00%	37	1.16%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	6	100.00%	3192	100.00%	0	0.00%	3198	100.00%

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

Description	NO.
Grievance outstanding as on 31/03/2022	0
Grievances received during 2022-23	3
Grievances resolved during 2022-23	3
Grievance outstanding as on 31/03/2023	0

  
National Insurance Company LTD.

