

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE
PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT – 31.03.2022)**

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	1,17,127	418	2
No of lives serviced	2,59,878	10,48,204	36,32,532

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.
Odisha	BHUBANESHWAR R.O.
Uttrakhand	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.
Maharastra	MUMBAI R.O. I
Maharastra	MUMBAI R.O. II
Maharastra	MUMBAI R.O. III
Maharastra	PUNE R.O.
Jharkhand	RANCHI RO
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	No. of claims repudiated during the year	No. of claims outstanding at the end of the year
9,988	90,541	85,445	9,626	5,458

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	73%	67%	79%	68%
2	Within 1-2 Hours	20%	27%	17%	26%
3	Within 2-6 Hours	5%	5%	4%	7%
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%
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 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	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)
Within 1 Month	16,795	91.12%	66,716	87.05%	58252	90%	1,41,763	88.88%
Between 1-3 Months	1,079	5.85%	6,963	9.09%	6162	10%	14,204	8.91%
Between 3-6 Months	254	1.38%	2,572	3.36%	16	0%	2,842	1.78%
More than 6 Months	303	1.64%	389	0.51%	0	0%	692	0.43%
Total	18,431	100.00%	76,640	100.00%	64430	100%	1,59,501	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	117
3	Grievances resolved during the year	117
4	Grievances outstanding at the end of the year	0

Place:

Date:

Chairman cum Managing Director
National Insurance Company Ltd.