

**Paramount Healthcare Services Private Limited**  
**Public Disclosures on Quantitative and Qualitative Parameters of health services**  
**rendered (Information as at 31 March 2023)**

**Name of Company :- Bajaj Allianz General Insurance Company Limited**

1. Name of TPA With whom insurer has entered into Service Level Agreement

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Paramount Healthcare Services Private Limited	006	01-01-2023	31-12-2025

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies service	0	22	0	22
No of lives serviced	0	14,082	0	14,082

3. 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	DELHI	DELHI	15	4,899
2	Maharashtra	PUNE	7	9,183
<b>Grand Total</b>			22	14,082

4. 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 Healthcare Services Private Limited	32	962	882	93%	43	5%	69

5. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	79%	54%
2	Within 1-2 Hours	0	0	17%	39%
3	Within 2-6 Hours	0	0	3%	7%
4	Within 6-12 Hours	0	0	0%	0%
5	Within 12-24 Hours	0	0	1%	0%
6	>24 Hours	0	0	0%	0%
<b>Total</b>		<b>0</b>	<b>0</b>	<b>100%</b>	<b>100%</b>

\*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-authorization is issued in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

Description (to reckoned from)	Individual		Group		Government		Total	
	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
Within 1 Month	0	0	899	97%	0	0	899	97%
Between 1-3 Months	0	0	22	2%	0	0	22	2%
Between 3-6 Months	0	0	4	1%	0	0	4	1%
More than 6 Months	0	0	0	0%	0	0	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>925</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>925</b>	<b>100%</b>

\*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

<b>Sr. No.</b>	<b>Description</b>	<b>No. of Grievances</b>
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

Place: Pune

Date: 22 June 2023

**Tapan Singhel**  
**Managing Director and Chief Executive Officer**  
**Bajaj Allianz General Insurance Company Limited**