

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS  
OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT 31st MARCH 2020)**

NAME OF THE INSURANCE CO: Kotak Mahindra General Insurance Co,Ltd

**A. Validity of Agreement with TPA:**

Name of TPA	Valid From DD/MM/Y YYY	To DD/MM/YYYY
Family Health Plan Insurance TPA Ltd	01-Apr-19	30-Mar-22

Name of TPA	Valid From DD/MM/Y YYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA Pvt. Ltd.	30-Mar-19	29-Mar-22

**B. Number of policies and lives serviced in respect of which public disclosures are made:**

a. In-house

Description	Individual	Group	Government
Number of policies serviced	747	787,863	0
Number of lives serviced	747	842,275	0

b. Paramount Health Services & Insurance TPA Pvt. Ltd.

Description	Individual	Group	Government
Number of policies serviced	0	3	0
Number of lives serviced	0	1,676	0

c. Family Health Plan Insurance TPA Ltd

Description	Individual	Group	Government
Number of policies serviced	30,065	666	0
Number of lives serviced	66384	71,256	0

C. Information with regards to the geographical area in which services are rendered by the TPAs/insurer (States Names-District names shall be provided) in respect of which public disclosures are made.: PAN India

D. Data of number of claims processed:

Company level:

Data of number of claims processed FY 19-20	Family Health Plan Insurance TPA Ltd	Paramount Health Services & Insurance TPA Pvt. Ltd.	In-House	Total	Percentage (Company level)
	Count	Count	Count	Count	%
Outstanding number of claims at the beginning of the year	277	0	7	284	
Number of claims received during the year	7008	849	12590	20447	
Number of claims paid during the year	4734	683	10054	15471	75%
Number of claims repudiated during the year	1936	87	2016	4039	19%
Number of claims outstanding at the end of the year	615	79	527	1221	

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

a. Paramount Health Services & Insurance TPA Pvt. Ltd.

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	64%	55%
2	Within 1-2 hours	0	0	22%	30%
3	Within 2-6 hours	0	0	10%	13%
4	Within 6-12 hours	0	0	1%	1%
5	Within 12-24 hours	0	0	3%	1%
6	>24 hours	0	0	0%	0%
<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>100%</b>

ii. Family Health Plan Insurance TPA Ltd

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	54%	46%	53%	44%
2	Within 1-2 hours	35%	38%	38%	41%
3	Within 2-6 hours	8%	13%	7%	13%
4	Within 6-12 hours	0%	1%	0%	0%
5	Within 12-24 hours	1%	1%	1%	1%
6	>24 hours	2%	1%	1%	1%
<b>Total</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

i. In-house settlement

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	No of claims	Percentage
within 1 months	-	-	12070	100%	-	-	12,070	100%
Between 1 - 3 Months	-	-	-	-	-	-	-	-
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	12,070	100%	-	-	12,070	100%

ii. Paramount Health Services & Insurance TPA Pvt. Ltd.

Date reckoned from the date of receipt of last necessary documents	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Number of Claims	Percentage	Number of Claims
within 1 months	-	-	770	100%	-	-	770	100%
Between 1 - 3 Months	-	-	-	-	-	-	-	0%
Between 3 to 6 Months	-	-	-	-	-	-	-	0%
More than 6 months	-	-	-	-	-	-	-	0%
<b>Total</b>	-	-	<b>770</b>	<b>100%</b>	-	-	<b>770</b>	<b>100%</b>

iii. Family Health Plan Insurance TPA Ltd

Date reckoned from the date of receipt of last necessary documents	Individual		Group		Government		Total	
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	No of claims	Percentage
within 1 months	4124	100%	2,546	100%	-	-	6,670	100%
Between 1 - 3 Months	-	-	-	-	-	-	-	-
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
<b>Total</b>	<b>4,124</b>	<b>100%</b>	<b>2,546</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>6,670</b>	<b>100%</b>

G. Data of grievances received against the TPA:

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

Place: Mumbai

Date: September 30, 2020

  
Signature of CEO

Kotak Mahindra General Insurance Co.Ltd

