



AN ISO 9001:2015 CO.



Raksha

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2021

NAME OF THE INSURANCE COMPANY United India Insurance Co. Ltd.

- a. **Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered**

[Note: Data shall be copnsolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

(i) Validity of Agreement with the TPA : From 01/04/2021 to 31/03/2024

- b. **Number of policies and lives serviced in respect of which public disclosure are made:**

Description	Individual	Group	Government	Total
No. of policies serviced	54335	97	0	54432
No. of lives serviced	124417	237510	0	361927

- c. **Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:**

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Andhra Pradesh	HYDERABAD	240	2,756
Assam	GUWAHATI	-	-
Chandigarh	LUDHIANA	-	-
Chattisgarh	RAIPUR	-	-
Gujarat	VADODARA	4,147	10,230
Gujarat	AHMEDABAD	2	5
Haryana	Delhi(N.C.R)	6,188	44,070
Karnataka	BANGALURU	260	49,366
Kerala	COCHIN	1,402	4,671
Madhya Pradesh	INDORE	2,089	4,854
Madhya Pradesh	BHOPAL	-	-
Maharashtra	MUMBAI	16,599	39,051
Maharashtra	PUNE	2	1,331
Orissa	BHUBANESWAR	-	-
Punjab	CHANDIGARH	5,814	49,131
Rajasthan	JAIPUR	8,014	1,03,252
TamilNadu	CHENNAI	931	31,172
Uttar Pradesh	LUCKNOW	8,744	22,038
Uttarakhand	DEHRADUN	-	-
West Bengal	KOLKATTA	-	-
Total		54,432	3,61,927

- d. **Data of number of claims processed:**

No. of claims outstanding at the beginning of year : 2020-21	No. of claims received during the year : 2020-21	No. of claims paid during the year 2020-21 also to specity % in brackets	No. of claims repudiated during the year : 2020-21 also to specity % in brackets	No. of claims outstanding at the end of the year
6959	80294	75113 (86%)	9874 (11%)	2266



Raksha Health Insurance TPA Pvt. Ltd.

Corporate Office : C/o Escorts Corporate Centre 15/5, Mathura Road, Faridabad-121003 Haryana. Tel. : 0129-4289999 Fax : 0129-4018012
CIN NO. U85199DL2002PTC113925, E-mail : crcm@rakshtpa.com, www.rakshatpa.com



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e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr. 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	94%	97%	94%	97%
2	Within 1-2 Hour	6%	3%	6%	3%
3	Within 2-6 Hour	0%	0%	0%	0%
4	Within 6-12 Hour	0%	0%	0%	0%
5	Within 12-24 Hour	0%	0%	0%	0%
6	Above 24 Hours	0%	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 to 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	17,124	98%	66,494	98%	-	0%	83,618	98%
Between 1-3 Months	264	2%	1,105	2%	-	0%	1,369	2%
Between 3-6 Months	-	0%	-	0%	-	0%	-	0%
More than 6 Months	-	0%	-	0%	-	0%	-	0%
Total	17,388	100%	67,599	100%	-	0%	84,987	100%

*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	NIL
2	Grievances received during the year	63
3	Grievances resolved during the year	63
4	Grievances outstanding at the end of the year	

For Raksha Health Insurance TPA Pvt. Ltd.

Dr. Soumya Tyagi Gautam
Chief Operating Officer

Place :

Dr. Soumya Tyagi Gautam
Chief Operating Officer

Date :

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