

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:** Vipul TPA PVT LTD

Validity of Agreement from 06/09/2021 to 06/10/2022

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>	-	-	-
Number of lives serviced <sup>3</sup>	-	-	-

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:	-
Number of claims received during the year	21
Number of claims paid during the year	20 (95%)
Number of Claims repudiated during the year	1 (5%)
Number of Claims closed during the year	-
Number of claims outstanding at the end of the year	-

e. **T**

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%
2	Within 1-2 hours	0%	0%	0%	0%
3	Within 2-6 hours	0%	0%	0%	0%
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%

**Time (TAT) for cashless Claims (in respect of number of claims)**

\*Percentage is calculated on total of respective column

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

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

<sup>3</sup> 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%	18	85.7%	-	-	18	85.7%
Between 1 – 3 Months	-	0.0%	2	9.5%	-	-	2	9.5%
Between 3 to 6 Months	-	0.0%	-	0.0%	-	-	-	0.0%
More than 6 months	-	0.0%	1	4.8%	-	-	1	4.8%
<b>Total</b>	-	0.0%	21	100.0%	-	-	21	100.0%

\*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	-
2	Grievances received during the year	-
3	Grievances resolved during the year	-
4	Grievances outstanding at the end of the year	-

**Place:** Pune

**Date:** 30<sup>th</sup> June 2023

Signature of CEO

Go Digit General Insurance Limited

## Annexure – 1

## Vipul Medcorp Insurance TPA Pvt. Ltd.

Sr No	Branch Type	City	Branch Address	State	Pin Code	Phone
1	Head office	Bangalore	First Floor,Tower No. 2, SJR iPark,EPIP Zone, Whitefield,Bangalore,Pin Code: 560066	Karnataka	560066	+91 80 28004100Fax No. :1800 425 2626
2	Corporate Office	Gurgaon	515, Udyog Vihar, Phase 5Gurgaon,Haryana Pin Code : 122 016	Haryana	122 016	Phones : 0124-4833900Fax No : 0124-4699611-12 4308211
3	Local Office	Amritsar	122-123, First Floor,Deep Complex Court Road, Amritsar Pin Code: 143 001	Punjab	143 001	Phones : 0183-5056482
4	Local Office	Bhopal	Mansarovar Complex,MF-32,Mezzanine Floor, Block C, Hoshingabad Road, Bhopal, Pin Code :462016	Madhya Pradesh	462016	Phones : 0755-4013291
5	Local Office	Chandigarh	S.C.I. No. 98, First Floor,Industrial AreaPhase-2, ChandigarhPin Code :160002	Punjab	160002	Phones : 0172-4629601,02,03
6	Local Office	Dehradun	Shop No. 30, 11-A Rajpur Road,Windlass Shopping Complex, Dehradun,Pin Code : 248001	Uttarakahand	248001	Phones : 0135-3200004
7	Local Office	Faridabad	Plot no : 116 M ,first floorNIIT 5, Near by Dayanand College,Pin Code : 121001	Haryana	121001	Phones : 0129-4004017-18
8	Local Office	Indore	#306, 3rd Floor,Shreevardhan Complex4,R.N.T. Marg,IndorePin Code : 452 001	Madhya Pradesh	452 001	Phones : 0731-4285670-75Fax No. : 0731-4208920
9	Local Office	Jaipur	S-10, Shyam Nagar Ajmer RoadJaipur, Rajasthan, Pin Code: 302 019	Rajasthan	302 019	Phones : 0141-4182000 to 4182049Fax No. : 0141-4182028
10	Local Office	Jodhpur	102, Jodhana Arcade 1, Behind Indian Oil Petrol Pump,Bombay Motors, Jodhpur-RajasthanPin Code: 342 003	Rajasthan	342 003	-
11	Local Office	Kanpur	313, 3rd Floor, City Centre,The Mall, KanpurPin Code: 208003	Uttar Pradesh	208003	Phones : 0512-2391013,14

12	Local Office	Ludhiana	SCO no 121, Fourth Floor, Cabin no. 401, Feroze Gandhi Market, Ludhiana, Pin Code: 141 001	Punjab	141 001	Phones : 0161-4633088
13	Local Office	Noida	Quantum Building, Basement, Plot no. C-3, Sector 3, Noida (U.P.), Pin Code: 201301	Uttar Pradesh	201301	Phones : 0120-4274378, 79
14	Local Office	Bengaluru	# 46 Phoenix Pinnacle 6th floor #602, Ulsoor road, Bangalore - 560042, Pin Code : 560042	Karnataka		Phones : 080-40870888