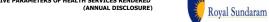
DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED



Information as at 31-Mar-2022

Name of the Insurance Company: Royal sundaram

a. Specify whether In-house Claim Settlement or Services rendered by $\ensuremath{\mathsf{TPA}}$ -

Name of the TPA (If services rendered by TPA) Paramount Health Services & Insurance TPA Pvt. Ltd. (Retail)

Validity of agreement with the TPA: 01/04/2020 to 31/03/2023

(Data shall be consolidated at insurer level in case of in-house claim settlements and

at the level of concerned TPA in case of services rendered by TPA)

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	1,26,810	403	
Number of lives serviced	2,59,256	2,10,654	

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Na	Name of the Districts				
State/ UT	No. of policies serviced	No. of lives serviced				
Pan India	1,27,213	4,69,910				
Total	1,27,213	4,69,910				

		Indi	vidual	Group	
d. Data of number of claims processed:		Number	Amount	Number	Amount
i.	Outstanding number of claims at the beginning of the year	768	6,63,70,834	29	23,66,355
ii.	Number of claims received during the year	9,092	52,40,02,497	235	1,06,29,399
iii.	Number of claims paid during the year (specify % also in brackets)	7527(76%)	69,98,29,443	178(67%)	1,26,32,404
iv.	Number of claims repudiated during the year (specify % also in brackets)	1731(18%)	5,13,29,251	69(26%)	22,03,345
٧.	Number of claims outstanding at the end of the year	602	5,87,11,740	17	10,61,263

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

		Individual I	Policies (in %)	Group Policies (in %)		
S. No.	Description	TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***	
1	Within <1 hour	94%	90%	88%	82%	
2	Within 1-2 hours	6%	9%	10%	15%	
3	Within 2-6 hours	0%	1%	2%	3%	
4	Within 6-12 hours	0%	0%	0%	0%	
5	Within 12-24 hours	0%	0%	0%	0%	
6	>24 hours	0%	0%	0%	0%	
	Total	100.00%	100.00%	100.00%	100.00%	

Percentage to be calculated on total of the respective column.

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

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

f. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document	Individu	ıal	Group Government Total		Government		ıl	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	4271	99.42%	145	100.00%	0	0	4416	99.44%
Between 1-3 months	25	0.58%	0	0.00%	0	0	25	0.56%
Between 3 to 6 months	0	0.00%	0	0.00%	0	0	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0	0	0.00%
Total	4296	100.00%	145	100.00%	0	0	4441	100.00%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	S. No. Description	
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

Refer Health TPA Regulations , as amended from time to time