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## A COMPARATIVE STUDY OF PENETRATION TRENDS IN HEALTH INSURANCE SECTOR IN INDIA

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### **Introduction:**

Insurance has become an integral aspect in everyone's life today. The insurance industry has both economic and social purpose and relevance. It provides social security and promotes individual welfare. Insurance is a means of protection from financial loss. It is a form of risk management primarily used to hedge against the risk of a contingent, uncertain loss.

An entity which provides insurance is known as an insurer, insurance company, or insurance carrier. A person or entity who buys insurance is known as an insured or policyholder. The insurance transaction involves the insured assuming a guaranteed and known relatively small loss in the form of payment to the insurer in exchange for the insurer's promise to compensate the insured in the event of a covered loss. The loss may or may not be financial, but it must be reducible to financial terms, and must involve something in which the insured has an insurable interest established by ownership, possession, or preexisting relationship.

The insured receives a contract, called the insurance policy, which details the conditions and circumstances under which the insured will be financially compensated. The amount of money charged by the insurer to the insured for the coverage set forth in the insurance policy is called the premium. If the insured experiences a loss which is potentially covered by the insurance policy, the insured submits a claim to the insurer for processing by a claims adjuster.

### **Types of Insurance:**

a) Auto insurance: Also referred to as vehicle insurance, car insurance, and motor insurance in India. Vehicle insurance basically protects you against financial loss in case of an accident, theft or natural disaster like fire, floods or land slides. Vehicle insurance includes car insurance as well as two-wheeler insurance. Commercial Vehicles like buses, lorries and trucks are generally covered by Commercial Vehicle Insurance. b) Gap insurance c) Health insurance d) Income protection insurance e) Casualty insurance f) Life insurance: A life insurance policy is a contract between you and your insurance provider, where you pay a premium for a set period of time and in return your family will get a financial payout in case of your unfortunate demise. g) Burial insurance h) Property insurance: Property insurance or home insurance provides coverage against risks to property due to man-made or natural calamities like fire, weather damage, earthquake or theft to name a few. i) Liability j) Credit. k) travel

insurance :Travel insurance policies generally cover medical expense when you are travelling abroad. It can be availed to cover both long and short trips. These plans can also cover non-medical cost while traveling depending on the premium paid – for instance, paying for hotel accommodation and expenses in case of cancellation of flights or other untoward circumstances.

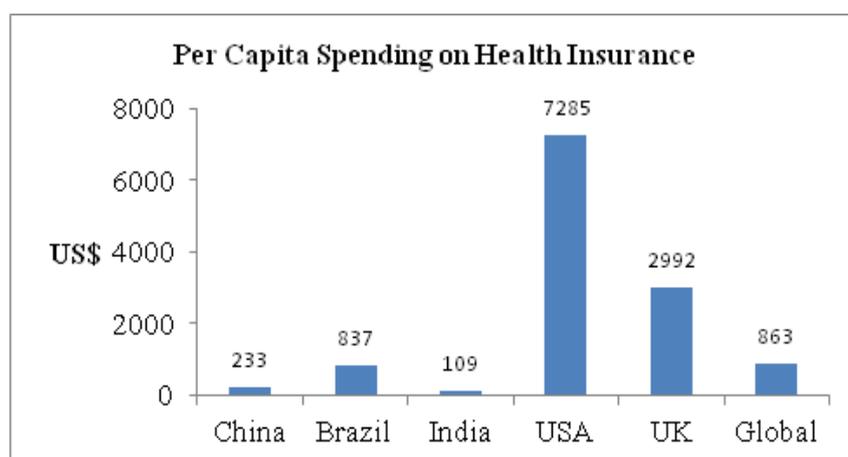
Other types like business interruption insurance, pet insurance, pollution insurance, Title insurance, tuition insurance etc.

