

**Paramount Healthcare Services Private Limited**

**Public Disclosures on Quantitative and Qualitative Parameters of health services rendered (Information as at 31 March 2024)**

1.

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	37	0	37
No of lives serviced	0	28397	0	28397

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	23	10,613
2	MAHARASHTRA	PUNE	13	17,783
3	MAHARASHTRA	MUMBAI	1	1
	<b>Grand Total</b>		<b>37</b>	<b>28,397</b>

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	1	16,119	13,632	85%	1,530	9%	958

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	95%	88%
2	Within 1-2 Hours	0	0	4%	11%
3	Within 2-6 Hours	0	0	1%	1%
4	Within 6-12 Hours	0	0	0%	0%
5	Within 12-24 Hours	0	0	0%	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	13,766	91%	0	0	13,766	91%
Between 1-3 Months	0	0	1,373	9%	0	0	1,373	9%
Between 3-6 Months	0	0	23	0%	0	0	23	0%
More than 6 Months	0	0	0	0%	0	0	0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>15,162</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>15,162</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	10
3	Grievances resolved during the year	10
4	Grievances outstanding at the end of the year	0

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