

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2020

Data in respect of in house claim settlement

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

Description	Individual	Group	Government	Total
No of policies serviced	67839	93	0	67932
No of lives serviced	170408	148259	0	318667

b. 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	Punjab	Ludhiana	7017	25636
2	Punjab	Chanigarh	3247	8245
3	Dehradun	Dehradun	1	310
4	Delhi	Delhi	14603	146662
5	Delhi	Delhi	38678	116286
6	Delhi	Delhi	210	1536
7	Rajasthan	Jodhpur	20	5854
8	Rajasthan	Jaipur	3289	9396
9	Maharashtra	Mumbai	189	469
10	Maharashtra	Mumbai	678	4273

c. Data of number of claims processed:

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
5626	42605	40649	91.69	3577	8.39	4005

d. 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	19.54	15.54	19.87	16.22
2	Within 1-2 Hours	48.25	32.25	52.65	34.52
3	Within 2-6 Hours	28.22	45.25	24.58	46.55
4	Within 6-12 Hours	3.99	6.96	2.9	2.71
5	Within 12-24 Hours	0	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 Insurer

e. 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	21359	65.28	6236	78.62	0	0	27595	67.89
Between 1-3 Months	9974	30.49	1542	19.44	0	0	11516	28.33
Between 3-6 Months	1228	3.75	142	1.79	0	0	1370	3.37
More than 6 Months	156	0.48	12	0.15	0	0	168	0.41
Total	32717	100	7932	100.00	0	0	40649	100.00

*Percentage shall be calculated on total of respective column

f. Data of grievances received against the Insurer:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	171
3	Grievances resolved during the year	171
4	Grievances outstanding at the end of the year	0

Health Manager

Regional Manager

Regional Incharge

For Park Mediclaim Insurance TPA Pvt. Ltd.

A. Bhatnagar
A. BHATNAGAR
CEO.