

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2021

a. Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Park Mediclaim Insurance TPA Pvt. Ltd.	1	01/01/2019	31/12/2021

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

Description	Individual	Group	Government
No of policies serviced	45817	24	NIL
No of lives serviced	122052	66007	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	No. of lives
1	Haryana	Ambala	3638	11275
2	Bihar	Patna	2158	3851
3	Punjab	Chandigarh	8498	66402
4	Delhi	Delhi	25061	91587
5	Rajasthan	Jaipur	592	1560
6	Maharashtra	Mumbai	5894	13384
	Total		45841	188059

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
Park Mediclaim	1666	15370	14317	90.87	1165	7.57	1554

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	16.41	40.54	20.31	45.25
2	Within 1-2 Hours	65.36	50.32	68.66	53.28
3	Within 2-6 Hours	13.48	7.48	10.22	1.47
4	Within 6-12 Hours	3.73	1.66	0.81	0
5	Within 12-24 Hours	1.02	0	0	0
6	>24 Hours	0	0	0	0
Total		100	100	100	100



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	6564	52.61	2543	62.65	N.A	N.A	9107	55.08
Between 1-3 Months	5305	42.52	1262	31.09	N.A	N.A	6567	39.72
Between 3-6 Months	565	4.53	234	5.76	N.A	N.A	799	4.83
More than 6 Months	42	0.34	20	0.49	N.A	N.A	62	0.37
Total	12476	100	4059	100	N.A	N.A	16535	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	59
3	Grievances resolved during the year	59
4	Grievances outstanding at the end of the year	0

Anurag Bhatnagar
CEO

