

GOOD HEALTH INSURANCE TPA LTD
Public Disclosures on Quantitative and Qualitative Parameters of health services rendered
(Information as at 31 March 2023)

Name of Company:-Bajaj Allianz General Insurance Company Limited

1. Name of TPA With whom insurer has entered into Service Level Agreement

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Good Health Insurance TPA Ltd	23	01-11-2020	31-10-2023

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

Description	Individual	Group	Government	Total
No of policies serviced	-	27	-	27
No of lives serviced	-	50,874	-	50,874

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 lives serviced
1	TELANGANA	Hyderabad	26	50,513
2	Maharashtra	Mumbai	1	361
	Grand Total		27	50,874

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 Ltd	222	3148	2792	83%	236	7%	342

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 pre-auth**	TAT for discharge***	TAT for preauth**	TAT for discharge***
1	Within <1 Hour	0%	0%	73%	60%
2	Within 1-2 Hours	0%	0%	27%	40%
3	Within 2-6 Hours	0%	0%	0%	0%
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		0%	0%	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

6. 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	2792	100%	0	0	2792	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	2792	100%	0	0	2792	100%

*Percentage shall be calculated on total of 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

Place: Pune
Date: 22 June 2023

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