

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES  
RENDERED (INFORMATION AS AT 31/03/2020)**

Name of the Insurance Company : Go Digit General Insurance Limited

- a. **TPA Name:** Good Health Insurance TPA PVT LTD

Validity of Agreement from 31/01/2020 to 30/01/2023

- 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>	0	2	0
Number of lives serviced <sup>3</sup>	0	7199	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:	0
Number of claims received during the year	2
Number of claims paid during the year	0
Number of Claims repudiated during the year	0
Number of Claims closed during the year	0
Number of claims outstanding at the end of the year	2

- 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%	0.0%	100%	100%
2	Within 1-2 hours	0.0%	0.0%	0.0%	0.0%
3	Within 2-6 hours	0.0%	0.0%	0.0%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0%	0%	0.0%	0.0%
<b>Total</b>		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.

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

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

<sup>3</sup> 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
within 1 months	0	0.00%	0	0.00%	0	0.00%
Between 1 – 3 Months	0	0.00%	0	0.00%	0	0.00%
Between 3 to 6 Months	0	0.00%	0	0.00%	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0.00%
Total	0	0.00%	0	0.00%	0	0.00%

\*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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

**Place :** Pune

**Date :** 1<sup>st</sup> February 2021



Signature of CEO  
Go Digit General Insurance Limited

## Annexure – 1

Good Health Insurance TPA Ltd.							
Sr No	Branch Type	City	Branch Address	State	City	Pin Code	Phone
1	Head office	Hyderabad	Suite 403-406A, 4th floor, Ashoka My Home Chambers,Behind Ashoka Bhoopal Chambers, Sardar Patel Road,Secunderabad	Telangana	Secunderabad	500003	1860-425-3232
2	Local Office	Bengaluru	M/s Good Health Insurance TPA Ltd # 2971, 2nd Floor, 17th Cross, ESTURI TOWER, K.R Road,BSK 2nd Stage,Land Mark : Next to Uma Maheshwari Temple	Karnataka	Bangalore	560070	080-41521384 & 25202113
3	Local Office	Chennai	M/s Good Health Insurance TPA Ltd No: 20/3&4, Indira Devi Complex, 2 nd floor, Gopala krishnan Street, T-Nagar,	Tamilnadu	Chennai	600017	044-28150765
4	Local Office	Madurai	M/s Good Health Insurance TPA Ltd No: 3, North Krishnan Kovil Street,North Masi Street,	TamilNadu	Madurai	625001	0452-4379765 & 4231115
5	Local Office	Coimbatore	M/s Good Health Insurance TPA Ltd 2nd Floor, "MLL Complex", No 21 Variety Hall Road	Tamil Nadu	Coimbatore	641 001	0422-6450322 & 4362030 & 2306898
6	Local Office	Vishakhapatnam	M/s Good Health Insurance TPA Ltd 1st Floor, 50-1-16, Seethamadhara, Eenadu Main Road,	Andhra Pradesh	Visakhapatnam	530013	9515668775
7	Local Office	Cochin	M/s Good Health Insurance TPA Ltd RADHIKA, 66/3199 Rajaji Road,(Opp. Axis Bank),	Kerala	Ernakulam	682018	0484-4031010
8	Local Office	West Bengal	M/s Good Health Insurance TPA Ltd 3rd Floor, 6/1,Sarat Chatterjee Avenue, Land Mark – Menoka Cinema Hall Road,	West Bengal	KOLKATA	700029	9100111404
9	Local Office	Delhi	M/s Good Health Insurance TPA Ltd Plot No.2, Block -S, Okhla Industrial Area,Phase-2,	Delhi	New Delhi-	110020	-

10	Local Office	Mumbai	M/s Good Health Insurance TPA Ltd A-402, Damji Shamji Corporate Square, Laxmi Nagar, Land Mark-Next Kanara Corporate Centre (KBC), Ghatkopar (East),	Maharashtra	Mumbai	400075	1860-425-3232
11	Local Office	Pune	M/s Good Health Insurance TPA Ltd Plot no-13, Atrey Sahakari Society, Shivaji Nagar,	Maharashtra	Pune	411016	9100068834
12	Local Office	Chandigarh	M/s Good Health Insurance TPA Ltd Cabin # 42, SCO 41-42, Sector 11,	Chandigarh	Haryana	134109	-