

Public Disclosures on quantitative 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
Park Mediclaim Insurance TPA Pvt. Ltd.	1	01/03/2023	30/04/2023

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

Description	Individual	Group	Government
No of policies serviced	35075	35	NIL
No of lives serviced	102234	63135	NIL

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	Haryana	Ambala	3603	11077
2	Bihar	Patna	794	2149
3	Punjab	Chandigarh	5137	14720
4	Delhi	Delhi	20627	60891
5	Rajasthan	Jaipur	148	365
6	Maharashtra	Mumbai	2551	6435
7	Maharashtra	Nagpur	851	2303
8	Uttarakhand	Dehradun	1364	4294
Total			35075	102234

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
Park Mediclaim	1004	19897	18453	96.9	823	4.13	1620

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	17.14	41.54	20.54	46.25
2	Within 1-2 hours	56.75	52.26	69.54	52.26
3	Within 2-6 hours	12.86	5.58	9.01	1.49
4	Within 6-12 hours	7.77	0.67	0.91	0
5	Within 12-24 hours	1.03	0	0	0
6	>24 Hours	0	0	0	0
Total		100	100	100	100

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

Description (to be 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	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

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	69
3	Grievances resolved during the year	69
4	Grievances outstanding at the end of the year	0

For Park Mediclaim Insurance TPA Pvt. Ltd.

Anurag Bhatnagar
CEO

A. BHATNAGAR
CEO

R.R. Singh

आर.आर. सिंह
अध्यक्ष एवं प्रबंध निदेशक
R.R. SINGH
Chairman Cum Managing Director

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