

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES
RENDERED (INFORMATION AS AT 31/03/2022)

Name of the Insurance Company : Go Digit General Insurance Limited

- a. **TPA Name:** Vipul Medcorp Insurance 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 ¹	Individual	Group	Government
Number of policies serviced ²	0	1	0
Number of lives serviced ³	0	891	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	3
Number of claims paid during the year	3
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	0

- 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%	0%	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%
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	0.00%	0	0.00%	3	100.00%	0	0.00%
Between 1 – 3 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Between 3 to 6 Months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	0	0.00%	0	0.00%	3	100.00%	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: 30th June 2022

Signature of CEO

Go Digit General Insurance Limited

Annexure – 1

Vipul Medcorp Insurance TPA Ltd.							
Sr No	Branch Type	City	Branch Address	State	City	Pin Code	Phone
1	Head office	Gurugram	Plot No. 531, Udyog Vihar, Phase 5, Gurugram, Haryana- 122016	Haryana	Gurugram	122016	NA