

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2021)**

NAME OF THE INSURANCE COMPANY: **ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED**

A. Validity of agreement with the TPA

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd.		01/04/2020	31/03/2023

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

Description	Individual	Group	Government	Total
No of policies serviced	65955	-	-	65955
No of lives covered	137537	-	-	137537

C. Geographical Area of services Rendered in respect of which public disclosure is made:

State	Individual		Group		Total	
	Policy count	Lives count	Policy count	Lives count	Policy count	Lives count
Pan India	65955	137537	-	-	65955	137537
Grand Total	65955	137537	-	-	65955	137537

D. Data of Number of claim processed:

Paramount Health Services & Insurance TPA Pvt. Ltd.	Health - Individual		Group		Grand Total	
	Number	Amount	Number	Amount	Number	Amount
Outstanding number of claims at beginning of the Year	699	6,66,37,947	-	-	699	6,66,37,947
No. of Claims received during the year	7,023	40,22,83,704	-	-	7,023	40,22,83,704
No. of Claims Paid during the year	5,661	46,94,39,989	-	-	5,661	46,94,39,989
Claims Repudiated during the year	850	2,86,28,700	-	-	850	2,86,28,700
Claims Closed during the year	414	2,65,49,330	-	-	414	2,65,49,330
Outstanding number End	797	6,87,37,189	-	-	797	6,87,37,189

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	94%	77%	-	-
2	Within 1-2 Hours	6%	18%	-	-
3	Within 2-6 Hours	0%	5%	-	-
4	Within 6-12 Hours	0%	0%	-	-
5	Within 12-24 Hours	0%	0%	-	-
6	>24 Hours	0%	0%	-	-
Total		100%	99%	-	-

**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 of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	No of claims	Percentage
within 1 months	5661	100%	-	-			5661	100%
Between 1 — 3 Months	-	-	-	-			-	-
Between 3 to 6 Months	-	-	-	-			-	-
More than 6 months	-	-	-	-			-	-
Total	5661	100%	-	-			5661	100%

Turn Around Time (TAT) in respect of repudiation of claims

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	No of claims	Percentage
within 1 months	1264	100%	-	-			1264	100%
Between 1 — 3 Months	-	-	-	-			-	-
Between 3 to 6 Months	-	-	-	-			-	-
More than 6 months	-	-	-	-			-	-
Total	1,040	100%	-	-			1,040	100%

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