

**Paramount Health services pvt Ltd**  
**Royal Sundaram General Insurance company**

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

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health services pvt Ltd		01-04-2018	30-03-2020

\*Note: IRDA License number is provide in license number Details

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
No of policies serviced	-	242	-	242
No of lives serviced	-	1,24,887	-	1,24,887

c. Geographical Area of services Render 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	ANDHRA PRADESH	Hyd SR Nagar	1	467
2	CHHATTISGARH	Raipur_new	2	650
3	DAMAN & DIU	Baroda	0	3
4	DELHI	Delhi	12	1,069
5	DELHI	Nehru	1	128
6	DELHI	Kolkata	0	82
7	DELHI	Mumbai RO (Powai Comm)	0	-17
8	GOA	Agra	1	317
9	GUJARAT	Pune	1	2,946
10	GUJARAT	Baroda	0	29
11	GUJARAT	Surat	1	91
12	GUJARAT	Rajkot	2	750
13	GUJARAT	Gandhidham	1	38
14	HARYANA	Delhi	9	8,317
15	HARYANA	Mumbai RO (Powai Comm)	1	38
16	KARNATAKA	BGL Wilson Garden	16	1,990
17	KARNATAKA	Mumbai RO (Powai Comm)	2	1,503
18	KARNATAKA	Pune	2	204
19	KARNATAKA	Mysore	1	49
20	KARNATAKA	Tumkur	0	20
21	KARNATAKA	BGL Rajaji Nagar	0	10
22	KERALA	BGL Jaya Nagar	4	3,224
23	MADHYA PRADESH	Bhopal	1	44
24	MADHYA PRADESH	Indore	2	1,581
25	MAHARASTHRA	Chennai Commercial	2	542
26	MAHARASTHRA	BGL Wilson Garden	2	397
27	MAHARASTHRA	Delhi	2	1,403
28	MAHARASTHRA	Mumbai RO (Powai Comm)	50	41,462
29	MAHARASTHRA	Pune	44	21,266
30	MAHARASTHRA	Kolhapur	2	251
31	MAHARASTHRA	Andheri	1	744
32	MAHARASTHRA	Jalgaon	1	44
33	ORISSA	Kolkata	1	3,840
34	ORISSA	Bhubaneswar	11	4,984
35	ORISSA	ROURKELA	2	386
36	PUNJAB	Chandigarh	1	363
37	RAJASTHAN	Delhi	1	97
38	RAJASTHAN	Jaipur	1	137
39	RAJASTHAN	Nehru	1	189
40	TAMIL NADU	Chennai Commercial	12	13,242
41	TAMIL NADU	BGL Wilson Garden	1	40
42	TAMIL NADU	Madurai	1	459
43	TAMIL NADU	Mumbai RO (Powai Comm)	1	189
44	TAMIL NADU	Anna Nagar (Arumbakkam)	0	19
45	TAMIL NADU	Guindy	1	117
46	TAMIL NADU	Chennai T-Nagar	4	1,290
47	TAMIL NADU	Chennai Adyar	2	406
48	TAMIL NADU	Hosur	0	0
49	TELANGANA	Hyd Somajiguda	6	443
50	TELANGANA	Dilsukhnagar Branch	2	212
51	TELANGANA	Mumbai RO (Powai Comm)	1	16
52	TELANGANA	Hyd Himayat Nagar	0	19
53	UTTAR PRADESH	Delhi	5	1,202
54	UTTAR PRADESH	Nehru	2	232
55	UTTAR PRADESH	Agra	1	328
56	UTTAR PRADESH	Kanpur	1	226
57	WEST BENGAL	Kolkata	19	6,355
58	WEST BENGAL	Kharagpur	1	437
59	WEST BENGAL	Mumbai RO (Powai Comm)	0	17

d. 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 Health services pvt Ltd	581	6451	5836	87%	843	13%	353

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

Sr. No.	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	0%	0%	84%	95%
2	Within 1-2 Hours	0%	0%	15%	4%
3	Within 2-6 Hours	0%	0%	0.9%	0.5%
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%
Total		0%	0%	100%	100%

\*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 auth is issued in the hospital)

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

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

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0	6679	100%	0	0	6679	100%
Between 1-3 Months	0	0	0	0%	0	0	0	0%
Between 3-6 Months	0	0	0	0	0	0	0	0
More than 6 Months	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>6679</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>6679</b>	<b>100%</b>

\*Percentage shall be calculated on total of 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