

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Information as at 31/03/2021

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd.		1/1/2021	2/28/2023

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

Description	Individual	Group	Government
No of policies serviced	51785	954	1
No of lives serviced	92438	1,337,220	4,108,836

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 se	No. of lives serviced
1	Gujarat	AHMEDABAD R.O.	37	79,947
2	Haryana	AMBALA R.O.	2	4
3	Karnataka	BANGALORE R.O.	17,561	55,561
4	Orissa	BHUBANESWAR R.O.	551	7,134
5	CHANDIGARH	CHANDIGARH R.O.	35	61,573
6	TamilNadu	CHENNAI R.O.	11	4,658
7	Kerala	COIMBATORE R.O.	15	6,214
8	DELHI	CORPORATE CELL I	278	154,410
9	Maharashtra	CORPORATE CELL N	2	6,345
10	DELHI	DELHI R.O. II	4,291	78,198
11	Karnataka	HUBLI R.O.	12	19
12	Andhra Pradesh	HYDERABAD R.O.	4	2,352
13	Madhya Pradesh	INDORE R.O.	8	4,600
14	Kerala	KOCHI R.O.	4	2,116
15	West Bengal	KOLKATA R.O.	3	4,395
16	Uttar Pradesh	LUCKNOW R.O.	22	11,959
17	Maharashtra	MUMBAI R.O. I	6,729	553,878
18	Maharashtra	MUMBAI R.O. II	11,638	106,522
19	Maharashtra	MUMBAI R.O. III	61	75,047
20	DELHI	NEW DELHI R.O.	13	15,003
21	Bihar	PATNA R.O.	3	17,023
22	Maharashtra	PUNE R.O.	11,418	137,403
23	Gujarat	VADODARA R.O.	39	43,552
24	Orissa	VISAKHAPATNAM R.O.	2	1,745
25	West Bengal	Jhargram	1	407,985
26	West Bengal	Purba Burdwan	1	1,032,801
27	West Bengal	Paschim Medinipur	1	1,357,272
28	West Bengal	Hooghly	1	1,310,778
	Total		52,743	5,538,494

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	5027	122227	113485	96%	4574	4%	9195

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	66%	53%	87%	73%
2	Within 1-2 Hours	26%	36%	11%	23%
3	Within 2-6 Hours	5%	9%	1%	4%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	1%	1%	0%	0%
6	>24 Hours	1%	1%	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	895	93%	52,882	94%	60,063	94%	113,840	94%
Between 1-3 Months	55	6%	2,098	4%	3,780	6%	5,933	5%
Between 3-6 Months	16	2%	939	2%	2	0%	957	1%
More than 6 Months	1	0%	503	1%	0	0%	504	0%
Total	967	100%	56,422	100%	63,845	100%	121,234	100%

\*Percentage shall be calculated on total of respective column


g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
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1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	35
3	Grievances resolved during the year	35
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.

*[Faint handwritten notes and a large rectangular stamp with illegible text]*

**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