

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES  
RENDERED (INFORMATION AS AT 31/03/2020)**

NAME OF THE INSURANCE COMPANY: **ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED**

**A. Validity of agreement with the TPA**

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
<b>Paramount Health Services &amp; Insurance TPA Pvt. Ltd.</b>		1-04-2020	31-03-2023

**B. Number of policies and lives serviced in respect of which public disclosure is made:**

Description	Individual	Group	Government	Total
<b>No of policies serviced</b>	<b>65321</b>	-	-	<b>65321</b>
<b>No of lives covered</b>	<b>216409</b>	-	-	<b>216409</b>

**C. Geographical Area of services Rendered in respect of which public disclosure is made:**

State	Individual		Group		Total	
	Policy count	Lives count	Policy count	Lives count	Policy count	Lives count
ANDAMAN & NICOBAR IS.	6	105	-	-	6	105
ANDHRA PRADESH	1823	4551	-	-	1823	4551
ARUNACHAL PRADESH	17	215	-	-	17	215
ASSAM	727	7315	-	-	727	7315
BIHAR	739	10513	-	-	739	10513
CHANDIGARH	231	658	-	-	231	658
CHHATTISGARH	1603	6202	-	-	1603	6202
DADRA & NAGRA HAVELI	26	108	-	-	26	108
DAMAN & DIU	22	84	-	-	22	84
DELHI	4263	9407	-	-	4263	9407
GOA	144	262	-	-	144	262
GUJARAT	2992	11799	-	-	2992	11799
HARYANA	2439	9519	-	-	2439	9519
HIMACHAL PRADESH	77	1419	-	-	77	1419
JAMMU & KASHMIR	86	1138	-	-	86	1138
JHARKHAND	481	4195	-	-	481	4195
KARNATAKA	5307	13589	-	-	5307	13589
KERALA	1446	4145	-	-	1446	4145
LAKSHADWEEP	0	0	-	-	0	0
MADHYA PRADESH	3397	16344	-	-	3397	16344
MAHARASTHRA	10625	26421	-	-	10625	26421
MANIPUR	26	96	-	-	26	96
MEGHALAYA	33	430	-	-	33	430
MIZORAM	1	435	-	-	1	435
NAGALAND	6	12	-	-	6	12

ORISSA	5142	12727	-	-	5142	12727
PUDUCHERRY	150	369	-	-	150	369
PUNJAB	656	3361	-	-	656	3361
RAJASTHAN	1598	7123	-	-	1598	7123
SIKKIM	21	338	-	-	21	338
TAMIL NADU	9775	20834	-	-	9775	20834
TELANGANA	4096	10595	-	-	4096	10595
TRIPURA	77	359	-	-	77	359
UTTAR PRADESH	3478	19505	-	-	3478	19505
UTTRAKHAND	311	1378	-	-	311	1378
WEST BENGAL	3500	10858	-	-	3500	10858
<b>Grand Total</b>	<b>65321</b>	<b>216409</b>	<b>-</b>	<b>-</b>	<b>65321</b>	<b>216409</b>

#### D. Data of Number of claim processed:

TPA Paramount	Health - Individual		Group (BT)		Grand Total	
	Number	Amount	Number	Amount	Number	Amount
Outstanding number beginning	1589	107019690	-	-	1,589	10,70,19,690
Claims received during the year	16425	708497574	-	-	16,425	70,84,97,574
Claims Paid during the year	14640 (89.13%)	843237347	-	-	14,640	84,32,37,347
Claims Repudiated during the year	1972 (12%)	46629575	-	-	1,972	4,66,29,575
Claims Closed during the year	703	34926841	-	-	703	3,49,26,841
Outstanding number End	699	66637947	-	-	699	6,66,37,947

#### 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	Within <1 Hour	75%	71%	73%	69%
2	Within 1-2 Hours	22%	26%	19%	24%
3	Within 2-6 Hours	3%	3%	4%	6%
4	Within 6-12 Hours	0%	0%	1%	0%
5	Within 12-24 Hours	0%	0%	2%	0%
6	>24 Hours	0%	0%	0%	0%
<b>Total</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*\*percentage to be calculated on total of respective column

\*\*Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

**F. Turn Around Time (TAT) in respect of payment 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	No of claims	Percentage
within 1 months	14640	100%	-	-	-	-	14640	100%
Between 1 — 3 Months	0	0%	-	-	-	-	0	0%
Between 3 to 6 Months	0	0%	-	-	-	-	0	0%
More than 6 months	0	0%	-	-	-	-	0	0%
<b>Total</b>	<b>14640</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>14640</b>	<b>100%</b>

**Turn Around Time (TAT) in respect of 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	No of claims	Percentage
within 1 months	1972	100%	-	-	-	-	1972	100%
Between 1 — 3 Months	0	0%	-	-	-	-	0	0%
Between 3 to 6 Months	0	0%	-	-	-	-	0	0%
More than 6 months	0	0%	-	-	-	-	0	0%
<b>Total</b>	<b>1972</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1972</b>	<b>100%</b>

**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