



Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2021

Name of Insurance Company: **The New India Assurance Co. Ltd.**

a.

Name of TPA	Service level Agreement Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd.		01/11/2019	31/10/2022

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

Description	Individual	Group	Government
No of policies serviced	61,219	1,678	
No of lives serviced	144,906	2,226,719	

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

1	Gujarat	AHMEDABAD	25	17,079
2	Karnataka	BANGALORE	28	25,569
3	Gujarat	BARODA	31,007	78,847
4	Madhya Pradesh	BHOPAL	12	115,392
5	Orissa	BHUBANESWAR	1,693	20,666
6	Chandigarh	CHANDIGARH	1	739
7	Tamil Nadu	CHENNAI	49	35,506
8	Uttarakhand	DEHRADUN	69	81,702
9	Delhi	DELHI	11	4,831
10	Delhi	DELHI	3,413	324,841
11	Delhi	DELHI	248	61,063
12	Assam	GUWAHATI	5,594	15,858
13	Andhra Pradesh	HYDERABAD	2	4,424
14	Andhra Pradesh	HYDERABAD	6	835



15	Rajasthan	JAIPUR R.O.	12	5,878
16	Uttar Pradesh	KANPUR R.O.	78	107,185
17	West Bengal	KOLKATA	6	9,099
18	West Bengal	KOLKATA	2	2,806
19	Punjab	LUDHIANA	7,285	26,822
20	Tamil Nadu	MADURAI	1	575
21	Maharashtra	MUMBAI	84	140,199
22	Maharashtra	MUMBAI	81	115,548
23	Maharashtra	MUMBAI	223	548,340
24	Maharashtra	MUMBAI	11,476	136,706
25	Maharashtra	MUMBAI	94	247,859
26	Maharashtra	MUMBAI	35	23,441
27	Maharashtra	MUMBAI	220	12,998
28	Maharashtra	PUNE	73	104,879
29	Maharashtra	PUNE	103	95,423
30	Chattisgarh	RAIPUR	5	2,045
31	Gujarat	SURAT	961	4,470

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.	9,085	108,416	95,914	91.53%	11637	9.90%	9,950

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sl. 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	78%	67%	87%	74%



2	Within 1-2 Hours	18%	28%	11%	22%
3	Within 2-6 Hours	3%	6%	1%	4%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	1%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
	Total	100%	100%	100%	100%

* 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/ repudiation of claims:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)	No. of Claims	Percentage (%)
within 1 month	7526	97.34%	95173	95.35%	-	-	102699	95.49%
Between 1 - 3 Months	130	1.68%	2886	2.89%	-	-	3,016	2.80%
Between 3 to 6 Months	63	0.81%	1560	1.56%	-	-	1,623	1.51%
More than 6 months	13	0.17%	200	0.20%	-	-	213	0.20%
Total	7732	100.00%	99819	100.00%	-	-	107551	100.00%



* Percentage shall be calculated on total of respective column.

g. Data of grievances received against the TPA:

Sl. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	39
3	Grievances resolved during the year	39
4	Grievances outstanding at the end of the year	0

Place: Mumbai

Date: 31st July 2021

Signature of CEO/ Whole Time Director ✓

Name of the Insurer: The New India Assurance Company Ltd.

सत्यजीत त्रिपाठी
Satyajit Tripathy
निदेशक एवं महाप्रबंधक
Director & General Manager