

ANMOLE MEDICARE INSURANCE TPA LTD.

Public disclosure relating to United India Insurance Co. Ltd. for the period ending 30th September 2019.

i) Name of Insurer with whom TPA has entered into agreement: **UIIC** and validity of the agreement from 30/09/2017 to 31/12/2019.

ii) Number of lives and policies serviced

Description	Individual	Group	Government
Number of lives serviced by the TPA	13949	925	0
Number of policies serviced by the TPA	3481	6	0

iii) Number of Network Providers empaneled by the TPA at the end of half year (i.e, 30th Sept 2019)

iv) Data on grievances received by the TPA:

S. no.	Description	Number of Grievances
1	Grievance outstanding at the beginning of half year	0
2	Grievances received during the half year	14
3	Grievances resolved during the half year	14
4	Grievances outstanding at the end of the half year	0

Age-wise analysis of Grievances outstanding at the end of 30th Sept: 2019

Description	<30 days	30-90 days	90-180 days	>180 days	Total number of grievances
Grievances outstanding at the end of the half year	14	0	0	0	14



- v) Turn Around Time for issuance of the ID cards(specify number of cases under each category):

S. No	Description	Individual		Group		Government	
		No.	Percentage	No.	Percentage	No.	Percentage
1	Within <24 hours	0	0	0	0	0	0
2	Within 1-3 days	5300	38	925	100	0	0
3	Within 3-5 days	0	0	0	0	0	0
4	>5 days	0	0	0	0	0	0
5	Total	5300	38	925	100		

- vi) Turn Around Time for approval of pre-authorization of cashless claims (specify number of cases under each category)::

S. No	Description	Individual		Group		Government	
		No.	Percentage	No.	Percentage	No.	Percentage
1	Within <1 hour	0	0	0	0	0	0
2	Within 1-2 hours	17	7.91	0	0	0	0
3	Within 2-6 hours	190	88.37	8	3.72	0	0
4	Within 6-12 hours	0	0	0	0	0	0
5	Within 12-24 hours	0	0	0	0	0	0
6	>24 hours	0	0	0	0	0	0

- vii) Turn Around Time to issue discharge summary of the insured patient in case of cashless claims (specify number of cases under each category):

S. No	Description	Individual		Group		Government	
		No.	Percentage	No.	Percentage	No.	Percentage



1	Within <1 hour	0	0	0	0	0	0
2	Within 1-2 hours	0	0	0	0	0	0
3	Within 2-6 hours	207	96.28	8	3.72	0	0
4	Within 6-12 hours	0	0	0	0	0	0
5	Within 12-24 hours	0	0	0	0	0	0
6	>24 hours	0	0	0	0	0	0

viii) Data with regards to claims received, settled, repudiated and outstanding at the end of 30th Sept:2019(specify year)

a. Data of claims outstanding at the beginning of the year and received during the year 2019-20

Benefit Based Policies		Cashless Claims		Reimbursement Claims		Total	
Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
0	0	244	15023436	1096	32780758	1340	47804194

b. Data of Settled Claims in respect of Individual Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	104	5855271	511	13030265	615	18885536
Between 1 – 3 Months	0	0	60	4131593	157	5534612	217	9666205
Between 3 to 6 Months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0

c. Data of settled Claims in respect of Group Policies;



Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	2	76000	13	377141	15	453141
Between 1 – 3 Months	0	0	1	42600	7	180806	8	223406
Between 3 to 6 Months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0

d. Data of settled Claims in respect of Total (Individual Policies + Group Policies);

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	106	5931271	524	13407406	630	19338677
Between 1 – 3 Months	0	0	61	4174193	164	5715418	225	9889611
Between 3 to 6 Months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	0	0	0	0

e. Data of Claims in respect of Individual Policies recommended for repudiation

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	0	0	11	758946	11	758946
Between 1 – 3 Months	0	0	2	65900	40	1440951	42	1506851