Health insurance is a type of insurance coverage that covers the cost of an insured individual's medical and surgical expenses. Depending on the type of health insurance coverage, either the insured pays costs out-of-pocket and is then reimbursed, or the insurer makes payments directly to the provider. In health insurance terminology, the "provider" is a clinic, hospital, doctor, laboratory, health care practitioner, or pharmacy. The "insured" is the owner of the health insurance policy; the person with the health insurance coverage. Health insurance is a type of insurance where the insurer pays the medical expenses on behalf of the insured. The insurer has to pay a monthly premium to the health insurance company, which can be on a monthly, quarterly, or annual basis. Health insurance covers disability and long term nursing. The healthcare providers cover the costs related to medical treatments, drugs, and other expenses. The coverage depends on the health insurance plan taken by the insurer.

Review of Literature:

India is far behind at global level in spending on Health. Into that spending on Health insurance is very less as compared to some developing and developed countries. According to the World Health Organisation (WHO), this is among the lowest of the BRICS (Brazil, Russia, India, China, South Africa) economies.

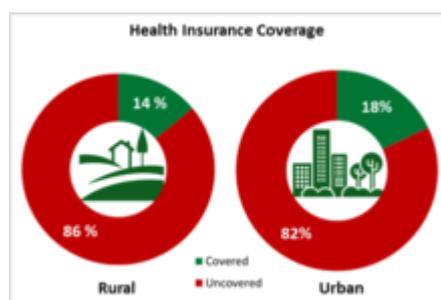
Table No.1



Source: WHO health statistics, 2010

Health insurance in India is a growing segment of India's economy. Policies are available that offer both individual and family cover. The survey carried out in the year 2014 found out that, more than 80% of Indians are not covered under any health insurance plan, and only 18 % (government funded 12%) of the urban population and 14% (government funded 13%) of the rural population was covered under any form of health insurance.

Table No.2



Health Insurance industry is launched in India in 1986. Due to liberalization and in some point awareness it has grown significantly but not what it was expected. The purpose of Health insurance has to be to increase the quality of health care as well as alleviate the financial distress associated with medical expenses. Out of 1.3 billion population approximately only 15% population of India is covered under health insurance. According to Mckinsey study India spends 4% of its GDP on health care\*. Of this roughly 9% is financed by insurance arrangement, 30% is financed by public expense (Government and NGO's) and rest 61% is self financed. This level of self financing is bound to have negative consequences. From the above chart one can identify that the more population in urban are covered under Health Insurance rather than in rural area.

Number of persons covered under Health Insurance

(Excluding PA & Travel Insurance Business)

Table No.3

(in Lakh)

Class Of Business	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Government sponsored schemes including RSBY	1494 (72%)	1553 (72%)	2143 (74%)	2733 (76%)	3350 (77%)
Group Business (other than govt. business)	343 (17%)	337 (15%)	483 (17%)	570 (16%)	705 (16%)
Individual Business	236 (11%)	272 (13%)	254 (9%)	287 (8%)	320 (7%)
<b>Grand Total</b>	<b>2073</b>	<b>2162</b>	<b>2880</b>	<b>3590</b>	<b>4375</b>

*Note: figures in bracket indicate the share of each class of business in total number of persons covered. Data does not include the detail of health insurance business carried out in foreign countries.*

*Sources: IRDAI English Annual Report 2017*

During 2016-2017, the general and health insurance companies have issued 1.31 crore health insurance policies (excl. PA & Travel insurance) covering a total of 43.75 crore persons (2015-16: 35.9crore) and registered a growth of 21.9 % in number of persons covered over the previous year. In terms of number of persons covered under health

insurance, three-fourth of the persons were covered under government sponsored health insurance schemes and the balance one-fourth were covered by group and individual policies issued by general and health insurers.

Information regarding patient particulars are entered into computer systems at the hospital's billing desk, treatment-related information is often manually written by doctors. The hospital sends the patient's documents to the insurance company, for them to be assessed at multiple levels by the insurer for the patient's eligibility. The computer systems at hospitals are often not compatible with those at the insurance companies. It is estimated that many hospitals spend nearly 8% to 10% of their revenue on managing this laborious process.

