

**Public Disclosures on quantitative and qualitative**  
Information as at 31/03/2020

a

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd.		16.01.2020	15.01.2021

b

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

Description	Individual	Group	Government
Number of policies serviced		477	4
Number of lives serviced		7,86,430	11,66,029.00

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	AHMEDABAD R.O.		22	57,873
2	BANGALORE R.O.		16	10,136
3	CHANDIGARH R.O.		13	18,806
4	CHENNAI		6	3,389
5	COIMBATOR E R.O.		5	3,087
6	CORPORATE CELL DELHI		154	87,636
7	CORPORATE CELL		6	8,117
8	DELHI R.O. II		20	37,890
9	HYDERABAD R.O.		1	497
10	INDORE R.O.		8	4,644
11	KOCHI R.O.		1	754
12	KOLKATA		2	3,004
13	MUMBAI R.O.		116	2,84,121
14	MUMBAI R.O.		34	50,958
15	MUMBAI R.O.		22	40,140
16	NEW DELHI		6	9,947
17	ORISSA R.O.		2	3,091
18	PATNA R.O.		1	6,832
19	PUNE R.O.		12	46,019
20	VADODARA R.O.		25	36,119
21	VISHAKAPAT NAM R.O.		1	1,097
22	West Bengal	Jhargram	1	112253
23	West Bengal	Purba Burdwan	1	294521
24	West Bengal	Paschim Medinipur	1	385572
25	West Bengal	Hooghly	1	373683
Total			477	18,80,186

d Data of Number of claim 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
Paramount	4882	61021	56495	93%	4381	7%	5027
Paramount Govt. swasthi sathi west bengal oic	10231	10455	16235	100%	4	0%	4447

e Turn Around Time(TAT) for cashless claims (in respect of number of claims)

S.NO.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour			65%	60%
2	With in 1-2			25%	31%
3	With in 2-6			7%	9%
4	With in 6-12 Hours			1%	0%
5	With in 12-24 Hours			2%	0%
6	>24 Hours			0%	0%
<b>Total</b>				<b>100%</b>	<b>100%</b>

f Turn Around Time in case of payment/repudiation of claims:

Description (To be reckoned from the date of receipt of last	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	Number of claims	Percentage
Within 1 months			59,740	98%	7151	44.03%	66,891	87%
Between 1 - 3 Months			1,020	2%	7717	47.52%	8,737	11%
Between 3 to 6 months			90	0%	1242	7.64%	1,332	2%
More than 6 months			26	0%	129	0.79%	155	0%
<b>Total</b>			<b>60,876</b>	<b>100%</b>	<b>16,239</b>	<b>100%</b>	<b>77,115</b>	<b>100%</b>

\* Percentage shall be calculated on total of the 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	31
3	Grievances resolved during the year	31
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.