

## TPA PUBLIC DISCLOSURE 2022-23

### NATIONAL INSURANCE COMPANY LTD

a.1 TPA Name Safeway Insurance TPA Pvt. Ltd  
License Number 026  
Validity of Agreement From : 17.08.2022 To : 16.08.2024

b Policy Particulars

Description	Retail	Group	Govt.	Total
No. of Policies serviced	75,390	74	1	75,465
No. of Lives Covered	1,73,590	4,76,833	69,63,940	76,14,363

c Geographical Area in which services are rendered by the TPA (As per Annexure A)

Sr. No.	Name of State	Name of District
1	Andhra Pradesh	ANANTHAPUR, CHITTOOR, EAST GODAVARI, GUNTUR, KADAPA, KRISHNA, KURNOOL, NELLORE, PRAKASAM, SRIKAKULAM, VISAKHAPATNAM, VIZIANAGARAM, WEST GODAVARI, LOHIT
2	Bihar	ARARIA, BANKA, BEGUSARAI, BHAGALPUR, BHOJPUR, BUXAR, DARBHANGA, EAST CHAMPARAN, GAYA, GOPALGANJ, JAMUI, JEHANABAD, KAIMUR BHABUA, KATIHAR, KHAGARIA, KISHANGANJ, MADHUBANI, MUZAFFARPUR, NALANDA, NAWADA, PATNA, PURNIA, ROHTAS, SAHARSA, SAMASTIPUR, SARAN, SITAMARHI, SIWAN, SUPAUL, VAISHALI, WEST CHAMPARAN
3	Delhi	NEW DELHI
4	Gujarat	AHMEDABAD, ANAND, BANASKANTHA, BHARUCH, BHAVNAGAR, GANDHI NAGAR, JAMNAGAR, KACHCHH, MORBI, NAVSARI, RAJKOT, SURAT, VADODARA, VALSAD
5	Haryana	AMBALA, BHIWANI, FARIDABAD, FATEHABAD, GURGAON, HISAR, JHAJJAR, JIND, KARNAL, KURUKSHETRA, MAHENDRAGARH, MEWAT, PANCHKULA, PANIPAT, REWARI, ROHTAK, SIRSA, SONIPAT, YAMUNANAGAR
6	Jharkhand	BOKARO, DEOGHAR, DHANBAD, DUMKA, EAST SINGHBHUM, GIRIDH, GODDA, GUMLA, HAZARIBAG, JAMTARA, KHUNTI, KODERMA, LOHARDAGA, PAKUR, PALAMAU, RAMGARH, RANCHI, SAHIBGANJ, SERAIKELAKHARSAWAN, WEST SINGHBHUM
7	Karnataka	ATHANI, BANGALORE, BELAGAVI, BELLARY, BENGALURU, BENGALURU RURAL, DAKSHINA KANNADA, DHARWAD, HAVERI, KODAGU, MYSURU, UDUPI, UTTARA KANNADA

8	Kerala	ALAPPUZHA, ERNAKULAM, IDUKKI, KANNUR, KASARGOD, KOLLAM, KOTTAYAM, KOZHIKODE, MAHE, MALAPPURAM, PALAKKAD, PATHANAMTHITTA, THIRUVANANTHAPURAM, THRISSUR, WAYANAD
9	Maharashtra	MUMBAI, SUBUEBAN, PALGHAR, PUNE, RAIGARH, RAIGARH(MH), THANE
10	Punjab	AMRITSAR, BATHINDA, CHANDIGARH, FATEHGARH SAHIB, HOSHIARPUR, JALANDHAR, KAPURTHALA, LUDHIANA, MOHALI, PATIALA, ROPAR, SANGRUR
11	Telangana	BHONGIR, HYDERABAD, KARIM NAGAR, KHAMMAM, NALGONDA, NIZAMABAD, RANGAREDDY, SANGAREDDY, SIDDIPET, TRIMULGHERRY
12	Uttar Pradesh	AGRA, ALIGARH, ALLAHABAD, BULANDSHAHR, GAUTAM BUDDHA NAGAR, GHAZIABAD, HATHRAS, LUCKNOW, MATHURA, MEERUT
13	Uttarakhand	DEHRADUN, NAINITAL
14	West Bengal	BANKURA, BARDHAMAN, BIRBHUM, DARJILING, EAST MIDNAPORE, HOOGHLY, HOWRAH, JALPAIGURI, KOLKATA, MALDA, MURSHIDABAD, NADIA, NORTH 24 PARGANAS, NORTH DINAJPUR, SOUTH 24 PARGANAS, SOUTH DINAJPUR, WEST MIDNAPORE

**Data of number of claims processed:**

Description	No.	Percentage
i Outstanding number of claims at the beginning of the year:	14632	-
ii Number of claims received during the year	224955	100%
iii Number of claims paid during the year: (Number & Percentage)	201049	89%
iv Number of Claims repudiated during the year: (Number & Percentage)	12075	5%
v Number of claims outstanding at the end of the year:	20592	9%

**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	96.40%	95.13%	97.35%	98.52%
2 Within 1-2 hours	3.60%	4.87%	2.65%	1.48%
3 Within 2-6 hours	0.00%	0.00%	0.00%	0.00%
4 Within 6-12 hours	0.00%	0.00%	0.00%	0.00%

5	Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6	>24 hours	0.00%	0.00%	0.00%	0.00%
	<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

\*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	44024	99.75%	55947	99.75%	102616	100.00%	202587	99.88%
Between 1-3 months	110	0.25%	142	0.25%	0	0.00%	252	0.12%
Between 3-6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
<b>Total</b>	<b>44134</b>	<b>100.00%</b>	<b>56089</b>	<b>100.00%</b>	<b>102616</b>	<b>100.00%</b>	<b>202839</b>	<b>100.00%</b>

\*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 01/04/2022	5
2	Grievances received during 2022-23	166
3	Grievances resolved during 2022-23	171
4	Grievance outstanding as on 31/03/2023	0



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LTD.