

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

Name of the Insurance Company : Go Digit General Insurance Limited

- a. **TPA Name:** Good Health Insurance TPA PVT LTD  
Validity of Agreement from 31/01/2020 to 30/01/2023

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

Description <sup>1</sup>	Individual	Group	Government
Number of policies serviced <sup>2</sup>	0	2	0
Number of lives serviced <sup>3</sup>	0	7199	0

- 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**

Outstanding number of claims at the beginning of the year:	2
Number of claims received during the year	61
Number of claims paid during the year	59
Number of Claims repudiated during the year	4
Number of Claims closed during the year	0
Number of claims outstanding at the end of the year	0

- 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%	0.0%	100%	100%
2	Within 1-2 hours	0.0%	0.0%	0.0%	0.0%
3	Within 2-6 hours	0.0%	0.0%	0.0%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0%	0%	0.0%	0.0%
Total		100%	100%	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.

<sup>1</sup> Does not include travel policies

<sup>2</sup> Count of Master policies

<sup>3</sup> Persons covered

\*\*\* 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	No of claims	Percentage
within 1 months	0	0.00%	32	50.79%	0	0	32	50.79%
Between 1 – 3 Months	0	0.00%	22	34.92%	0	0	22	34.92%
Between 3 to 6 Months	0	0.00%	8	12.70%	0	0	8	12.70%
More than 6 months	0	0.00%	1	1.59%	0	0	1	1.59%
<b>Total</b>	0	0.00%	63	100.00%	0	0	63	100.00%

\*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	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:** Pune

Signature of CEO

**Date:** 30<sup>th</sup> July 2021

Go Digit General Insurance Limited

## Annexure – 1

Good Health Insurance TPA Ltd.							
Sr No	Branch Type	City	Branch Address	State	City	Pin Code	Phone
1	Head office	Hyderabad	Suite 403-406A, 4th floor, Ashoka My Home Chambers,Behind Ashoka Bhoopal Chambers, Sardar Patel Road,Secunderabad	Telangana	Secunderabad	500003	1860-425-3232
2	Local Office	Bengaluru	M/s Good Health Insurance TPA Ltd # 2971, 2nd Floor, 17th Cross, ESTURI TOWER, K.R Road,BSK 2nd Stage,Land Mark : Next to Uma Maheshwari Temple	Karnataka	Bangalore	560070	080-41521384 & 25202113
3	Local Office	Chennai	M/s Good Health Insurance TPA Ltd No: 20/3&4, Indira Devi Complex, 2 nd floor, Gopala krishnan Street, T-Nagar,	Tamilnadu	Chennai	600017	044-28150765
4	Local Office	Madurai	M/s Good Health Insurance TPA Ltd No: 3, North Krishnan Kovil Street,North Masi Street,	TamilNadu	Madurai	625001	0452-4379765 & 4231115
5	Local Office	Coimbatore	M/s Good Health Insurance TPA Ltd 2nd Floor, “MLL Complex”, No 21 Variety Hall Road	Tamil Nadu	Coimbatore	641 001	0422-6450322 & 4362030 & 2306898
6	Local Office	Vishakhapatnam	M/s Good Health Insurance TPA Ltd 1st Floor, 50-1-16, Seethamadhara, Eenadu Main Road,	Andhra Pradesh	Visakhapatnam	530013	9515668775
7	Local Office	Cochin	M/s Good Health Insurance TPA Ltd RADHIKA, 66/3199 Rajaji Road,(Opp. Axis Bank),	Kerala	Ernakulam	682018	0484-4031010
8	Local Office	West Bengal	M/s Good Health Insurance TPA Ltd 3rd Floor, 6/1,Sarat Chatterjee Avenue, Land Mark – Menoka Cinema Hall Road,	West Bengal	KOLKATA	700029	9100111404
9	Local Office	Delhi	M/s Good Health Insurance TPA Ltd Plot No.2, Block -S, Okhla Industrial Area,Phase-2,	Delhi	New Delhi-	110020	-
10	Local Office	Mumbai	M/s Good Health Insurance TPA Ltd A-402, Damji Shamji	Maharashtra	Mumbai	400075	1860-425-3232

			Corporate Square,Laxmi Nagar, Land Mark-Next Kanara CorporateCentre (KBC),Ghatkopar(East),				
11	Local Office	Pune	M/s Good Health Insurance TPA Ltd Plot no-13,Atrey Sahakari Society,Shivaji Nagar,	Maharashtra	Pune	411016	9100068834
12	Local Office	Chandigarh	M/s Good Health Insurance TPA Ltd Cabin # 42, SCO 41-42, Sector 11,	Chandigarh	Haryana	134109	-