

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT 31/03/2021)

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 16/12/2020 to 15/12/2023

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

Description	Individual	Group	Government
Number of policies serviced	-	47	-
Number of lives serviced	-	56,357	-

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: 302

ii. Number of claims received during the year: 7,794

iii. Number of claims paid during the year: 6,974 (94.65%)

iv. Number of Claims repudiated during the year: 394 (5.34%)

v. Number of claims outstanding at the end of the year: 728

\*Out of 728 outstanding claims, 294 claims are outstanding due to document not received from customer/ documents not received from Hospital for cashless approved claims.

# Considering the cashless cases as paid, Paid % would be 94.86%

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	-	-	87.71	73.15
2	Within 1-2 hours	-	-	11.54	24.62
3	Within 2-6 hours	-	-	0.67	2.22
4	Within 6-12 hours	-	-	0.04	-
5	Within 12-24 hours	-	-	0.04	-
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	-	-	7,388	99.23	-	-	7,388	99.23
Between 1- 3 Months	-	-	57	0.77	-	-	57	0.77
Between 3- 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	7,445	100	-	-	7,445	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	Location	Address	State	Contact
1	Thane	Plot No. A-442, Thane Industrial Area, Wagle Estate, Road No. 28, Thane-400604 village Panchpakhadi	Maharashtra	022-68342424

Registered Office				
S.No	Location	Address	State	Contact
1	Thane	Plot No. A-442, Thane Industrial Area, Wagle Estate, Road No. 28, Thane-400604 village Panchpakhadi	Maharashtra	022-68342424

Branch Offices				
S.No	Location	Address	State	Contact
1	Delhi	Building No. D-39, Okhla Industrial Area, Phase-I, New Delhi - 110 020.	Delhi	9313887045
2	Mumbai	201-202,401, Sumer Plaza, 2nd & 4th Floor, Marol Maroshi.Road, Andheri (E) 400059.	Maharashtra	9323805544
3	Surat	502 A/B, Fifth Floor, Hiral Building, Ring Road,Surat - 395 002 Gujarat	Gujrat	9327314415
4	Baroda	302/303/304/305/306, 3rd Floor, "Gokulesh 2", 89, Sampatrao Colony, Vadodara - 390003	Gujrat	9376227766
5	Ahmedabad	Office No. 304/305/306/307, Third Floor, "Meeramanan Arcade", Mouje : Chhadavad, Taluka : Ahmedabad-City (West), District : Ahmedabad-380006	Gujrat	9374011212

6	Chennai	3rd Floor, "AMPA MANOR" No. 107/2, Nelson Manickam Road, Aminjikarai, Chennai - 600 029.	Tamilnadu	9380302458
7	Hyderabad	No. 1-8-303/48/9, 3rd Floor, Tirumala Chambers, PG Road, Behind Chutneys Restaurent, Begumpet, Hyderabad - 500 016.	Andhra Pradesh	9394892901
8	Kolkatta	ICMARD Building, 4th Floor & 8th floor, Block 14/2, C.I.T. Scheme VIII (M) Ultadanga Kolkatta - 700 067.	West Bengal	9836562400 9339555721
9	Kochi	Kolaveli House, H. No. CC662946, Kanakathuparambu, Near Nariampambil Court, Kacherippady, kochi-682018.	Kerla	9388809414
10	Jaipur	1st Floor, D-23, Indrapuri, Lal Kothi, Jaipur - 302015(Pankaj Sindhavi Marg, Behind Apex mall)	Rajasthan	9828222234
11	Ludhiana	SCO-138,3rd Floor, Feroze Gandhi market,Ludhiana - 141001	Punjab	9316817950
12	Pune	Unit No. 2, 1st Floor, "Saffire Park" C.T.S. No. 11-A & 11 B, Plot No. 112, Final Plot No. 61, Shivajinagar, Wakadewadi, Pune - 411 016.	Maharashtra	9373091150
13	Jalgaon	Lilai, 19, Prabhat Colony, Prabhat Chauk, Jalgaon - 425001.	Maharashtra	9673103378
14	Indore	Office No. 603, Mahasagar Corporates, 10/4, Manoramaganj, Indore M.P. 452001	Madhya Pradesh	9302123079
15	Bangalore	4/2, Shirdi Krupa Complex, 1st Floor & Pent House, Nagappa Street, Sheshadripuram, Bangalore - 560 020.(Above Bank of India)	Karnataka	9343728900
16	Lucknow	72, Faizabad Road, 2nd Floor & 1st Floor, Near Mahanagar Railway Crossing, Lucknow	Uttar Pradesh	9335200465
17	Bhubaneshwar	Ground Floor, Plot No. 271(P), Bapuji Nagar, Bhubaneswar, PIN-751009 Dist Khurda	Orissa	7735524227
18	Nagpur	Flat No. SF-4, Plot No. 11, Tulsi Vihar, Main Road, Ablivankar Nagar, Nagpur.	Maharashtra	9096080191
19	Solapur	Shop No. 3, Hira Arcade, In front of Gaibi Peer Masjid, Asara Society, Hotagi Road, Solapur - 413003.	Maharashtra	9823411810
20	Parbhani	Ramchandra Niwas, Ground floor, Near. Ganpati Temple, Shivaji Nagar Parbhani -431 401.	Maharashtra	7276191113

21	Kolhapur	2nd Floor, Bagal Market, Behind Pantaloons, Bus Route, Rajarampuri 1st Lane, Kolhapur-416008	Maharashtra	8275095350
22	Hingoli	1st Floor, opp.District Court Shivaji Nagar , Near Abhijit Plaza Hingoli 431513	Maharashtra	8308970944
23	Sangli	Plot No.7, Civil Hospital Road, 2nd Floor, Sanjay Colony, Sangli 416416	Maharashtra	9422409339
24	Panaji	Unit No. 412, 4th Floor, Gera Imperium II, Plot No. 7, EDC Patto, Panaji, Goa-403001.	Goa	7875119976
25	Raipur	28, H.I.G. Old, Behind 36 Citymall, Raipur Chatisgarh	Chattisgarh	9406350028
26	Patna	5th Floor, Chandi Vyapar Bhavan, Room No. H/5, Exhibition Road, Patna-800001.	Bihar	9136931114
27	Chandigarh	Cabin No. 28, Second Floor, S.C.O. No. 41, Sector 11, Panchkula-134109, Haryana	Chandigarh	7304973840
28	Guwahati	Oasis Building, House No.-2, sargagy Park, Sarbaday Path, Opp. Rajib Bhavan, G.S.Road, Guwahati - 781005.	Assam	7002879253
29	Ranchi	Room No. - 03, Quraishi Colony, Tata Ranchi Road, Kantatoli, Opp. Union Bank of India, Ranchi - 834001.	Jharkhand	9136921182
30	Aizawl Mizoram	2nd Floor, West Inn, Dinthar, Opposite to Aizawl West College, Aizawl-796009.	Mizoram	9856450725
31	Dimapur Nagaland	Ground Floor, House No. 42-A, Walford Road, Bank Colony, Dimapur, Nagaland - 797112.	Nagaland	7005707727