

**Public Disclosures on quantitative and qualitative Parameters of Health services rendered for
Reliance General Insurance Company Limited**
Information as at 31/03/2020

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd.	06	25-06-2019	31-03-2020
Paramount Health Services & Insurance TPA Pvt. Ltd.	06	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
Number of policies serviced		116	
Number of lives serviced		2,42,182	

c 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	Gujarat	AHMEDABAD	2	8281
2	Karnataka	BANGLORE	19	34460
3	DELHI	DELHI	78	155962
4	West Bengal	KOLKATA	5	19906
5	Maharashtra	MUMBAI	3	7792
6	Maharashtra	PUNE	4	2744
7	Gujarat	VADODARA	5	13037

d Data of Number of claim 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 & Insurance TPA Pvt. Ltd.	2273	27305	24990	89%	3011	11%	1577

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

S.NO.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour			58%	56%
2	With in 1-2 Hours			24%	28%
3	With in 2-6 Hours			12%	15%
4	With in 6-12 Hours			2%	1%
5	With in 12-24 Hours			4%	0%
6	>24 Hours			1%	1%
Total		100%	100%	100%	100%

f Turn Around Time in case of payment/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	Number of claims	Percentage
Within 1 months	3	100%	27,199	97%			27,202	97%
Between 1 - 3 Months		0%	667	2%			667	2%
Between 3 to 6 months		0%	85	0%			85	0%
More than 6 months		0%	47	0%			47	0%
Total	3	100%	27,998	100%			28,001	100%

* Percentage shall be calculated on total of the respective column

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

On behalf of Reliance General Insurance Company Limited

Rakesh Jain
ED & Chief Executive Officer