

**Public Disclosures on quantitative and qualitative Parameters of Health services rendered**  
Information as at 31/03/2022

a. Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd.		01/03/2021	28/02/2024

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

Description	Individual	Group	Government
No of policies serviced	41,373	257	
No of lives serviced	81,153	132,882	

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

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Maharashtra	Mumbai	20,976	126,595
2	Goa	Panji	97	206
3	Maharashtra	Pune	1,362	3,081
4	Delhi	Delhi	4,707	52,343
5	Tamil Nadu	Chennai	1,348	3,973
6	West Bengal	Kolkata	4,312	7,610
7	Karnataka	Banglore	1,390	2,608
8	Gujarat	Ahmedaba	4,591	11,194
9	Telangana	Hyderabad	2,847	6,425
	<b>Grand Total</b>		<b>41,630</b>	<b>214,035</b>

d. Data of number of claims 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 Services & Insurance TPA Pvt. Ltd.	291	5,849	5,199	94%	603	10%	338

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	93%	85%	85%	88%
2	Within 1-2 Hours	6%	14%	12%	12%
3	Within 2-6 Hours	0%	1%	3%	1%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>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 in 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	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	2,704	97%	2,920	97%			5,624	97%
Between 1-3 Months	87	3%	77	3%			164	3%
Between 3-6 Months	3	0%	8	0%			11	0%
More than 6 Months	3	0%	0	0%			3	0%
Total	2,797	100%	3,005	100%			5,802	100%

\*Percentage shall be calculated on total of respective column

Data of grievances received

g. against the TPA:

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

**Chief Executive  
Officer**



Dr. Nayan Shah  
MD and CEO

Paramount Health Services  
and Insurance TPA Pvt. Ltd.