

TPA PUBLIC DISCLOSURE 2019-20

a.1 **TPA NAME** Paramount Health Services Pvt. Ltd.
Validity of agreement From 01/04/2019 To 31/03/2021

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	35333	573	0
No. of Lives Covered	84295	357906	0

c Geographical Area in which services are rendered by the TPA (As per Annexure A)

d Data of number of claims processed:

Description	No.	Percentage
i Outstanding number of claims at the beginning of the year:	16557	NA
ii Number of claims received during the year	132477	NA
iii Number of claims paid during the year: (Number & Percentage)	120659	80.96%
iv Number of Claims repudiated during the year:(Number & Percentage)	13044	8.75%
v Number of claims outstanding at the end of the year:	15331	NA

e Turn Around Time *

TAT for cashless claims (in respect of number of claims):

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	40.76%	49.13%	63.68%	58.68%
2 Within 1-2 hours	31.96%	29.12%	23.01%	27.86%
3 Within 2-6 hours	15.85%	17.96%	8.99%	12.27%
4 Within 6-12 hours	1.18%	1.49%	1.04%	0.65%
5 Within 12-24 hours	8.83%	1.89%	2.57%	0.38%
6 >24 hours	1.42%	0.40%	0.71%	0.15%
Total	100.00%	100.00%	100.00%	100.00%

*Percentage to be calculated on total of the respective column

**reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

#reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f TAT in case of Payment /Repudiation of Claims

Description (to be 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	10765	98.69%	118369	96.40%	0	0.00%	129134
Between 1-3 months	114	1.05%	3714	3.02%	0	0.00%	3828	2.86%
Between 3-6 months	17	0.15%	500	0.41%	0	0.00%	517	0.39%
More than 6 months	12	0.11%	208	0.17%	0	0.00%	220	0.16%
Total	10908	100.00%	122791	100.00%	0	0.00%	133699	100.00%

*Percentage to be calculated on total of the respective column

g Data of grievances received against the TPA:

Description	NO.
1 Grievance outstanding as on 01/04/2019	0
2 Grievances received during 2019-20	21
3 Grievances resolved during 2019-20	21
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai
Date: 18/12/2020

Signature of CEO
United India Insurance Co Ltd

SR

Annexure A

TPA Name : Paramount Health Services & Insurance TPA Pvt. Ltd.

Geographical Area in which services are rendered by the TPA

Sr. No.	Name of State	Name of District
1	Tamilnadu	Chennai
2	Maharashtra	Mumbai
3	West Bangal	Kolkata
4	Delhi	Delhi
5	Gujarat	Ahmedabad
6	Karnataka	Bangalore
7	Uttar Pradesh	Lucknow
8	Tamilnadu	Madurai
9	Haryana	Chandigarh
10	Maharashtra	Mumbai
11	Rajasthan	Jaipur
12	Andhra Pradesh	Visakhapatnam
13	Maharashtra	Pune R.O.
14	Gujarat	Vadodara
15	Punjab	Ludhiana
16	Bihar	Patna
17	Delhi	Delhi
18	Maharashtra	Nagpur
19	Uttarkhand	Dehradun
20	Chattisgarh	Raipur
21	Pondicherry	Pondicherry
22	Karnataka	Bangalore
23	Tamilnadu	Chennai
24	Delhi	Delhi
25	West Bangal	Kolkata
26	Maharashtra	Mumbai
27	Maharashtra	Pune
28	Uttar Pradesh	Allahabad
29	Uttar Pradesh	Fatehpur
30	Uttar Pradesh	Kaushambi
31	Uttar Pradesh	Pratapgarh
32	Uttar Pradesh	Mirzapur
33	Uttar Pradesh	Sonbhadra