

**Aditya Birla Health Insurance Co. Limited**  
**Registration No. 153 and Dated 11 July 2016**

FORM NL-48

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurance Company - Aditya Birla Health Insurance Co. Limited  
Information as at 31-03-2024

a) Name of the TPA - Paramount Health Services & Insurance TPA Pvt. Ltd.  
Validity of agreement with the TPA: from 28/07/2023 to Until Terminated

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

Description	Individual	Group	Government
Number of policies serviced	-	616	-
Number of lives serviced	-	9,61,039	-

c) Information with regard to the geographical area in which services are rendered by the TPA

Name of the State	Name of the Districts	No. of policies serviced	No. of lives serviced
Karnataka	BANGALORE	99	2,14,527
Tamil Nadu	CHENNAI	1	1,720
Delhi	DELHI	42	47,648
Punjab	Gurgaon	9	3,235
West Bengal	Kolkata	2	581
Maharashtra	MUMBAI	314	5,36,244
Delhi	NEW DELHI	40	38,924
Uttar Pradesh	Noida	51	63,833
Maharashtra	PUNE	58	54,327
<b>Grand Total</b>		<b>616</b>	<b>9,61,039</b>

d) Data of number of claims processed:

Particulars	No of claims
Outstanding number of claims at the beginning of the year	680
Number of claims received during the year	52,305
Number of claims paid during the year (specify % also in brackets)	46055 (96%)
Number of claims repudiated during the year (specify % also in brackets)	4600 (9%)
Number of claims outstanding at the end of the year	2,330

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

S. 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	0%	0%	85%	62%
2	Within 1-2 hours	0%	0%	13%	32%
3	Within 2-6 hours	0%	0%	1%	5%
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		0%	0%	100%	100%

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

Description	Individual		Group		Government		Total	
	No. of Claims	Percentage						
Within 1 month	-	0%	48,457	96%	-	0%	48,457	96%
Between 1-3 months	-	0%	2,121	4%	-	0%	2,121	4%
Between 3 to 6 months	-	0%	70	0%	-	0%	70	0%
More than 6 months	-	0%	7	0%	-	0%	7	0%
Total	-	0%	50,655	100%	-	0%	50,655	100%

g) Data of grievances received against the TPA:

Description	No of grievances
Grievances outstanding at the beginning of year	-
Grievances received during the year	38
Grievances resolved during the year	38
Grievances outstanding at the end of the year	-