

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS
OF HEALTH SERVICES RENDERED
(INFORMATION AS AT 31st March 2020)**

NAME OF THE INSURANCE COMPANY: **Go Digit General Insurance Limited**

- a. Specify in-house claim settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into service level agreement (if data relates to the health services rendered by TPA) as may be the case.

TPA Name	Agreement start Date	Agreement end date
MediAssist Insurance TPA PVT LTD	11-Sep-18	10-Sep-21
Paramount Health Services and Insurance TPA PVT LTD	27-Mar-19	26-Mar-22
Health India Insurance TPA PVT LTD	30-Sep-19	29-Sep-22
Good Health Insurance TPA PVT LTD	31-Jan-20	30-Jan-23

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

Description	Individual	Group	Government
Number of policies serviced	1032	105	0
Number of lives serviced	31,496	21,822	0

- c. Information with regards to the geographical area in which services are rendered by the TPAs/insurer (States Names-District names shall be provided) in respect of which public disclosures are made.

TPA Name	States
Mediassist Insurance TPA PVT LTD	Pan India
Paramount Health Services and Insurance TPA PVT LTD	Pan India
Health India Insurance TPA PVT LTD	Pan India
Good Health Insurance TPA PVT LTD	Pan India

- d. Data of number of claims processed:
- Outstanding number of claims at the beginning of the year: -- 15
 - Number of claims received during the year -- 9,738
 - Number of claims paid during the year: -- 9,010 (92.38%)
 - Number of Claims repudiated during the year: -- 157 (1.61%)
 - Number of claims outstanding at the end of the year: -- 98

*488 Claims closed are not considered in above statement.

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	85%	52%	75%	63%
2	Within 1-2 hours	7%	33%	19%	26%
3	Within 2-6 hours	7%	15%	6%	11%
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 to be calculated on total of the 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

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	8604	99.84%	404	99.51%	0	0%	9008	99.96%
Between 1 - 3 Months	2	0.02%	1	0.25%	0	0%	3	0.03%
Between 3 to 6 Months	0	0%	1	0.25%	0	0%	1	0.01%
More than 6 months	0	0%	0	0%	0	0%	0	0%
Total	8606	100%	406	100%	0	0%	9012	100%

*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

Place: Pune

Date: 7th October 2020

Signature of CEO
Go Digit General Insurance Limited