However, cloud-based platforms — connecting the system at the hospital and at the insurance company — are making a difference. Overcoming incompatibility problems, the software converts the hospital data into one standard form, as recommended by IRDAI (Insurance Regulatory and Development Authority of India). At the insurer's end too, there is a software system that processes and adjudicates the insurance claims.

Network hospitals are the enlisted hospitals of your insurance provider where you can avail cashless service. The most common mistake generally insurance customers make while buying health insurance policies is not checking the list of network hospitals or not knowing the name or location of the network hospital closest to their home or office location. If at any given point of time, an emergency strikes finding the closest network hospital would not only end up wasting very precious time but can also prove to be extremely dangerous. The advent of Third Party Administrators (TPAs) is expected to play an important role in health insurance market in ensuring better services to policyholders. In addition, their presence is expected to address the cost and quality issues of the vast private healthcare providers in India. However, the insurance sector still faces challenge of effectively institutionalizing the services of the TPA. A lot needs to be done in this direction. Hospital industries foresee business potential in their association with TPA in the long-run. In 2016-17 there are 27 TPA's enrolled under IRDA. Number of hospitals in the network of TPA's at the beginning of the year 2016-17 is 1.22 lacs. During the year 0.16 lacs hospitals were added and 0.04 lacs hospitals were withdrawn or removed from the network. So at the end of the year there were 1.34lacs hospitals in India in network of TPA's. Among those most of the hospitals are established in urban area and are private hospitals.

**Objectives of the Study:**

1. To understand the penetration of health insurance in India.
2. To understand the quality of network hospitals for health insurance in India.
3. To study the comparison of penetration for the year 2013-14, 2014-15 & 2015-16

**Research Methodology:**

Research methodology is the systematic, theoretical analysis of the procedures applied to a field of study. This study is based on secondary data which is published in IRDAI journal quarterly Jan-Mar 2017, Handbook on Indian Insurance Statistics 2015-2016 etc. Some data is collected from internet websites. URL of which has been mentioned

in references. This study is started with explorative study which is later on made to descriptive study. For comparison of penetration data has been collected for years 2013-14 and 2015-16.

### Data Analysis:

To understand the penetration of health insurance table no. 1 shows that India is spending very less per capita on health insurance as compared to global level.

### Health Insurance

Number of persons covered 2013-14, 2014-15 & 2015-16

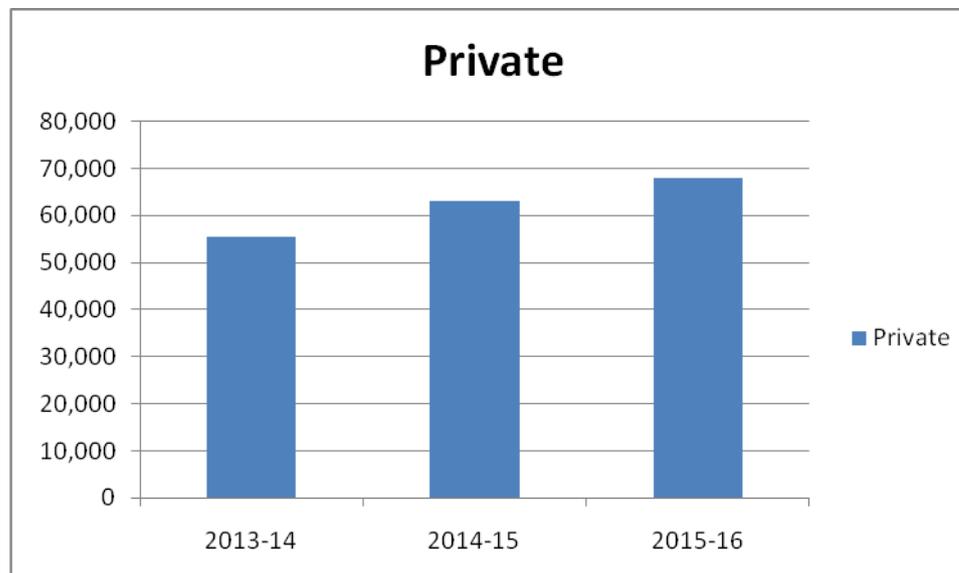
(number of persons in '000)

