

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES
RENDERED (INFORMATION AS AT 31/03/2023)

Name of the Insurance Company : Go Digit General Insurance Limited

- a. **TPA Name:** FAMILY HEALTH PLAN TPA PRIVATE LIMITED
Validity of Agreement from 24/07/2021 to 23/07/2024

- 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	-	24	0
Number of lives serviced ³	-	28,892	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:	102
Number of claims received during the year	2,389
Number of claims paid during the year	2,302 (92%)
Number of Claims repudiated during the year	143 (8%)
Number of Claims closed during the year	46
Number of claims outstanding at the end of the year	102

- 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%	71.89%	59.96%
2	Within 1-2 hours	0%	0%	18.58%	24.62%
3	Within 2-6 hours	0%	0%	9.53%	15.42%
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

¹ Does not include travel policies

² Count of Master policies

³ Persons covered

**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	No of claims	Percentage
within 1 months	-	0.0%	1,975	80.8%	-	-	1,975	80.8%
Between 1 – 3 Months	-	0.0%	420	17.2%	-	-	420	17.2%
Between 3 to 6 Months	-	0.0%	41	1.7%	-	-	41	1.7%
More than 6 months	-	0.0%	9	0.3%	-	-	9	0.3%
Total	-	0.0%	2,445	100.0%	-	-	2,445	100.0%

*Percentage shall be calculated on total of the respective column. End to End TAT for claim settlement
- from claim intimation date to claim settlement date is considered for this analysis.

g. Data of Grievances received against the TPA

S. no.	Description	Number of Grievances
1	Grievance outstanding at the 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: Pune

Date: 30th June 2023

Signature of CEO

Annexure – 1

FAMILY HEALTH PLAN TPA PRIVATE LIMITED							
Sl.No	All India Office details	Office Category	Pin Code	State	City	Location	Landline No
1	Hyderabad	Head Office	500034	Telangana	Hyderabad	Srinilaya – Cyber Spazio,Suite # 101,102,109 & 110,Ground Floor, Road No. 2,Banjara Hills, Hyderabad – 500 034.	040-23555353
2	Bangalore	Regional Office	560052	Karnataka	Bangalore	No.11, 2nd Floor, E Block Niton,Palace Road, Bangalore - 560 052	080-22356256/22356257
3	Chennai	Regional Office	600034	Tamilnadu	Chennai	Anugraha, A' Block, 2-A, 2nd Floor,#19, Nungambakkam High Road,Chennai-600034.	044-28293222 / 777
4	Delhi	Regional Office	122016	Haryana	Delhi	Plot No.276, Udyog Vihar, Phase-IV,Gurugram - 122016 ,	0124- 4867500
5	Mumbai	Regional Office	400086	Maharashtra	Mumbai	Neelkanth Corporate Park,Office No. 710 & 711, 7th Floor,Kirol Road, Opp.Vidyavihar Railway station (West),Mumbai-400 086.	022-62401500
6	Kolkata	Regional Office	700029	West Bengal	Kolkata	3A, Shakespeare Sarani,Corporate House, 7th Floor, (Beside A/C Market),Kolkata - 700071.	033 22883421 / 22881786 / 22881787
7	Ahmedabad	Branch Office	380015	Gujarat	Ahmedabad	Unit - 303, 3rd Floor, Mauryansh Elanza, Near Parekh Hospital, Opp. Jain Derasar, Shyamalal Cross Road, Satellite, Ahmedabad –380015,	079-26922870/26922871
8	Coimbatore	Branch Office	641018	Tamilnadu	Coimbatore	Flat No.550/7, 2nd Floor, Whites Building, DB Road, RS Puram, Coimbatore – 641002, Tamil Nadu, PH: 0422-4270851.	0422-4270851

9	Bhopal	Branch Office	462001	Madhya Pradesh	Bhopal	59, Hindustan Chamber, Office No.6,1st Floor,Zone II, M.P.Nagar,Bhopal - 462001	0755-2559646
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