

a	Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Paramount Health Services & Insurance TPA Pvt. Ltd.		04-01-20	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	0	55	0
Number of lives serviced	0	63,752	0

c Geographical Area of services Renderd in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced
1	Delhi	Delhi	18
2	Gujarat	Vadodara	13
3	Karnataka	Bangalore	9
4	Maharashtra	Mumbai	5
5	Gujarat	Ahmedabad	4
6	Maharashtra	Pune	3
7	West Bengal	Kolkata	2
8	Punjab	Ludhiana	1
			55

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
Paramount Health Services & Insura	309	2906	2665

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

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

f Turn Around Time in case of payment/repudiation of claims:

Description (To be reckoned from the date of receipt of last necessary	Individual		Number of Claims
	Number of Claims	Percentage	
Within 1 months	0	0%	2,774
Between 1 - 3 Months	0	0%	117
Between 3 to 6 months	0	0%	31
More than 6 months	0	0%	85
Total	0	0%	3,007

* 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

Chief Executive Officer



Dr. Nayan Shah
MD and CEO
Paramount Health Services and Insurance TPA Pvt. Ltd.

No. of lives serviced
25568
16690
4953
4497
4603
2666
3705
1070
63752

Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
94%	342	11%	208

Group Policies (in %)	
TAT for Pre-Auth	TAT for Discharge
67%	56%
25%	33%
8%	10%
0%	0%
0%	0%
0%	0%
100%	100%

Group	Government		Total	
	Number of Claims	Percentage	Number of claims	Percentage
92%	0	0%	2,774	92%
4%	0	0%	117	4%
1%	0	0%	31	1%
3%	0	0%	85	3%
100%	0	0%	3,007	100%