Table no. 4

Insurer	2013-14	2014-15	2015-16
Private	55,474	63,002	67,938
Public	1,45,336	2,11,451	2,76,563
Specialized health	15,421	13,579	14,461
Total	2,16,231	2,88,032	3,58,962

### Interpretation:

From the above chart it has been shown that total number of persons insured under health insurance are increased. Which is inclusive of private insurer, public insurer and specialized insurer.



Above graph shows that there is growth in number of persons covered under private health insurance. From year 2013-14 to 2015-16 there is growth of 22.47%. which is comparatively not more as it should be for such huge population.

For public insurer the growth is almost double from 2013-14 to 2015-16 i.e. it is 80% to 90% .there is a growth of 45.4% from 2013-14 to 2014-15 and growth of 30% from 2014-15 to 2015-16. As compared to earlier year the growth is reduced for the year 2014-15 to 2015-16.

For specialized health insurer the number of persons reduced from the year 2014-15 as compared to 2013-14. There is again growth of only 6% from the year 2014-15 to 2015-16. It shows that there is less interest in consumers for purchasing specialized health insurance.

From the table it is noted that the total number of persons covered under health insurance are increased by 66% from 2013-14 to 2015-16. The contribution of public sector plays key role to increase penetration under health insurance.

Also exhibit no.4 shows that number of hospitals in the network of TPA's at the beginning of the year 2016-17 is 1.22 lacs. During the year 0.16 lacs hospitals were added and 0.04 lacs hospitals were withdrawn or removed from the network. So at the end of the year there were 1.34lacs hospitals in India in network of TPA's. Among those most of the hospitals are established in urban area and are private hospitals.

### Findings:

1. From the secondary data it is noted that 18% of Indian population is covered under health insurance in India. Table no. 1 shows that India is far behind in health insurance sector as compared to other developing countries and global level. Though India is having vast population in human development it is lacking behind. There are many other reasons that our human development index is not at par.
2. Though there is growth in total number of persons covered under health insurance from year 2013-14 to 2015-16; there is major contribution of public insurers. There are several government schemes which are promoting health insurance. But the sum assured for those schemes is less.
3. Even though it is slight increase in number of persons covered under health insurance it is very less as compared to total population of country size like India.
4. Policy level directives and industry efforts are needed to educate consumers on health insurance role and benefits. Consumers face problem at the time of policy reimbursement in hospitals they should get educate about the health insurance service value chain.
5. There is a need for health insurance councilors at hospitals to give some knowledge and council customers about health insurance.

### Conclusion:

It is always a good thing to have insurance. It is especially advisable to have at least life insurance and health insurance (auto insurance is compulsory on purchasing a vehicle). In both cases, it is cheaper to buy the insurance when you are young and healthy rather than when you are older and the premium becomes more expensive. Buying insurance also buys peace of mind and it is one purchase you will never regret. Still the rate of awareness is not as it is expected to have. With the better use of technology we have a chance at reaching out to a larger populace, especially those in need. With technology, we have a better chance at simplification. We can educate consumers about the benefits of health insurance policy. To live long and healthy is important to build a strong nation. By making promotion of health insurance products we can eliminate negative

approach of customers towards health insurance. Further descriptive study is needed for detail understanding of penetration of health insurance.

