

- a) **Paramount Health Services & Insurance TPA Private Limited**
i) Validity of Agreement with the TPA: 25/08/2018 to 24/08/2021

- b) **Number of Policies and lives serviced in respect of which public disclosures are made**

| Description | Individual | Group | Government |
|-----------------------------|------------|-------|------------|
| Number of policies serviced | 0 | 13 | 0 |
| Number of Lives serviced | 0 | 4,731 | 0 |

- c) **Information with Regards to Geographical area in which services are rendered by the TPA (State names -District names shall be provided) in respect of which public disclosures are made.**

Refer Annx1 with TPA Name

- d) **Data of Number of claims processed**

| | Group |
|--|----------|
| i) Outstanding number of claims at the beginning of the year : - | 3 |
| ii) Number of claims received during the year : - | 475 |
| iii) Number of claims paid during the year (also % in bracket) | 428(90%) |
| iv) Number of claims repudiated during the year (also % in bracket) | 39(8%) |
| v) Number of claims outstanding at the end of the year | 11 |

- 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 | within < 1 hour | 0% | 0% | 100% | 100% |
| 2 | within 1 to 2 hours | 0% | 0% | 0% | 0% |
| 3 | within 2 to 6 hours | 0% | 0% | 0% | 0% |
| 4 | within 6 to 12 hours | 0% | 0% | 0% | 0% |
| 5 | within 12 to 24 hours | 0% | 0% | 0% | 0% |
| 6 | > 24 Hours | 0% | 0% | 0% | 0% |
| | Total | 0% | 0% | 100% | 100% |

* Percentage to be calculated on total of the respective column

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

*** Reckoned as final discharge summary send to hospital from the time discharge bills is received by TPA

f) Turnaround time in case 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 | Number of claims | Percentage |
| Within 1 month | 0 | 0 | 409 | 96 | 0 | 0 | 409 | 96 |
| Between 1 - 3 Months | 0 | 0 | 19 | 4 | 0 | 0 | 19 | 4 |
| Between 3 to 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| More than 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 428 | 100 | 0 | 0 | 428 | 100 |

g) Turnaround time in case 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 | Number of claims | Percentage |
| Within 1 month | 0 | 0 | 15 | 38 | 0 | 0 | 15 | 38 |
| Between 1 - 3 Months | 0 | 0 | 6 | 15 | 0 | 0 | 6 | 15 |
| Between 3 to 6 months | 0 | 0 | 5 | 13 | 0 | 0 | 5 | 13 |
| More than 6 months | 0 | 0 | 13 | 33 | 0 | 0 | 13 | 33 |
| Total | 0 | 0 | 39 | 100 | 0 | 0 | 39 | 100 |

h) Data of the grievances received against the TPA

| Sr. No. | Description | Number of Grievances |
|---------|--|----------------------|
| 1 | Grievance outstanding at the beginning of the year | 0 |
| 2 | Grievance received during the period | 0 |
| 3 | Grievance Resolved during the period | 0 |
| 4 | Grievance outstanding at the end of the year | 0 |

Place: Mumbai

Date: 28/09/2020

Signature of CEO /Whole Time Director

Name: Rajive Kumaraswami

Designation: Chief Executive Officer

Name of the Insurer: Magma HDI General Insurance Company Limited