

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

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Park Mediclaim Insurance TPA Pvt. Ltd.	25	23-05-2023	22-05-2025

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

Description	Individual	Group	Government	Total
No of policies serviced	42895	58	0	42953
No of lives serviced	119928	66059	0	185987

c. 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	Haryana	Ambala	4306	12644
2	Bihar	Patna	445	1191
3	Punjab	Chandigarh	8284	45729
4	Delhi	Delhi	25798	105638
5	Rajasthan	Jaipur	973	2751
6	Maharashtra	Mumbai	8	2234
7	Uttarakhand	Dehradun	4139	14882
8	Uttar Pradesh	Lucknow	2	918

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	1620	26715	25852	95.22	1129	4.22	1354

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	38.15	43.25	24.12	47.54
2	Within 1-2 Hours	68.24	52.26	68.15	51.24
3	Within 2-6 Hours	10.22	4.21	7.01	1.22
4	Within 6-12 Hours	2.46	0.28	0.72	0
5	Within 12-24 Hours	1.03	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 TPA

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	14541	64.50	3487	78.57	N.A	N.A	18028	66.81
Between 1-3 Months	7158	31.75	717	16.16	N.A	N.A	7875	29.18
Between 3-6 Months	812	3.60	212	4.78	N.A	N.A	1024	3.79
More than 6 Months	32	0.14	22	0.50	N.A	N.A	54	0.20
Total	22543	100	4438	100	N.A	N.A	26981	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	68
3	Grievances resolved during the year	68
4	Grievances outstanding at the end of the year	0

Anurag Bhatnagar
Chief Executive Officer