### References:

1. IRDAI Journal Quarterly Report Jan-Mar 2017
2. IRDAI English annual report 2017
3. IRDAI Handbook on Indian Insurance Statistics 2015-16
4. [https://iib.gov.in/IIB/healthpub/Health\\_Insurance\\_Non-Life\\_Commercial\\_Data\\_Analysis\\_Report\\_2013-14.pdf](https://iib.gov.in/IIB/healthpub/Health_Insurance_Non-Life_Commercial_Data_Analysis_Report_2013-14.pdf)
5. <http://www.pekininsurance.com/the-use-of-technology-with-the-health-insurance-industry/>
6. <http://www.firstpost.com/india/indias-healthcare-sector-a-look-at-the-challenges-and-opportunities-faced-by-81-3-billion-industry-3544745.html>
7. <http://www.businesstoday.in/moneytoday/expert-view/the-problems-with-health-insurance/story/8584.html>

**Exhibit 1: HEALTH INSURANCE (EXCLUDING TRAVEL -DOMESTIC/OVERSEAS AND PERSONAL ACCIDENT) GROSS PREMIUM AND NUMBER OF PERSONS COVERED (2013-14)**

(No. of Policies in Actuals) (No. of Persons in '000) (Amount in ` Lakh)

Insurer	Government Sponsored Schemes including RSBY			Group Insurance Schemes excluding Govt Sponsored Schemes			Family/Floater Insurance excluding Individual Policies			Individual Insurance excluding Family /Floater Policies			TOTAL		
	No. of policies	No. of Persons Covered	Gross Premium	No. of policies	No. of Persons Covered	Gross Premium	No. of policies	No. of Persons Covered	Gross Premium	No. of policies	No. of Persons Covered	Gross Premium	No. of policies	No. of Persons Covered	Gross Premium
Bajaj Allianz				1836	1121	40362	395077	1101	24258	12791	18	1356	409704	2240	65975
Bharti AXA				2641	653	18491	17995	28	915				20636	681	19406
CHOLA MS	3	1562	8586	5483	665	7681	46870	119	1799	39692	56	1337	92048	2402	19404
Future Generali	1	81	9	746	376	10628	11906	40	804	13577	22	679	26230	516	12121
HDFC ERGO	17	1366	2996	906	1609	24972	146116	348	8777	269967	228	21864	417006	3552	58608
ICICI Lombard	49	12216	20866	3404	2635	74503	109309	295	14128	488918	502	43153	601680	15650	152650
IFFCO Tokio	116	9887	11007	802	833	12610	35788	128	2200	57650	85	2202	94356	10933	28219
Liberty Videocon				61	44	419							61	44	419
L&T General	7	1776	1376	102	106	1504	9047	26	832	11904	17	863	21060	1924	4575
Magma HDI	0	0	0												
Rajaja QBE	0	0	0							66	0	2	66	0	2
Reliance	70	11194	22526	712	505	14682	59141	174	4442	37537	53	1705	97460	11927	43352
Royal Sundaram	0	1260	4154	478	356	2677	66205	166	4309	230174	365	10013	296857	2167	21354
SBI General	0	0	0	385	109	713	9603	25	524	34343	12	860	44331	146	2116
Spiram General	0	0	0												
Tata AIG	15	1908	4792	3970	93	1231	46638	155	2975	61582	75	2310	112205	2228	11307
Universal Sompo	0	0	0	2106	447	4844	102244	580	3478	32694	35	348	137044	1061	8669
Private Total	278	41251	76312	23632	9551	215716	1055939	3205	69439	1290895	1457	86711	2370744	55474	448178
National	31655	55264	62968	9711	770	132559	177729	489	14259	138816	4332	91164	1607711	60855	300970
New India	26	6786	10385	5665	6427	172472	95961	336	9257	1491673	4908	138030	1593345	18457	330144
Oriental	58	1579	17226	4457	4358	90187	576597	1614	45182	626030	1096	35004	1207142	8647	187599
United India	24	43004	35483	137008	10598	153313	326128	886	20515	747216	2890	56048	1212376	57378	265399
Public Total	31763	106633	126062	156841	22152	548531	1178435	3325	89214	4253535	13226	320246	5620574	145336	1084072
Apollo Munich	15	156	777	603	662	19511	206616	686	29124	222061	375	16406	429295	1676	65821
Cigna TTK	0	0	0				224	665	21	325	343	13	549	1008	34
Max Bupa	3	1046	789	1022	264	5445	130794	387	19539	72790	73	4979	204609	1769	30753
Religare	8	1726	445	579	581	7901	35936	115	3909	31720	43	2746	68243	2463	15004
Star Health	20	4477	3768	5302	456	8640	803843	2713	62642	522921	657	30523	1332036	8302	105593
Specialised Health Insurers Total	46	7403	5799	7506	1962	41498	1177413	4565	115235	849817	1490	54672	2034782	15421	217204
Grand Total	32087	155267	208193	187979	33665	805745	3411787	11096	273887	6394247	16183	461625	10026100	216231	1749454

