

PERIODIC DISCLOSURES

FORM NL-48-DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurance Company: IFFCO-TOKIO GENERAL INSURANCE CO. LTD.
Information as at: 31-03-2024

Date: 31-03-2024

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

Name of the TPA (If services rendered by TPA) - Paramount Health Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA: **from 25/03/2014 to Valid unless terminated**

(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 services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	0	180	0
Number of lives serviced	0	601359	0

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
Gujarat	AHMEDABAD
Karnataka	BANGALORE
Karnataka	Bijapur
Madhya Pradesh	Bhopal
Tamil Nadu	CHENNAI
Delhi	DELHI
Gujarat	GANDHIDHAM
Haryana	Gurgaon
Telangana	HYDERABAD
Maharashtra	Kolhapur
West Bengal	KOLKATA
Maharashtra	MUMBAI
Delhi	NEW DELHI
Uttar Pradesh	Noida
Maharashtra	PUNE
Karnataka	Mysore
Gujarat	SURAT
Gujarat	VADODARA

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	4892
ii.	Number of claims received during the year	56555
iii.	Number of claims paid during the year (specify % also in brackets)	52667 (86%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	6744 (11%)
v.	Number of claims outstanding at the end of the year	2036

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%	83%	55%
2	Within 1-2 hours	0%	0%	14%	38%
3	Within 2-6 hours	0%	0%	3%	6%
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%

Percentage to be calculated on total of the respective column.

** reckoned from the time last necessary document is received by insurer / TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

*** reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

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

Description (to be 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	0	0%	48190	81%	2	100%	48192	81%
Between 1-3 months	0	0%	8080	14%	0	0%	8080	14%
Between 3 to 6 months	0	0%	2284	4%	0	0%	2284	4%
More than 6 months	0	0%	855	1%	0	0%	855	1%
Total	0	0%	59409	100%	2	100%	59411	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	4
2	Grievances received during the year	44
3	Grievances resolved during the year	48
4	Grievances outstanding at the end of the year	0

Refer Health TPA Regulations , as amended from time to time