

GOOD HEALTH INSURANCE TPA LTD
Bajaj Allianz General Insurance Company Ltd.

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2020

a. Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Good Health Insurance TPA Ltd	23	27/01/2018	26/01/2021

*Note: IRDA License number is provide in license number Details

b. Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
No of policies serviced	-	7	3	10
No of lives serviced	-	25,283	29,74,782	30,00,065

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

Sr. No.	Name of State	Name of District	No. of policies service	No. of lives serviced
1	TELANGANA	Hyderabad	7	25,283
2	West Bengal	HOWRAH	1	6,53,050
3	West Bengal	PURBA BARDHA	1	9,00,855
4	West Bengal	PASCHIM MEDIN	1	14,20,877
Grand Total			10	30,00,065

d. 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 Ltd	622	41428	41356	98%	506	1%	188

* Note : the Above summary including

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

Sr. 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	82%	94%	84%	95%
2	Within 1-2 Hours	16%	5%	15%	4%
3	Within 2-6 Hours	1%	0.6%	0.9%	0.5%
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 respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

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

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

Description (to reckoned from the date of receipt of last necessary document)	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	2577	100%	39285	100%	41862	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
Total	0	0	2577	100%	39285	100%	41862	100%

*Percentage shall be calculated on total of respective column

* Note : the Above Summaries are including Govt Business

g. 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	3
3	Grievances resolved during the year	3
4	Grievances outstanding at the end of the year	0

Sd/-
MD & CEO
Bajaj Allianz General Insurance Co.Ltd