**Exhibit 2: HEALTH INSURANCE (EXCLUDING TRAVEL -DOMESTIC/OVERSEAS AND PERSONAL ACCIDENT)  
GROSS PREMIUM AND NUMBER OF PERSONS COVERED (2014-15) (Contd...)**

(No. of Policies in Actuals) (No. of Persons in '000) (Amount in ` Lakh)

Insurer	Government Sponsored Schemes including RSBY			Group Insurance Schemes excluding Govt Sponsored Schemes			Family/Floater Insurance excluding Individual Policies			Individual Insurance excluding Family /Floater Policies			TOTAL		
	No. of policies	No. of Persons Covered	Gross Premium	No. of policies	No. of Persons Covered	Gross Premium	No. of policies	No. of Persons Covered	Gross Premium	No. of policies	No. of Persons Covered	Gross Premium	No. of policies	No. of Persons Covered	Gross Premium
Bajaj Allianz				2066	705	33213	238117	465	16921	168693	472	12873	408666	1641	63007
Bharti AXA				2107	1124	15301	18152	34	821			20259	20259	1158	16122
CHOLA MS	9	1874	3180	8666	1012	10534	52811	147	2279	29937	46	1294	91423	3079	17286
Future Generali	8	1373	975	925	307	10485	14829	49	1041	13604	23	810	29666	1752	13316
HDFC ERGO		2818	-100	813	381	8910	168157	413	15027	273341	236	26499	442311	3846	50336
ICICI Lombard	88	8180	14475	3074	1717	50255	105515	304	15633	551607	557	54498	661284	10758	134862
IFFCO Tokio	57	12259	7440	1000	1379	21578	55240	237	3705	59096	92	2405	115393	13967	35133
Liberty Videocon				343	180	3679	111	0	10	120	0	6	574	180	3695
L&T General	8	606	385	87	42	480	24321	73	1932	24490	35	1940	48906	755	4736
Magma HDI										1	0	0	1	0	0
Rabaja QBE										58	0	0	58	0	1
Reliance	50	17668	27107	667	486	12921	56444	175	3335	27079	30	1345	84240	18359	44708
Royal Sundaram	7	1757	2117	516	703	5356	68010	190	4636	123972	236	8327	192505	2886	20436
SBI General				908	637	9768	1264	4	97	3851	4	74	6023	645	9940
Shriyam General															
Tata AIG	38	1526	3401	573	331	1925	143850	214	4064	141177	89	2371	285638	2160	11785
Universal Sompo				3801	900	7625	158001	892	5387	20606	22	256	182408	1814	13272
Private Total	265	48061	58964	25536	9903	192039	1105822	3198	74891	1437632	1840	112700	2569255	63002	438615
National	29501	73430	94323	10061	5051	154078	220487	686	17502	1448917	4208	107728	1708966	83374	373631
New India	82	23223	43893	11964	9405	188095	628937	2045	57962	989626	2321	103025	1630609	36994	392979
Oriental	35	15442	5289	166131	4354	113378	687945	1935	55594	487493	825	30312	1341604	23056	204573
United India	41	46869	36358	84549	17261	196549	330580	924	27623	767005	2973	56488	1182275	68027	317018
Public Total	29659	158964	179864	272805	36571	652103	1867949	5890	158680	3693041	10327	297554	5863454	211451	1288201
Apollo Munich				735	786	22785	261576	833	32918	221708	349	19319	484019	1968	75016
Cigna TTK				1	0	232	9560	29	1210	8083	9	681	17644	36	2124
Max Bupa	3	1046	124	267	204	2776	159372	466	28459	72341	72	5844	231983	1788	37206
Religare	8	1869	811	1280	384	9912	65751	209	7884	61742	71	7225	128761	2533	25832
Star Health	17	4426	2762	5392	454	9994	1046105	1696	91170	580575	675	38703	1634089	7252	142629
Specialised Health Insurers Total	28	7341	3691	7655	1828	45700	1544364	3234	161642	944449	1176	71773	2496496	13579	282806
Grand Total	29952	214366	242539	305996	48301	889643	4518135	12022	395213	6075122	13343	482028	10929205	288032	2009622

