

FORM NO.NL – 48
Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2023
Name of the Insurance Company: Reliance General Insurance Co. Ltd.

a. Validity of the SLA with the TPA			
Name of TPA	Service level Agreement number	Valid From	To
Paramount Health Services & Insurance TPA Pvt. Ltd.		DD/MM/YYYY	DD/MM/YYYY
		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	0	103	0
Number of lives serviced	0	94,862	0

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 serv	No. of lives serviced
1	Gujarat	AHMEDABAD	2	3068
2	Karnataka	BANGALORE	22	12671
3	Tamil Nadu	CHENNAI	9	4365
4	Delhi	DELHI	24	30349
5	West Bengal	KOLKATA	3	3360
6	Punjab	LUDHIANA	1	1153
7	Maharashtra	MUMBAI	9	6759
8	Maharashtra	PUNE	17	14115
9	Gujarat	VADODARA	16	17022
			103	94862

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 & Insurance TPA Pvt. Ltd.	208	9717	9169	96%	319	3%	437

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	With in <1 Hour	0%	0%	79%	45%
2	With in 1-2 Hours	0%	0%	17%	45%
3	With in 2-6 Hours	0%	0%	3%	8%
4	With in 6-12 Hours	0%	0%	0%	0%
5	With in 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
Total		0%	0%	100%	100%


f. Turn Around Time (TAT) in respect 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	0	0%	9,115	96%	0	0%	9,115	96%
Between 1 - 3 Months	0	0%	333	4%	0	0%	333	4%
Between 3 to 6 months	0	0%	33	0%	0	0%	33	0%
More than 6 months	0	0%	7	0%	0	0%	7	0%
Total	0	0%	9,488	100%	0	0%	9,488	100%

* Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:		
Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	1
2	Grievances received during the year	3
3	Grievances resolved during the year	4
4	Grievances outstanding at the end of the year	0

Place : Mumbai
Date 05-May-23

Place : Mumbai
Date: 30th June'23


Dr. Nayan Shah
Chief Executive Officer
Name of the TPA: Paramount Health Services (TPA) Pvt Ltd

Signature of CEO/Whole Time Director
Name of the Insurer: Reliance General Insurance Company Limited