

Date: 27/06/20

Mr. Satish Kumar,
Chief Manager,
Health Insurance Deptt.
Head Office, New Delhi - 110 002

Reference: As Per IRDAI Circular bearing reference number IRDAI/HLT/MISC/CIR 146/06/2020 dated 10th June 2020 in regard in regard to guidelines on public disclosures by insurer on the qualitative and quantitative parameters of the health services rendered to policy holders.

Information as at 31/03/2020

A.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Park Mediclaim Insurance TPA Pvt. Ltd.	1	1/1/2019	12/31/2021

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

Description	Individual	Group	Government
No of policies serviced	28848	70	NIL
No of lives serviced	87449	80621	168070

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	Haryana	Ambala	3584	12272
2	Karnataka	Banguluru	1	1543
3	Punjab	Chandigarh.	8222	63215
4	Delhi	Delhi	13155	80718
5	Rajasthan	Jaipur	964	2684
6	Maharashtra	Mumbai	2992	7638
	Total		28918	168070

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
Park Mediclaim	2237	17455	16605	91.53	1421	8.14	1666

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	1126	456	928	554
2	Within 1-2 Hours	3919	1919	3164	1657
3	Within 2-6 Hours	925	2746	567	2309
4	Within 6-12 Hours	256	544	44	12
5	Within 12-24 Hours	70	98	0	0
6	>24 Hours	0	0	0	0
Total		6296	5763	4703	4532

* 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 claim s	Percentag e (%)	No. of claim s	percentag e (%)p	No. of claim s	Percentag e (%)	No. of claim s	Percentag e (%)
Within 1 Month	6564	65.42	4543	69.17	N.A	N.A	11107	66.91
Between 1-3 Months	2862	28.53	1771	26.96	N.A	N.A	4633	27.91
Between 3-6 Months	565	5.63	234	3.56	N.A	N.A	799	4.81
More than 6 Months	42	0.42	20	0.30	N.A	N.A	62	0.37
Total	10033	100	6568	100	N.A	N.A	16601	100

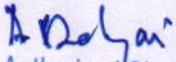
*Percentage shall be calculated on total of respective column

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	49
3	Grievances resolved during the year	49
4	Grievances outstanding at the end of the year	0

Thanks and Regards,

For Park Mediclaim Insurance TPA Pvt. Ltd
For Park Mediclaim Insurance TPA (P) Ltd


Authorised Signatory
Anurag Bhatnagar
(CEO)