**Exhibit 3: HEALTH INSURANCE (EXCLUDING TRAVEL -DOMESTIC/OVERSEAS AND PERSONAL ACCIDENT)  
GROSS PREMIUM AND NUMBER OF PERSONS COVERED (2015-16) (Contd...)**

(No. of Policies in Actuals) (No. of Persons in '000) (Amount in ` Lakh)

Insurer	Government Sponsored Schemes including RSBY			Group Insurance Schemes excluding Govt Sponsored Schemes			Individual Family Floater			Individual other than Family Floater			TOTAL		
	No. of policies	No. of Persons Covered	Gross Premium	No. of policies	No. of Persons Covered	Gross Premium	No. of policies	No. of Persons Covered	Gross Premium	No. of policies	No. of Persons Covered	Gross Premium	No. of policies	No. of Persons Covered	Gross Premium
Bajaj Allianz				2211	1210	36882	170740	500	14976	262597	457	20765	435548	2167	72625
Bharti AXA				1474	282	7394			19528		36	924	21002	316	8319
CHOLA MS	9	1874	1141	11332	1447	15519	40043	136	2099	26723	37	1477	78107	3494	20236
Future Generali		3976	594	868	297	11231	16105	65	1389	14028	27	954	31001	4364	14167
HDFC ERGO		71		1257	348	10333	172931	435	18179	282337	244	28630	456525	1098	57142
ICICI Lombard	52	19200	3489	3497	2518	62437	109928	315	17350	653053	664	58491	766530	22897	141767
IFFCO Tokio	28	5226	7538	982	1606	26639	81819	317	5890	60868	85	2784	143697	7234	42849
Kotak General							56	0.16	6	71	0.08	4	127	0.24	9
Liberty Videocon				424	223	5546	1436	4	162	4088	4	186	5948	231	5897
L&T General	8	606	702	84	89	961	37294	113	2564	33148	45	2329	70534	852	6556
Magma HDI									1	0.001	0.05	1	0.001	0.05	
Rabaja QBE									84	0.08	2	84	0.08	2	
Reliance	34	17074	25613	898	1878	18321	52724	162	4858	25581	27	1974	79237	19141	50966
Royal Sundaram				578	388	6700	71419	184	5199	109632	230	7751	181827	802	19656
SBI General				3860	2137	20611	2649	16	238	20821	26	709	27330	2179	21558
Shriyam General															
Tata AIG	10	1526	3567	1574	423	3543	102745	224	4092	38762	56	4828	143091	2229	16030
Universal Sompo				3873	762	7184	170328	369	6158	684	1	14	174885	1132	13356
Private Total	141	49552	42841	32910	13608	233304	1030217	2839	83162	1552206	1940	131827	2615474	67938	491134
National	21	75493	86903	10021	5262	182108	584809	1620	32715	1154480	2727	101438	1749331	85102	403161
New India	106	62039	67200	14726	10508	245391	480488	1613	42584	1210877	2965	128358	1708197	77124	483532
Oriental	8	2469	1438	2230671	5410	160471	758652	2046	65221	449703	910	33671	1429424	10838	260798
United India	142	79670	47041	99502	19706	270617	304349	1440	31243	789670	2686	62473	1193663	103502	411574
Public Total	277	219671	202576	347310	40886	856784	2126298	6719	171763	3604730	9288	325940	6078615	276563	1589065
Apollo Munich				1036	1090	29800	330059	1068	42469	244925	375	22236	576020	2633	94505
Cigna TTK				5	9	5421	33903	102	4842	32681	33	3319	66589	144	13582
Max Bupa	3	1046	425	135	317	3852	134069	372	16180	130861	306	27098	265068	2040	47555
Religare	0	86	28	1728	639	16760	114297	360	14944	106582	116	12790	222807	1198	44520
Star Health	12	2917	1534	5444	496	14131	1316551	4394	130364	669551	740	48363	1991558	8547	194392
Specialised Health Insurers Total	15	4049	1985	8348	2546	69964	1928879	6297	208801	1184600	1570	113806	3121842	14461	394555
Grand Total	433	273272	247404	388568	57039	1162052	5085394	15855	463728	6341536	12797	571573	11815931	358962	2444754

