

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:** Medi Assist Insurance TPA Pvt Ltd
Validity of Agreement from 12/09/2021 to 12/09/2024

- 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 | 0 | 2060 | 0 |
| Number of lives serviced ³ | 0 | 8,72,408 | 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: | 511 |
| Number of claims received during the year | 47,144 |
| Number of claims paid during the year | 41,062 (86%) |
| Number of Claims repudiated during the year | 4,617 (14%) |
| Number of Claims closed during the year | 1,976 |
| Number of claims outstanding at the end of the year | 511 |

- 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% | 86.20% | 62.94% |
| 2 | Within 1-2 hours | 0% | 0% | 10.34% | 29.73% |
| 3 | Within 2-6 hours | 0% | 0% | 3.46% | 7.33% |
| 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 | | 0% | 0% | 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 | 3,338 | 69.4% | 34,899 | 85.4% | - | - | 38,237 | 83.7% |
| Between 1 – 3 Months | 1,184 | 24.6% | 5,425 | 13.3% | - | - | 6,609 | 14.5% |
| Between 3 to 6 Months | 154 | 3.2% | 354 | 0.9% | - | - | 508 | 1.1% |
| More than 6 months | 133 | 2.8% | 192 | 0.4% | - | - | 325 | 0.7% |
| Total | 4,809 | 100.0% | 40,870 | 100.0% | - | - | 45,679 | 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

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 Ram Pavan Bhumi, Adajan | Gujrat | Surat | 395009 |

| | | | | | | |
|----|--------------|---------------|---|----------------|---------------|--------|
| | | | 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 |