

a	Name of TPA	Service level Agreement number	Valid FromDD/MM/YYYY	ToDD/MM/YYYY
	Paramount Health Services & Insurance TPA Pvt. Ltd.		01-04-2023	31-03-2026

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

Description	Individual	Group	Government
Number of policies serviced	-	136	-
Number of lives serviced	-	1,27,249	-

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	1,351
2	Karnataka	BANGALORE	40	22,122
3	Tamil Nadu	CHENNAI	17	8,590
4	Delhi	DELHI	25	32,862
5	West Bengal	KOLKATA	6	6,241
6	Maharashtra	MUMBAI	19	27,099
7	Maharashtra	PUNE	17	17,794
8	Gujarat	VADODARA	10	11,190
	Total		136	1,27,249

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.	437	34,495	28,150	81%	5,226	15%	1,556

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	0%	0%	82%	49%
2	With in 1-2 Hours	0%	0%	14%	42%
3	With in 2-6 Hours	0%	0%	3%	9%
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 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	-	0%	30,781	92%	-	0%	30,781	92%
Between 1 - 3 Months	-	0%	2,567	8%	-	0%	2,567	8%
Between 3 to 6 months	-	0%	25	0%	-	0%	25	0%
More than 6 months	-	0%	3	0%	-	0%	3	0%
Total	-	0%	33,376	100%	-	0%	33,376	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	-
2	Grievances received during the year	11
3	Grievances resolved during the year	11
4	Grievances outstanding at the end of the year	-

Chief Executive Officer



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