

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
Park Mediclaim Insurance TPA Pvt. Ltd.	1	01-03-2021	01-03-2023

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

Description	Individual	Group	Government
No of policies serviced	32443	18	NIL
No of lives serviced	94148	5561	NIL

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	Haryana	Ambala	2804	9158
2	Bihar	Patna	884	2238
3	Punjab	Chandigarh	6097	62876
4	Delhi	Delhi	17307	56300
5	Rajasthan	Jaipur	471	1278
6	Maharashtra	Mumbai	3921	10223
7	Maharashtra	Nagpur	1445	3546
8	Uttarakhand	Dehradun	62	207
	Total		32991	145826

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
Park Mediclaim	1394	17633	17140	90.87	883	7.57	1004

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	16.41	40.54	20.31	45.25
2	Within 1-2 Hours	65.36	50.32	68.66	53.28
3	Within 2-6 Hours	13.48	7.48	10.22	1.47
4	Within 6-12 Hours	3.73	1.66	0.81	0
5	Within 12-24 Hours	1.02	0	0	0
6	>24 Hours	0	0	0	0
	Total	100	100	100	100

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

Description (to reckoned from the date)	Individual	Group	Government	Total
---	------------	-------	------------	-------

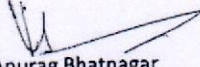
or receipt or last necessary document)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)
Within 1 Month	9564	70.49	2943	82.37	N.A	N.A	12507	72.97
Between 1-3 Months	3396	25.03	408	11.42	N.A	N.A	3804	22.19
Between 3-6 Months	565	4.16	202	5.65	N.A	N.A	767	4.47
More than 6 Months	42	0.31	20	0.56	N.A	N.A	62	0.36
Total	13567	100	3573	100	N.A	N.A	17140	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	59
3	Grievances resolved during the year	59
4	Grievances outstanding at the end of the year	0*


Anurag Bhatnagar
CEO



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 हाऊस
Head Office : Oriental House
ए-25/27, आसफ अली रोड, नई दिल्ली-110002
A-25/27, Asaf Ali Road, New Delhi-110002