

**Good Health Insurance TPA Private Limited**

**Public Disclosures on Quantitative and Qualitative Parameters of health services rendered (Information as at 31 March 2021)**

1.

| Name of the TPA                           | License Number | Valid From<br>DD/MM/YY | To<br>DD/MM/YY |
|---|----------------|------------------------|----------------|
| Good Health Insurance TPA Private Limited | 23             | 27/01/2021             | 26/01/2024     |

2. Number of policies and lives serviced in respect of which public disclosure are made:

| Description            | Individual | Group  | Government | Total  |
|------------------------|------------|--------|------------|--------|
| No of policies service | 0          | 6      | 0          | 6      |
| No of lives serviced   | 0          | 29,174 | 0          | 29,174 |

3. Geographical Area of services Rendered in respect of which public disclosure is made:

| Sr. No.      | Name of State | Name of District | No. of policies serviced | No. of policies serviced |
|--------------|---------------|------------------|--------------------------|--------------------------|
| 1            | Telangana     | Hyderabad        | 6                        | 29,174                   |
| <b>Total</b> |               |                  | 6                        | 29,174                   |

4. Data of number of claims processed:

| TPA                                       | No. of claims outstanding at the beginning of year | No. of claims received during the year | No. of claims paid during the year | Settlement ratio(%) | No. of claims repudiated during the year | Claims repudiation % | No. of claims outstanding at the end of the year |
|---|--|--|------------------------------------|---------------------|--|----------------------|--|
| Good Health Insurance TPA Private Limited | 188  | 2052                                   | 1700                               | 76%                 | 192                                      | 9%                   | 348  |

5. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

| Sr No        | Description        | Individual Policies (in %) |                      | Group Policies (in %) |                      |
|--------------|--------------------|----------------------------|----------------------|-----------------------|----------------------|
|              |                    | TAT for preauth**          | TAT for discharge*** | TAT for preauth**     | TAT for discharge*** |
| 1            | Within <1 Hour     | 0                          | 0                    | 86%                   | 96%                  |
| 2            | Within 1-2 Hours   | 0                          | 0                    | 13%                   | 3%                   |
| 3            | Within 2-6 Hours   | 0                          | 0                    | 1                     | 1                    |
| 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                    |
| <b>Total</b> |                    | <b>0</b>                   | <b>0</b>             | <b>100%</b>           | <b>100%</b>          |

\*percentage to be 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-authorization is issued in the hospital)

\*\*\*Reckoned as final discharge summary sent to hospital from the time discharge bill is received by Insurer

6. Turn Around Time (TAT) in respect of payment/ repudiation of claims

| Description (to reckoned from) | Individual    |                | Group         |                | Government    |                | Total         |                |
|--------------------------------|---------------|----------------|---------------|----------------|---------------|----------------|---------------|----------------|
|                                | No. of Claims | Percentage (%) | No. of Claims | Percentage (%) | No. of Claims | Percentage (%) | No. of Claims | Percentage (%) |
| Within 1 Month                 | 0             | 0              | 1,982         | 100%           | 0             | 0              | 1,982         | 100%           |
| Between 1-3 Months             | 0             | 0              | 0             | 0%             | 0             | 0              | 0             | 0%             |
| Between 3-6 Months             | 0             | 0              | 0             | 0%             | 0             | 0              | 0             | 0%             |
| More than 6 Months             | 0             | 0              | 0             | 0%             | 0             | 0              | 0             | 0%             |
| <b>Total</b>                   | <b>0</b>      | <b>0</b>       | <b>1,982</b>  | <b>100%</b>    | <b>0</b>      | <b>0</b>       | <b>1,982</b>  | <b>100%</b>    |

\*Percentage is calculated on total of the respective column

7. Data of grievances received against the TPA

| Sr. No. | Description                                     | No. of Grievances |
|---------|---|-------------------|
| 1       | Grievances outstanding at the beginning of year | 0                 |
| 2       | Grievances received during the year             | 1                 |

|   |   |   |
|---|---|---|
| 3 | Grievances resolved during the year           | 1 |
| 4 | Grievances outstanding at the end of the year | 0 |

**Tapan Singhel**  
**Managing Director and Chief Executive Officer**  
**Bajaj Allianz General Insurance Company Limited**