

TPA PUBLIC DISCLOSURE 2020-21

a.1 TPA NAME Paramount Health Services Pvt. Ltd.
Validity of agreement From 01/04/2021 To 31/03/2024

b Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	77791	350	0
No. of Lives Covered	187691	340988	34794018

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:	15331	NA
ii Number of claims received during the year	135631	NA
iii Number of claims paid during the year: (Number & Percentage)	106850	70.78%
iv Number of Claims repudiated during the year: (Number & Percentage)	14531	9.63%
v Number of claims outstanding at the end of the year:	29581	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	79.00%	64.00%	91.00%	80.00%
2 Within 1-2 hours	18.00%	31.00%	8.00%	17.00%
3 Within 2-6 hours	3.00%	5.00%	1.00%	3.00%
4 Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5 Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6 >24 hours	0.00%	0.00%	0.00%	0.00%
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	717932550	97.40%	1626355867	91.20%	0	87.30%	2344288417	93.01%
Between 1-3 months	11793553	1.60%	62414973	3.50%	0	11.50%	74208526	2.94%
Between 3-6 months	5896777	0.80%	80247822	4.50%	0	1.20%	86144599	3.42%
More than 6 months	1474194	0.20%	14266280	0.80%	0	0.00%	15740474	0.62%
Total	737097073	100.00%	1783284942	100.00%	0	100.00%	2520382016	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	25
3 Grievances resolved during 2019-20	25
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai
Date: 20/09/2021

Signature of CEO
United India Insurance Co Ltd

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Annexure A

TPA Name : Paramount Health Services & Insurance TPA Pvt. Ltd.**Geographical Area in which services are rendered by the TPA**

Sr.no.	Statename	District Name
1	Tamil Nadu	CHENNAI R.O. I
2	Maharashtra	MUMBAI R.O. I
3	West Bengal	KOLKATA R.O.
4	Delhi	DELHI R.O. I
5	Gujarat	AHMEDABAD R.O.
6	Karnataka	BANGALORE R.O.
7	Uttar Pradesh	LUCKNOW R.O.
8	Tamil Nadu	MADURAI R.O.
9	Chandigarh	CHANDIGARH R.O.
10	Maharashtra	MUMBAI R.O. II
11	Assam	GUWAHATI R.O.
12	Rajasthan	JAIPUR R.O.
13	Andhra Pradesh	VISAKHAPATNAM R.O.
14	Maharashtra	PUNE R.O.
15	Gujarat	VADODARA R.O.
16	Punjab	LUDHIANA R.O.
17	Bihar	PATNA R.O.
18	Delhi	DELHI R.O. II
19	Maharashtra	NAGPUR R.O.
20	Pondecherry	PONDICHERRY RO
21	Rajasthan	JODHPUR R.O.
22	Karnataka	BANGALORE
23	Delhi	DELHI
24	West Bengal	KOLKATA
25	Maharashtra	MUMBAI
26	Maharashtra	PUNE
27	Maharashtra	Bhandara
28	Maharashtra	Chandrapur
29	Maharashtra	Gondiya
30	Maharashtra	Ratnagiri
31	Maharashtra	Sindhudurg
32	Maharashtra	Thane
33	Maharashtra	Wardha
34	Maharashtra	Hingoli
35	Maharashtra	Kolhapur
36	Maharashtra	Parbhani
37	Maharashtra	Pune
38	Maharashtra	Sangli
39	Maharashtra	Solapur