

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:** Health India Insurance TPA Pvt Ltd.  
Validity of Agreement from 30/09/2019 to 29/09/2022

- 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	4	0
Number of lives serviced <sup>3</sup>	0	1221	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:	3
Number of claims received during the year	45
Number of claims paid during the year	46
Number of Claims repudiated during the year	1
Number of Claims closed during the year	1
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	<b>Within &lt;1 hour</b>	0.0%	0.0%	40%	60%
2	<b>Within 1-2 hours</b>	0.0%	0.0%	40%	20%
3	<b>Within 2-6 hours</b>	0.0%	0.0%	13%	20%
4	<b>Within 6-12 hours</b>	0.0%	0.0%	7%	0%
5	<b>Within 12-24 hours</b>	0.0%	0.0%	0%	0%
6	<b>&gt;24 hours</b>	0%	0%	0%	0%
<b>Total</b>		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.

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

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

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

<sup>3</sup> Persons covered

**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%	18	38.30%	0	0	18	38.30%
Between 1 – 3 Months	0	0.00%	20	42.55%	0	0	20	42.55%
Between 3 to 6 Months	0	0.00%	6	12.77%	0	0	6	12.77%
More than 6 months	0	0.00%	3	6.38%	0	0	3	6.4%
<b>Total</b>	<b>0</b>	<b>0.00%</b>	<b>47</b>	<b>100.00%</b>	<b>0</b>	<b>0</b>	<b>47</b>	<b>100.00%</b>

\*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



Signature of CEO

Go Digit General Insurance Limited

**Place:** Pune

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

## Annexure – 1

## HealthIndia Insurance TPA Services Pvt. Ltd.

Sr No	Branch Type	City	Branch Address	City	State	Pin Code	Phone
1	Head office	Mumbai	Neelkanth Corporate Park, Office No. 406 to 412, 4th Floor, Kiroil Road / Village, Vidya Vihar Society, Vidya Vihar (West),	Mumbai	Maharashtra	400086	
2	Local Office	Ahmedabad	Office No. 606, 6th Floor, Sheth Corporate Tower, Nagari Hospital to Gujarat College Road, Opp Gujarat College, Ellis Bridge,	Ahmedabad	Gujarat	380006	063 - 55390519,55373028
3	Local Office	Aurangabad	S.NO 218 Radhaswami Colony, Jatwada Road, Harsool,	Aurangabad	Maharashtra	431005	7057973640 , 8956558956
4	Local Office	Bangalore	A2, SPL Habitat, 2nd floor, No.138, Gangadhar Chetty Road, Ulsoor,	Bangalore	Karnataka	560042	080 - 42826614/42826615
5	Local Office	Bhopal	8, 131/15 Soma Tower, MP Nagar Zone 2, Bhopal,	Bhopal	Madhya Pradesh	462011	0755 - 4911611/4941407/08
6	Local Office	Chandigarh	SCO No 186, 1st Floor, Sector- 38,	Chandigarh	Haryana	160036	8168082220
7	Local Office	Chennai	JVL Plaza, 5th Floor, No. 626, Anna Salai,	Chennai	Tamil Nadu	600018	044 - 48655995,48655011/12
8	Local Office	Cochin	66/1976, 1st Floor, Rubiyan Bldg, Near Veekshanam Press, Arangath Road,	Cochin	Kerala	682018	0484 - 4033985/ 4033986
9	Local Office	Dehradun	Manoj Kumar Patel, 165/263, Old Dalan Wala, P.O Karanpur,	Dehradun	Uttaranchal	248001	9997678231
10	Local Office	Gurgaon	Plot Number - 312, Second Floor - Phase 2, Udyog Vihar,	Gurgaon	Haryana	122008	0124 - 6174600
11	Local Office	Jalgaon	Vishwagaurav Apartment, Block No.2, Ground Floor, Near Kantai Netralaya, Nimkhedi Road,	Jalgaon	Maharashtra	425001	9112201025
12	Local Office	Madurai	No-27, 1st Floor, Old Agraharm, Chockkikulam,	Madurai	Tamil Nadu	625002	0452 - 2583737
13	Local Office	Patna	Flat No. 203, 2nd Floor, Maitri Apartment, Ashiyana Digha Road,	Patna	Bihar	800014	7562887161
14	Local Office	Rajkot	2nd Floor, Malay Trade Centre, Opp Jivan Commercial Bank, Dhebarbhai Road,	Rajkot	Gujarat	360001	0281 - 2222677

