

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:** Medi Assist Insurance TPA Pvt Ltd
Validity of Agreement from 11/09/2018 to 10/09/2021

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

Description ¹	Individual	Group	Government
Number of policies serviced ²	16,95,412	103	0
Number of lives serviced ³	18,50,636	59,130	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:	53
Number of claims received during the year	3545
Number of claims paid during the year	2464
Number of Claims repudiated during the year	630
Number of Claims closed during the year	284
Number of claims outstanding at the end of the year	220

- 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	+	90%	97%	90%
2	Within 1-2 hours	1%	10%	2%	9%
3	Within 2-6 hours	1%	1%	0%	1%
4	Within 6-12 hours	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%
6	>24 hours	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.

¹ Does not include travel policies

² Count of Master policies

³ 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	204	53.13%	1586	58.52%	0	0%	1790	57.85%
Between 1 – 3 Months	136	35.42%	913	33.69%	0	0%	1049	33.90%
Between 3 to 6 Months	32	8.33%	188	6.94%	0	0%	220	7.11%
More than 6 months	12	3.13%	23	0.85%	0	0%	35	1.13%
Total	384	100.00%	2710	100.00%	0	0%	3094	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	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	0



Place: Pune

Signature of CEO

Date: 30th July 2021

Go Digit General Insurance Limited

Annexure – 1

Medi Assist insurance pvt ltd						
Sr No	Branch Type	City	Branch Address	State	City	Pin Code
1	Head office	Bengaluru (HQ)	Tower D, 4th Floor, IBC Knowledge Park, Bannerghatta Main Rd, 4/1	Karnataka	Bengaluru	560029
2	Local Office	Ahmedabad	#602 & 603, 6th floor, Rembrandt Building, Opp. Associated Petrol Pump, C G Road, Ellisbridge	Gujrat	Ahmedabad	380 006
3	Local Office	Chandigarh	S.C.O. 37, 02nd floor, sector 31 D	Haryana	Chandigarh	160030
4	Local Office	Chennai	2nd Floor, RWD Atlantis Building, 24, Nelson Manickam Road, Opp. Shobhan Babu Statue, Aminjikara	Tamil Nadu	Chennai	600 029
5	Local Office	Cochin	4th floor Chicago Plaza, Rajaji Rd	Kerala	Cochin	682 035
6	Local Office	Coimbatore	55, Balasundaram Rd, ATT Colony, Gopalapuram	Tamil Nadu	Coimbatore	641018
7	Local Office	Delhi	8B Bahadur Shah Zafar Marg	Delhi	Delhi	110002
8	Local Office	Guwahati	2nd Floor, Above SBI ATM, Kali Mandir Chowk, Hengarabari Road	Assam	Guwahati	781036
9	Local Office	Hyderabad	1st White House 3rd Block 6-3-1192/1/1, 113 To 115 Beside Life Style, Kundanbagh Colony, Begumpet	Telangana	Hyderabad	500026
10	Local Office	Jamshedpur	CEB Complex, Telco	Jharkhand	Jamshedpur	831 004
11	Local Office	Kolkata	#25, Thapar House, 07th-09th floor, Brabourne Road	West Bengal	Kolkata	700 001
12	Local Office	Madurai	No 10 C, 1st Floor, Shri Complex, T B Road	Tamil Nadu	Madurai	625016
13	Local Office	Mumbai	4th Floor, Aarpee Chambers, Shagbaug, Off Andheri-Kurla Road, Next To Times Square, Marol, Andheri East	Maharstra	Mumbai	400 059
14	Local Office	Patna	Flat # 270, 01st floor, Pataliputra colony	Bihar	Patna	800 013
15	Local Office	Pune	Swastik Society, Model Colony, Wadarvadi	Maharstra	Pune	411016
16	Local Office	Raipur	C-51, Shailendra Nagar	Chhattisgarh	Raipur	492001
17	Local Office	Surat	Anand Mahal Rd, Opposite Center Point, Guru	Gujrat	Surat	395009

			Ram Pavan Bhumi, Adajan Gam, Narotam Nagar			
18	Local Office	Vadodara	107 - 113, SIDCUP Tower, Race Course Rd, Near Marble Arch, Race Course	Gujarat	Vadodara	390007
19	Local Office	Visakhapatnam	No.48-9-19/16, D -3, 4th Floor, Pavan Towers, Dwarakanagar 1st Lane	Andhra Pradesh	Visakhapatnam	454051