

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE  
PARAMETERS OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT – 31.03.2021)

NATIONAL INSURANCE COMPANY LTD.

a. Name of TPA – Paramount Health Services & Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA: 15/06/2020 to 14/06/2022

b. Number of policies and lives serviced in respect of which public disclosures are made:

Description	Individual	Group	Government
No of policies serviced	58,287	248	2
No of lives serviced	131,917	706,259	3,635,013

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

Name of State	Name of District
Gujarat	AHMEDABAD R.O.
Karnataka	BANGALORE R.O.
Gujarat	BARODA R.O.
Andhra Pradesh	BHUBANESHWAR R.O.
Chandigarh	CHANDIGARH R.O. II
Assam	DEHRADUN R.O.
Delhi	DELHI R.O. I
Delhi	DELHI R.O. II
Delhi	DELHI R.O. IV
Rajasthan	JAIPUR R.O.
Rajasthan	JODHPUR R.O.
WEST BENGAL	KOLKATA R.O.
WEST BENGAL	KOLKATA R.O. II
Uttar Pradesh	LUCKNOW R.O.
Punjab	LUDHIANA R.O.
Maharashtra	MUMBAI R.O. I
Maharashtra	MUMBAI R.O. II
Maharashtra	MUMBAI R.O. III
Maharashtra	PUNE R.O.
WEST BENGAL	MURSHIDABAD
WEST BENGAL	NORTH 24 PARGANAS

d. Data of number of claims processed –

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
4,836	118,043	105,999	89.37%	3,815	3.10%	12,951

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	79%	66%	85%	71%
2	Within 1-2 Hours	18%	29%	14%	24%
3	Within 2-6 Hours	2%	5%	2%	5%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	1%	0%	0%	0%
6	>24 Hours	1%	0%	0%	0%
<b>Total</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*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 Insurer

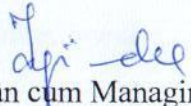
f. Turn Around Time (TAT) in case of payment / repudiation of claims :

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percent age (%)	No. of claims	percent age (%)	No. of claims	percent age (%)	No. of claims	percent age(%)
Within 1 Month	11,330	93%	47,577	92%	45,100	92.68%	104,007	92%
Between 1-3 Months	676	6%	3,242	6%	3,558	7.31%	7,476	7%
Between 3-6 Months	162	1%	824	2%	3	0.01%	989	1%
More than 6 Months	64	1%	240	0%	-	0.00%	304	0%
<b>Total</b>	<b>12,232</b>	<b>100%</b>	<b>51,883</b>	<b>100%</b>	<b>48,661</b>	<b>100.00%</b>	<b>112,776</b>	<b>100%</b>

\*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	10
3	Grievances resolved during the year	10
4	Grievances outstanding at the end of the year	0

  
Chairman cum Managing Director  
National Insurance Company Ltd.