15	Local Office	Vadodara	152/153, B Tower, Atlantic K-10, Behind Vodafone Store, Nr Genda Circle, Alkapuri,	Vadodara	Gujarat	390007	9328687670 / 6353379119
16	Local Office	Hyderabad	H.No: 7-1-28/9 A, 1st Floor,Sai Towers, Opp. lane of Indo-US Hospital, Near Lal Bungalow, D K Road, Ameerpet,	Hyderabad	Telangana	500016	7207022632, 8019022617, 7400084825
17	Local Office	Kolhapur	Shahupuri, Kolhapur, Maharashtra	Kolhapur	Maharashtra	416003	9372420018
18	Local Office	Mumbai	Office No. 406 - 412, 4th Floor, Neelkanth Corporate Park, Kirol Road / Village, Vidyavihar (West),	Mumbai	Maharashtra	400086	022 - 66131199
19	Local Office	Pondicherry	NO 44, SENGUNDAR STREET, ORLEANPET,	Pondicherry	Pondicherry	605005	9047459892
20	Local Office	Silvassa , Dadra And Nagar	1st Floor, 108, Emri Control Room, Shri Vinoba Bhave Civil Hosp. Campus, Silvassa,	Silvassa , Dadra And Nagar	Haveli	396230	0260 - 2630047
21	Local Office	Indore	Sarthak Galaxy, Opposite to Rau Railway Station, By Pass Circle, Rau-Pithampur Road, Rau	Indore	Madhya Pradesh	453331	9752825573
22	Local Office	Kolkata	Office No. 1G, 1st Floor, Sukh Sagar Building, 2/5 Sarat Bose Road,	Kolkata	West Bengal	700020	7400086263/64, 9830749216
23	Local Office	Nagpur	Flat No.301, Third Floor, Meera Apartments, HDFC Bank Buliding, opp: Yashwant Stadium,Dhantoli,	Nagpur	Maharashtra	440012	9372420017 / 9112201027 / 9112201028
24	Local Office	Pune	Office No.32&33, Sangam Commercial Complex Phase II 46, Dr Ambedkar Road, Sangam Bridge,	Pune	Maharashtra	411001	020 - 26057541/42/43/44
25	Local Office	Solapur	319, Second Floor, Above Megatech Computer System & Service, Near Laxmi Co-op Bank Head Office, Deshmukh Wada, South Kasaba,	Solapur	Maharashtra	413007	9112201022
26	Local Office	Jaipur	B-1,1st Floor, 56, Malsisar Apartment, Hawa Sarak, Civil Lines, Opposite Hilton Hotel,	Jaipur	Rajasthan	302006	0141 - 2220442/3
27	Local Office	Lucknow	2nd Floor, Deekay Tower, B-3/10, Opposite Roadways	Lucknow	Uttar Pradesh	226010	0522 - 6164518

			Workshop, Vibhuti Khand, Gomti Nagar,				
28	Local Office	Nashik	Shop No. 2, Second Floor, Silver Plaza, Opp. BSNL Office, Canada Corner, Sharnpur Road,	Nashik	Maharashtra	422002	7776862524, 7030917002, 7030917003
29	Local Office	Raipur	Flat No. 204, 1st Floor, Sec - 1, Paras Nagar,	Raipur	Chattisgarh	492001	8770460347 / 9340490136
30	Local Office	Surat	506,507, 508 Titanium Square, Opp. Income Tax Office, Adajan Gam Char Rasta, Adajan,	Surat	Gujarat	395009	9033006901 / 9033006897