

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

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	28/02/2023

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

Description	Individual	Group	Government
No of policies serviced	64422	1,054	4
No of lives serviced	128879	1,366,305	4460239

c. Geographical Area of services Rendered 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.	28	39,731
2	Punjab	AMBALA R.O.	2	4
3	Karnataka	BANGALORE R.O.	19,336	60,615
4	Orissa	BHUBANESWAR R.O.	1,122	29,937
5	Punjab	CHANDIGARH R.O.	42	92,969
6	Tamilnadu	CHENNAI R.O.	18	5,025
7	Kerala	COIMBATORE R.O.	30	16,852
8	Delhi	CORPORATE CELL DELHI	207	141,252
9	Delhi	DELHI R.O. II	4,717	104,285
10	Karnataka	HUBLI R.O.	17	28
11	Andhra Pradesh	HYDERABAD R.O.	22	10,518
12	Kerala	KOCHI R.O.	15	13,648
13	West Bengal	KOLKATA R.O.	4	4,338
14	Uttar Pradesh	LUCKNOW R.O.	40	25,978
15	Maharashtra	MUMBAI R.O. I	5,129	557,202
16	Maharashtra	MUMBAI R.O. II	14,899	93,504
17	Maharashtra	MUMBAI R.O. III	81	73,762
18	Delhi	NEW DELHI R.O.	28	35,505
19	Bihar	PATNA R.O.	6	16,644
20	Maharashtra	PUNE R.O.	15,478	99,473
21	Chhattisgarh	RO RAIPUR	7	9,998
22	Gujarat	VADODARA R.O.	4,247	63,590
23	Orissa	VISAKHAPATNAM R.O.	1	326
24	West Bengal	Hooghly	1	1,388,835
25	West Bengal	Jhargram	1	412,111
26	West Bengal	Purba Bardhaman	1	1,090,982
27	West Bengal	Paschim Mednipur	1	1,568,312
Total			65,480	5,955,423

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	6020	67297	64041	93%	4855	7%	4421

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	70%	64%	77%	67%
2	Within 1-2 Hours	20%	28%	18%	26%
3	Within 2-6 Hours	6%	8%	4%	7%
4	Within 6-12 Hours	1%	0%	0%	0%
5	Within 12-24 Hours	1%	0%	0%	0%
6	>24 Hours	2%	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	4,249	93%	61,313	95%	76,442	11492870%	142,004	91%
Between 1-3 Months	165	4%	2,161	3%	11,475	1725239%	13,801	9%
Between 3-6 Months	125	3%	579	1%	15	2255.21%	719	0%
More than 6 Months	7	0%	297	0%	-	0%	304	0%
Total	4,546	100%	64,350	100%	87,932	13220364%	156,828	100%

*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	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.

अंजन डे/ANJAN DEY
अध्यक्ष एवं प्रबंध निदेशक
Chairman cum Managing Director
दि ओरिएण्टल इश्योरेंस कम्पनी लि
The Oriental Insurance Co. Ltd
प्रधान कार्यालय : ओरिएण्टल हाउस
Head Office : Oriental House
ए-25/27, आसफ अली रोड, नई दिल्ली-110002
A-25/27, Asaf Ali Road, New Delhi-110002