Exhibit NO :4

## ANNUAL REPORT 2016-17

**TABLE I.79**  
**INFORMATION ON NETWORK HOSPITALS ENROLLED BY TPAs 2016-17**

Sl. No.	Name of the TPA	No. of Hospitals in the Network at the beginning of the year	No. of Hospitals added to the Network during the year	No. of Hospitals withdrawn/ removed from Network during the year	* Total No. of Hospitals in the Network at the end of the year
1	United Health Care Parekh Insurance TPA Pvt. Ltd.	4474	191	97	4568
2	Medi Assist Insurance TPA Pvt. Ltd.	5736	501	236	6001
3	MD India Health Insurance TPA Pvt. Ltd.	9092	1510	423	10179
4	Paramount Health Services & Insurance TPA Pvt. Ltd.	11696	2586	315	13967
5	E-Meditek Insurance TPA Limited	5519	186	65	5640
6	Heritage Health Insurance TPA Pvt. Ltd.	5217	980	464	5733
7	Focus Health Insurance (TPA) Pvt. Ltd.	1948	78	291	1735
8	Medicare Insurance TPA Services (India) Pvt. Ltd.	4578	480	110	4948
9	Family Health Plan Insurance TPA Limited	4655	2564	144	7075
10	Raksha Health Insurance TPA Pvt. Ltd.	4498	601	34	5065
11	Vidal Health Insurance TPA Pvt. Ltd.	6331	2128	127	8332
12	Anyuta Insurance TPA In Health Care Pvt. Ltd.	343	110	142	311
13	East West Assist Insurance TPA Pvt. Ltd.	4156	117	340	3933
14	Medsave Health Insurance TPA Limited	6333	162	12	6483
15	Genins India Insurance TPA Limited	4023	285	49	4259
16	Alankit Insurance TPA Limited	4081	83	85	4079
17	Health India Insurance TPA Services Pvt. Ltd.	4330	621	43	4908
18	Good Health Insurance TPA Limited	4872	186	55	5003
19	Vipul Medcorp Insurance TPA Pvt. Ltd.	9076	0	309	8767
20	Park Mediclaim Insurance TPA Pvt. Ltd.	1934	428	0	2362
21	Safeway Insurance TPA Pvt. Ltd.	4444	316	309	4451
22	Anmol Medicare Insurance TPA Limited	453	0	0	453
23	Dedicated Healthcare Services TPA (India) Pvt. Ltd.	5042	1547	679	5910
24	Grand Insurance TPA Private Limited	1764	78	0	1842
25	Rothshield Insurance TPA Limited	3053	219	0	3272
26	Ericson Insurance TPA Private Limited	3937	157	0	4094
27	Health Insurance TPA of India Limited	1399	230	9	1620

\* Hospitals may have tied up with more than one TPA