

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2020

Name of TPA	Licence Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd.	No. 006	20-03-2020	28-02-2021

b Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government
Number of policies serviced	6,276	32	
Number of lives serviced	11,114	25,886	

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	Individual		Group		Government	
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	Delhi	NEW DELHI	0	0	0	0	0	0
2	Delhi	SOUTH WEST	0	0	0	0	0	0
3	Karnataka	BANGALORE	0	0	0	0	0	0
4	Karnataka	MYSORE	0	0	0	0	0	0
5	Maharashtra	MUMBAI	0	0	0	0	0	0
6	Maharashtra	PUNE	0	0	0	0	0	0
7	Maharashtra	THANE	0	0	0	0	0	0
8	Punjab	SAS NAGAR (MOHALI)	0	0	0	0	0	0
9	Rajasthan	JAIPUR	0	0	0	0	0	0
10	Tamil Nadu	CHENNAI	0	0	0	0	0	0
11	Telangana	HYDERABAD	0	0	0	0	0	0
12	West Bengal	Howrah	0	0	0	0	0	0
13	West Bengal	KOLKATA	0	0	0	0	0	0
TOTAL			0	0	0	0	0	0

d Data of Number of claim processed

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
Paramount Health	7	754	513	76%	166	24%	82

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-Authorization	TAT for Discharge	TAT for Pre-Authorization	TAT for Discharge

1	With in <1 Hour	78%	74%	75%	75%
2	With in 1-2 Hours	19%	20%	21%	22%
3	With in 2-6 Hours	3%	5%	2%	3%
4	With in 6-12 Hours	0%	1%	1%	0%
5	With in 12-24 Hours	0%		1%	
6	>24 Hours	0%		1%	
Total		100%	100%	100%	100%

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

Description (To be)	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage
Within 1 months	259	100%	418	100%			677	100%
Between 1 - 3 Months	1	0%	1	0%			2	0%
Between 3 to 6 months								
More than 6 months								
Total	260	100%	419	100%			679	100%

* Percentage shall be calculated on total of the respective column

Data of grievances received against the TPA:

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Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Date:
08.10.2020

Name: Shubhdarshini Ghosh

Place:
Mumbai

Designation: Executive Director & CEO