

**Park Mediclaim Insurance TPA Pvt. Ltd.**

Public Disclosures on quantitative and qualitative Parameters of Health services rendered  
Information as at 31/03/2024

Data in respect of in house claim settlement			
Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Park Mediclaim Insurance TPA Pvt. Ltd.	1	25-08-2022	24-08-2024

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

Description	Individual	Group	Government	Total
No of policies serviced	41981	47	0	42028
No of lives serviced	96121	64656	0	160777

b. Geographical Area of services Rendered 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, Himachal	Ludhiana, Kangra, Amritsar, Patiala	6352	15366
2	Punjab, J&K	Chanigarh, Ambala, Panipat, Hisar, Rohtak	1362	3075
3	Uttarakhand	Dehradun	0	0
4	Delhi, Haryana, U.P	Delhi, Faridabad, Ghaziabad, Noida, Gurgaon, Hisar, Rohtak, Sonipat	31979	72671
5	Rajasthan	Jodhpur	0	0
6	Rajasthan	Jaipur	1524	3691
7	Maharashtra	Mumbai, Pune, Thane, Nashik	2288	1318

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
3214	27212	27387	94.23	1285	4.58	1754

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	18.52	14.12	16.17	16.58
2	Within 1-2 Hours	49.48	33.58	55.64	33.65
3	Within 2-6 Hours	27.55	45.25	24.58	44.58
4	Within 6-12 Hours	4.45	7.05	3.61	5.19
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	13974	63.56	3254	48.68	0	0	17228	64.48
Between 1-3 Months	6629	30.15	1614	24.14	0	0	8243	30.85
Between 3-6 Months	1228	5.59	152	2.27	0	0	1380	5.17
More than 6 Months	156	0.71	10	0.15	0	0	166	0.62
Total	21987	100	6685	100.00	0	0	26717	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	132
3	Grievances resolved during the year	132
4	Grievances outstanding at the end of the year	0

*[Handwritten signature]*