

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31/03/2020)

Name of the Insurance Company : ICICI Lombard General Insurance Company Limited

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

Validity of Agreement from 16/12/2017 to 15/12/2020

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

Description	Individual	Group	Government
Number of policies serviced	-	36	-
Number of lives serviced	-	40,264	-

c. Information with regards to the geographical area in which services are rendered by the TPA (States names-District names shall be provided) in respect of which public disclosures are made: Refer Annexure 1

d. Data of number of claims processed :

i. Outstanding number of claims at the beginning of the year: 379

ii. Number of claims received during the year: 5,324

iii. Number of claims paid during the year: 5,197 (96.22%)

iv. Number of Claims repudiated during the year: 204 (3.78%)

v. Number of claims outstanding at the end of the year: 302

*Out of 302 outstanding claims, 169 claims are outstanding due to document not received from customer/ documents not received from Hospital for cashless approved claims.

**Excluding duplicate claims from repudiation count, the paid percentage would stand at 96.58% and repudiation percentage at 3.42% .

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	-	-	84.98	84.25
2	Within 1-2 hours	-	-	12.57	13.30
3	Within 2-6 hours	-	-	2.20	2.45
4	Within 6-12 hours	-	-	0.12	-
5	Within 12-24 hours	-	-	0.12	-
6	>24 hours	-	-	-	-
Total		-	-	100	100

*Percentage is 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 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	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
within 1 months	-	-	5,386	99.72	-	-	5,386	99.72
Between 1- 3 Months	-	-	15	0.28	-	-	15	0.28
Between 3- 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	5,401	100	-	-	5,401	100

* Percentage is 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 beginning of year	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances Outstanding at the end of the year	-

Place:

Date:

Bhargav Dasgupta

MD & CEO

ICICI LOMBARD GENERAL INSURANCE COMPANY LTD

Annexure :1

Head Office				
S.No	District	Address	State	Contact
1	Thane	Plot No. A-442, Road No. 28, Ram Nagar, M.I.D.C. Industrial Area, Wagle Estate, Thane West Pin Code - 400604.	Maharashtra	Tel No:022-68342424 Fax No:(022) 68342754/55

Registered Office				
S.No	District	Address	State	Contact
1	Mumbai	201-202, Sumer Plaza, 2nd Floor, Marol Maroshi Road, Andheri (E) 400059.	Maharashtra	022 4000 4216

Branch Offices				
S.No	District	Address	State	Contact
1	Chennai	3rd Floor, "AMPA MANOR" No. 107/6, Nelson Manickam Road, Aminjikarai, Chennai - 600 029. (Landmark - Opposite to MGM Healthcare)	Tamilnadu	Tel No:(044)- 43435959 / 43435933 / 43435944.
2	Delhi	Building No. D-39, Okhla Industrial Area, Phase-I, New Delhi - 110 020.	Haryana	Tel No:41637594 / 95 / 96

3	Kolkata	ICMARD Building, 4th Floor & 8th floor, Block 14/2, C.I.T. Scheme VIII (M) Ultadanga Kolkatta - 700 067.	West Bengal	Tel No:(033)-23567005 / 23567008 / 9836561300
4	Ahmedabad	Office No. 304,MEERA MANAN ARCADE, NEAR KRUPA PETROL PUMP, PARIMAL CROSS ROAD, ELLISBRIDGE, AHMEDABAD-380006.	Gujarat	Tel No:(079)-40399287/40399288 Fax No:(079)-26401545
5	Allahabad	13/19, 888/A, Mutthi Ganj, Allahabad-211003.	Uttar pradesh	Mobile No: 8840285781
6	Bangalore	4/2, Shirdi Krupa Complex, 1st Floor, Nagappa Road, Sheshadripuram (Above Bank of India), Bangalore - 560 020.	Karnataka	Tel No : 080-41990100.
7	Baroda	3rd Floor Gokulesh-II,Behind Standard chartered Bank, R. C . Dutt main Road,Alkapuri,Vadodara - 390007	Gujarat	Tel No:0265-2350603,0265-2352008
8	Bhubaneswar	271(P), Bapuji Nagar, Ground Floor, Near Forest Park, Sishu Bhawan Squire Bhubaneswar - 751009	Odisha	Tel No:7304942961
9	Chandrapur	Mitra Nagar Near Ambedkar College Lakhe Kirana Store Chandrapur 442403.	Maharashtra	Mobile No:8275094680