Between 3 to 6 Months	0	0	2	187000	17	522706	19	709706
More than 6 months	0	0	0	0	0	0	0	0

f. Data of Claims in respect of Group Policies recommended for repudiation

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	0	0	0	0	0	0
Between 1 – 3 Months	0	0	0	0	3	52000	3	52000
Between 3 to 6 Months	0	0	0	0	0	0	0	0
More than 6 months	0	0	0	0	1	25600	1	25600

g. Data of Claims in respect of Total Policies (Individual + Group Policies) recommended for repudiation;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	0	0	11	758946	11	758946
Between 1 – 3 Months	0	0	2	65900	43	1492951	45	1558851
Between 3 to 6 Months	0	0	2	187000	17	522706	19	709706
More than 6 months	0	0	0	0	1	25600	1	25600

(Note: In respect of data on Repudiations, amount of claim made by the policyholder to be mentioned as the amount of claim repudiated)

h. Data of Claims Outstanding in respect of Individual Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of	0	0	39	2752917	174	4781231	213	7534148



claim								
Between 1 – 3 Months	0	0	30	1811155	146	5590563	176	7401718
Between 3 to 6 Months	0	0	1	25000	10	309537	11	334537
More than 6 months	0	0	0	0	0	0	0	0

i. Data of Claims Outstanding in respect of Group Insurance Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	2	57000	1	19000	3	76000
Between 1 – 3 Months	0	0	1	19000	2	49400	3	68400
Between 3 to 6 Months	0	0	0	0	3	108000	3	108000
More than 6 months	0	0	0	0	0	0	0	0

j. Data of Claims Outstanding in respect of Total Policies (Individual + Group Policies)

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	41	2809917	175	4800231	216	7610148
Between 1 – 3 Months	0	0	31	1830155	148	5639963	179	7470118
Between 3 to 6 Months	0	0	1	25000	13	417537	14	442537
More than 6 months	0	0	0	0	0	0	0	0

(Note: In respect of data on Claims Outstanding, amount of claim made by the policyholder to be mentioned as the amount of claim Outstanding)

ix. Information on the Network Providers where Cashless service is available:

S.NO	State	List of the Network Providers where Cashless service is available			
		Metro	Urban	Semi- urban	Others



1	Andhra Pradesh				
2	Arunachal Pradesh				
3	Assam				
4	Bihar				
5	Chhattisgarh				
6	Goa				
7	Gujarat	132	277		
8	Haryana				
9	Himachal Pradesh				
10	Jammu & Kashmir				
11	Jharkhand				
12	Karnataka				
13	Kerala				
14	Madhya Pradesh				
15	Maharashtra				
16	Manipur				
17	Meghalaya				
18	Mizoram				
19	Nagaland				
20	Odisha				
21	Punjab				
22	Rajasthan				
23	Sikkim				
24	Tamil Nadu				
25	Telangana				




26	Tripura				
27	Uttar Pradesh				
28	Uttrakhand				
29	West Bengal				
30	Andaman & Nicobar Is.				
31	Chandigarh				
32	Dadra & Nagar Haveli				
33	Daman & Diu				
34	Delhi				
35	Lakshadweep				
36	Puducherry				
#	Total	132	277	0	0

Note: For the purpose of this format Metropolitan Centre is a place where population is 10 lacs and above and Urban Center with a population of 1 lac to 9,99,999, semi Urban from 10,000 to 99,999 population and Others with a population of 9,999 and below. Population figures to be reckoned as per the latest available decennial census data.

- ix) Any other services rendered by the TPA as per the Terms and conditions of the policy contract of the Insurer : **"LIC Pre-policy check-up"**
 - x) Actions taken against the Insurer by the TPA, if any along with the reasons: _____ **NIL** _____
1. In case of termination of Health Service agreement with the Insurer, the TPA shall publish the decision to terminate health service agreements with the Insurer in its website along with the reasons for which the same is done and effective date thereon.
This shall be disclosed within five working days from the date of termination of health services by TPA.
 2. This has the approval of the Competent Authority.



The above information furnished is the correct information and as per the records of the Company. It is further declared that other than the permitted health services no other services for non-insurance activity has been rendered or carried out by our Company.

Date: 5 th December 2019	For and on behalf of ANMOL MEDICARE INSURANCE TPA LTD	
Place: Ahmedabad	Mr. Mukesh M Shah (Name of Director)	 Mr. P. S. Kshatriya, CEO (Name of Director or CEO / CAO)

