

Park Mediclaim Insurance TPA Pvt. Ltd.

Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2020

a.	Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
	Park Mediclaim Insurance	1	07-03-2019	06-03-2021

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

Description	Individual	Group	Government
No of policies serviced	nil	7	nil
No of lives serviced	nil	2660	nil

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 service	No. of lives
1	DELHI	Delhi	2	926
2	HARYANA	Delhi	1	74
3	RAJASTHAN	Delhi	1	1,052
4	UTTAR PRADESH	Delhi	3	608

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
Park Mediclaim		55	52	98%	1	2%	2

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	NIL	NIL	32.23	17.25
2	Within 1-2 Hours	NIL	NIL	44.25	28.27
3	Within 2-6 Hours	NIL	NIL	19.85	51.78
4	Within 6-12 Hours	NIL	NIL	3.67	2.7
5	Within 12-24 Hours	NIL	NIL	0	0
6	>24 Hours	NIL	NIL	0	0
Total				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 clams:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)p	No. of claims	percentage (%)	No. of claims	percentage(%)
Within 1 Month	0	0	53	100%	0	0	53	100%
Between 1-3 Months	0	0	0	0%	0	0	0	0%
Between 3-6 Months	0	0	0	0	0	0	0	0
More than 6 Months	0	0	0	0	0	0	0	0
Total	0	0	53	100%	0	0	53	100%

*Percentage shall be calculated on total of 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