10	Guwahati	Oasis Building,House No. 2, Sarboday Path (Near Dona Planet) G.S. Road, Guwahati - 781006 Assam.	Assam	Tel no: 7304942962
11	Gondiya	Beside Damahe coaching class, near Majar, Ring Road, Gondiya - 441614.	Maharashtra	Tel no: 8275094756 / (07182) - 250036
12	Gorakhpur	Shanti Niwas, Rituraj Lane, Rajendra Nagar, Behind Union Bank, Gorakhnath Road, Gorakhpur-273015	Uttar pradesh	
13	Gurgaon	Unit No. 529, 5th Floor, Tower B, Spazedge, Sector 47, Gurgaon-Sohna Road, Gurgaon - 122002. Haryana	Haryana	Contact No: 0124-4038238
14	Chandigarh	2nd Floor,Cabin No.28,SCO-41, Sector-11 Landmark-Above Federal Bank, Panchkula,Haryana - 134109.	Punjab	Mobile No:9316111218
15	Hyderabad	No. 1-8-303/48/9, 1st Floor, Tirumala Chambers, PG Road, Behind Chutneys Restaurent, Begumpet, Hyderabad - 500 016.	Telangana	Tel No: (040) - 66758271 / 66759271 Fax No:(040) - 66366271
16	Indore	603 6th Floor Mahasagar Corporate,10/4 Manoramaganj Near Geeta Bhavan Square Indore - 452 001.	Madhya Pradesh	Tel No:(0731) 4065306
17	Jaipur	D - 23,1st Floor,Indrapuri Pankaj Singhvi Marg,Behind Apex Mall,Lalkothi Jaipur - 302015	Rajasthan	Tel No:0141 - 2744245 / 46 / 47

18	Cochin	H No.Cc662946, Kanakathuparambu, Near Nariamparambil Court, Kacherippady, Kochi – 682018.	Kerala	Tel No:(0484) - 2393709/(0484)- 2392610/(0484)-4011962
19	Lucknow	72, Faizabad Road, 2nd Floor & 1st Floor, Near Mahanagar Railway Crossing, Lucknow-226007	Uttar pradesh	TEL NO:(0522) - 4066277 / 4066477 / 4066377
20	Ludhiana	SCO - 138 3rd Floor Feroze Gandhi Market Ludhiana 141001	Punjab	Tel No:(0161) - 5016819 / 5082144
21	Nagpur	Flat No. SF-4, Plot No. 11, Tulsi Vihar, Main Road, Opposite Pathak House, Abhyankar Nagar, Nagpur- 440010.	Maharashtra	Mobile No:+9 7710041065
22	Panaji	Unit 318, 3rd Floor, Gera Imperium II, Behind Kadamba bus stand, Patto Panajim - Goa 403001.	Goa	Tel No : 0832- 2973243/2973241 phs.goa@paramounttpa.com
23	Patna	Room No.H5, 5 th Floor,Chandi Vyapar Bhavan Exhibition Road Patna 800001 Bihar	Bihar	Tel No:7400471533 / 7400470383

24	Pune	1s Floor Safire Park Galleria Old Pune Mumbai Road Shivaji Nagar Pune - 411005	Maharashtra	Tel No:020-25541100 / 020- 25541111
25	Raipur	28, H.I.G. Old, Behind 36 Citymall, Raipur Chatisgarh- 492001	chhattisgarh	Tel No: (0771) - 2970970
26	Surat	502/B, 5th Floor, Hiral Building, Opp.J.K.Tower, Nr. Sub Jail, Ring Road, Surat. 395002	Gujarat	Tel No:(0261) - 2331837 / 2335303
27	Guwahati	Oasis Building,House No. 2,Sarboday Path (Near Dona Planet),G.S. Road, Guwahati - 781005,Assam .	Assam	Contact No: 7304942962
28	Ranchi	Room No - 03, Quraishi Colony, Tata Ranchi Road, Kantatoli, Opp Union Bank of India, Ranchi - 834001 .	Jharkhand	Contact No: 7304564338