

## Paramount Healthcare Services Private Limited

### Public Disclosures on Quantitative and Qualitative Parameters of health services rendered (Information as at 31 March 2026)

1.

Name of the TPA	License Number	Valid From DD/MM/YY	To DD/MM/YY
Paramount Healthcare Services Private Limited	006	21-Mar-2023	20-Mar-2026

2. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No of policies service	0	87	0	87
No of lives serviced	0	294666	0	294666

3. 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	GUJARAT	BARODA
3	TAMIL NADU	CHENNAI
4	DELHI	DELHI
5	MAHARASHTRA	MUMBAI
6	MAHARASHTRA	PUNE
7	GUJARAT	SURAT

4. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	2639
ii.	Number of claims received during the year	29560
iii.	Number of claims paid during the year (specify % also in brackets)	26347 (81.83%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	5486 (17.04%)
v.	Number of claims outstanding at the end of the year	366

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

Sr No	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for preauth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0	0	97%	63%
2	Within 1-2 Hours	0	0	3%	33%
3	Within 2-6 Hours	0	0	1%	4%
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%
<b>Total</b>		<b>0</b>	<b>0</b>	<b>100%</b>	<b>100%</b>

\*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-authorization is issued in the hospital)

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

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

Description (to reckoned from)	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	25299	79%	0	0	25299	79%
Between 1-3 Months	0	0	2910	9%	0	0	2910	9%
Between 3-6 Months	0	0	2187	7%	0	0	2187	7%
More than 6 Months	0	0	1437	4.5%	0	0	1437	4.5%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>31833</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>31833</b>	<b>100%</b>

\*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

<b>Sr. No.</b>	<b>Description</b>	<b>No. of Grievances</b>
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	13
3	Grievances resolved during the year	13
4	Grievances outstanding at the end of the year	0

**Tapan Singhel**  
**Managing Director and Chief Executive Officer**  
**Bajaj General Insurance Limited**