

Public Disclosures on quantative and qualitative Parameters of Health services rendered  
Information as at 31/03/2023

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd.		15-06-2022	14-06-2024

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

Description	Individual	Group	Government	Total
No of policies serviced	1,10,406	444	0	1,10,850
No of lives serviced	2,38,371	9,26,207	0	11,64,578

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	Gujarat	AHMEDABAD R.O.	42,279	1,51,794
2	Karnataka	BANGALORE R.O.	34	3,41,249
3	Gujarat	BARODA R.O.	5	2,353
4	Odisha	BHUBANESHWAR R.O.	6	12,778
5	Tamil Nadu	CHENNAI R.O.	1	4,422
6	Uttarakhand	DEHRADUN R.O.	9	14,275
7	Delhi	DELHI R.O. I	12	74,174
8	Delhi	DELHI R.O. II	3	3,683
9	Delhi	DELHI R.O. IV	238	1,53,658
10	Rajasthan	JAIPUR R.O.	2,360	6,562
11	Rajasthan	JODHPUR R.O.	3	1,501
12	West Bengal	KOLKATA R.O.	49,870	1,31,954
13	West Bengal	KOLKATA R.O. II	20	89,154
14	Uttar Pradesh	LUCKNOW R.O.	6,258	42,621
15	Punjab	LUDHIANA R.O.	1,674	4,166
14	Maharastra	MUMBAI R.O.	2	1,471
15	Maharastra	MUMBAI R.O. I	91	16,919
16	Maharastra	MUMBAI R.O. II	216	39,086
17	Maharastra	MUMBAI R.O. III	7,735	15,712
18	Maharastra	PUNE R.O.	32	56,018
19	Jharkhand	RANCHI RO	2	1,028
Total			1,10,850	11,64,578

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	5,458	88,882	83,282	93.54%	4,963	5.26%	6,095

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	76%	64%	83%	74%
2	Within 1-2 Hours	20%	30%	14%	22%
3	Within 2-6 Hours	3%	5%	2%	3%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	1%	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:

Payment TAT (Up to Payment / Denial)

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	17,477	96.62%	67,877	96.75%	0	0%	85,354	96.72%
Between 1-3 Months	457	2.53%	1,780	2.54%	0	0%	2,237	2.53%
Between 3-6 Months	128	0.71%	358	0.51%	0	0%	486	0.55%
More than 6 Months	27	0.15%	141	0.20%	0	0%	168	0.19%
Total	18,089	100.00%	70,156	100.00%	0	0%	88,245	100.00%

\*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

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



National Insurance Company LTD.

