

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Information as at 31/03/2020

a	Name of TPA	Service level Agreement number	Valid FromDD/MM/YYYY	ToDD/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
Number of policies serviced		22	9
Number of lives serviced		38,669	10,28,739

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	Baroda		3	3985
2	Delhi		10	9127
3	Pune		9	25557
4	Mizoram		8	683438
5	West Bengal		1	345301

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 of the year
Paramount Health Services & Insurance TPA Pvt. Ltd.	2,929	36,240	38,836	99%	184	0.47%	62

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			70%	58%
2	With in 1-2 Hours			20%	31%
3	With in 2-6 Hours			8%	10%
4	With in 6-12 Hours			1%	0%
5	With in 12-24 Hours			1%	0%
6	>24 Hours			1%	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 necessary document)	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	Number of claims	Percentage
Within 1 months			1,743	88%	37,118	100.00%	38,861	99.4%
Between 1 - 3 Months			43	2%	0	0.00%	43	0.1%
Between 3 to 6 months			158	8%	0	0.00%	158	0.4%
More than 6 months			45	2%	0	0.00%	45	0.1%
<b>Total</b>			<b>1,989</b>	<b>100%</b>	<b>37,118</b>	<b>100.00%</b>	<b>39,107</b>	<b>100.0%</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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Sd/-  
MD and CEO  
Bajaj Allianz General Insurance Company Ltd