

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

a.

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd.		01-01-2020	31-12-2022

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

Description	Individual	Group	Government
No of policies serviced		1,203	
No of lives serviced		2,85,815	

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	Gujarat	AHMEDABAD	30	3,773
2	Karnataka	Bangalore	27	8,563
3	Madhya Pradesh	Bareilly	2	180
4	Gujarat	Bharuch	1	71
5	Tamilnadu	CHENNAI	15	2,324
6	Andhra Pradesh	HYDERABAD	35	4,602
7	Madhya Pradesh	INDORE	3	118
8	Haryana	KARNAL	1	39
9	West Bangal	KOLKATA	8	1,368
10	Uttar Pradesh	LUCKNOW	6	6,814
11	Haryana	LUDHIANA	5	732
12	Maharashtra	MUMBAI	385	1,05,255
13	Maharashtra	NAGPUR	1	8
14	DELHI	NEW DELHI	432	1,09,361
15	Maharashtra	PUNE	135	16,435
16	Gujarat	SURAT	24	4,756
17	Gujarat	VADODARA	93	21,416
	Grand Total		1,203	2,85,815

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
	1,088	7,995	6,863	90%	1,303	16%	917

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			86%	69%
2	Within 1-2 Hours			12%	26%
3	Within 2-6 Hours			2%	4%
4	Within 6-12 Hours			0%	0%
5	Within 12-24 Hours			0%	0%
6	>24 Hours			0%	0%
	Total			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 (%)	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month			7,762	95%			7,762	95%
Between 1-3 Months			312	4%			312	4%
Between 3-6 Months			88	1%			88	1%
More than 6 Months			4	0%			4	0%
Total			8,166	100%			8,166	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	0
3	Grievances resolved during the year	0
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.

MD & CEO
Bharti AXA General Insurance Company Limited