

DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)

Name of the Insurance Company: Universal Sompo General Insurance Co Ltd

Date: 30-05-2024

Information as at : 31-03-2024

a. Specify whether In-house Claim Settlement or Services rendered by TPA

Name of the TPA - Paramount Health Services & Insurance TPA Private Limited

Validity of agreement with the TPA: from 01-10-2022 to 30-09-2025

(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 serviced in respect of which public disclosure is made:

Description	Individual	Group	Government
No of policies serviced	-	46	2
No of lives serviced	-	97,814	-

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District
1	Karnataka	Bangalore
2	Tamil Nadu	Chennai
3	Delhi	Delhi
4	Telangana	Hyderabad
5	Maharashtra	Mumbai
6	Maharashtra	Pune
7	Gujarat	Vadodara

d. Data of number of claims processed:

No. of claims outstanding at the beginning of year	47
No. of claims received during the year	6263
No. of claims paid during the year	6212 (98%)
No. of claims repudiated during the year	41 (1%)
No. of claims outstanding at the end of the year	57

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	-	-	89%	65%
2	Within 1-2 Hours	-	-	10%	30%
3	Within 2-6 Hours	-	-	1%	5%
4	Within 6-12 Hours	-	-	0%	0%
5	Within 12-24 Hours	-	-	0%	0%
6	>24 Hours	-	-	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 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	-	-	5,532	88%	-	-	4,570	73%
Between 1-3 Months	-	-	647	10%	-	-	667	11%
Between 3-6 Months	-	-	72	1%	-	-	447	7%
More than 6 Months	-	-	2	0%	-	-	569	9%
Total	-	-	6,253	100%	-	-	6,253	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	-
2	Grievances received during the year	3
3	Grievances resolved during the year	3
4	Grievances outstanding at the end of the year	-