



Universal Sampo General Insurance Co. Ltd.

(A joint venture of Indian Bank, Indian Overseas Bank, Karnataka Bank Ltd,
Dabur Investments Corp. and Sampo Japan Insurance Inc.)

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

(Information as at 31-Mar-2020)

Name of the Insurance Company: **Universal Sampo General Insurance Co Ltd**

a. TPA Name: **HealthIndia Insurance TPA Services Pvt. Ltd.**

(i) Validity of agreement with the TPA: from 01/10/2019 to 30/09/2022

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

Description	Individual	Group	Government
Number of policies serviced	0	27	0
Number of lives serviced	0	24723	0

c. Information with regards to the geographical area in which services are rendered by the TPA's/ Insurer (State names- District names shall be provided) in respect of which public disclosures are made. **Not Applicable**

d. Data of number of claims processed:

- Outstanding number of claims at the beginning of the year:- 67
- Number of claims received during the year- 1225
- Number of claims paid during the year: - 365 (28%)
- Number of claims repudiated during the year: - 926 (72%)
- Number of claims outstanding at the end of the year:- 1

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

S 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	-	-	95%	95%
2	Within 1-2 hours	-	-	2%	3%
3	Within 2-6 hours	-	-	0%	1%
4	Within 6-12 hours	-	-	0%	0%
5	Within 12-24 hours	-	-	2%	0%
6	>24 hours	-	-	1%	1%
Total		-	-	100%	100%

*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 hospital.

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time in case of payment/ repudiation of claims:

Description (to be 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 months	-	-	848	66%	-	-	848	66%
Between 1-3 months	-	-	418	32%	-	-	418	32%
Between 3-6 months	-	-	25	2%	-	-	25	2%
More than 6 months	-	-	0	0%	-	-	0	0%
Total	-	-	1291	100%	-	-	1291	100%

*Percentage shall be calculated on total of the respective column.

g. Data of grievances received against the TPA:

S No	Description	Number of Grievances
1	Grievance outstanding at the beginning of the year	0
2	Grievances received during the year	103
3	Grievances resolved during the year	103
4	Grievances outstanding at the end of the year	0

Place: Mumbai

Signature of MD & CEO

Date:20-10-2020

Name of the Insurer: Universal Sompo
General Insurance Company Limited