

Public Disclosures on Quantitive and Qualitative Parameters of Health services rendered
-Info as on 31st March,2021

Insurer: Reliance General Insurance Company Limited

a)

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd.		4/1/2020	3/31/2023

b) No of policies and lives served

Description	Individual	Group	Government
Number of policies serviced		66	
Number of lives serviced		77,761	

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	No. of lives serviced
1	Gujarat	AHMEDABAD	4	5666
2	Karnataka	Bangalore	14	20040
3	DELHI	DELHI	36	27944
4	West Bengal	KOLKATA	1	2476
5	Maharashtra	MUMBAI	3	910
6	Maharashtra	PUNE	3	2666
7	Gujarat	VADODARA	5	18059

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.	1577	3829	4168	94%	929	17%	309

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			79%	68%
2	With in 1-2 Hours			16%	23%
3	With in 2-6 Hours			4%	9%
4	With in 6-12 Hours			1%	0%
5	With in 12-24 Hours			0%	0%
6	>24 Hours			0%	0%
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			4,999	98%			4,999	98%
Between 1 - 3 Months			77	2%			77	2%
Between 3 to 6 months			19	0%			19	0%
More than 6 months			8	0%			8	0%
Total			5,103	100%			5,103	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	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

* Percentage shall be calculated on total of the respective column

From Reliance General Insurance Company Limited

Chief Executive Officer