Good Health Insurance TPA Private Limited

Public Disclosures on Quantitative and Qualitative Parameters of health services rendered (Information as at 31 March 2024)

1.

Name of the TPA	License Number	Valid From	То
		DD/MM/YY	DD/MM/YY
Good Health	23	1-Nov-23	31-Oct-24
Insurance TPA			
Private Limited			

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	8	0	8
No of lives serviced	0	43660	0	43660

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

Sr. No.			No. of policies serviced	No. of lives serviced
1	TELANGANA	Hyderabad		43660
		-	8	
	Grand Total			43660
			8	

4. Data of number of claims processed:

TPA	No. of claims outstandin g at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settle ment ratio(%)	No. of claims repudiated during the year	Claims repudia tion %	No. of claims outstanding at the end of the year
Good Health Insurance TPA Private Limited	199	4107	3493	81%	629	15%	184

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

_		Individual Polici	es (in %)	Group Policies (in %)		
Sr No	Description	TAT for preauth**	TAT for discharge	TAT for preauth**	TAT for discharge	
1	Within <1 Hour	0	0	68%	69%	
2	Within 1-2 Hours	0	0	32%	31%	
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.

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

Description	Indivi	dual	Gr	roup Government		rnment	Total	
(to reckoned from	No. of Claims	Percen tage (%)	No. of Claims	Percent age (%)	No. of Claims	Percent age (%)	No. of Claims	Percen tage (%)
Within 1 Month	0	0	3,223	78%	0	0	3,223	78%
Between 1-3 Months	0	0	775	19%	0	0	775	19%
Between 3-6 Months	0	0	118	3%	0	0	118	3%

^{**}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

More than 6 Months	0	0	6	0%	0	0	6	0%
Total	0	0	4,122	100.00%	0	0	4,122	100.00 %

^{*}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	43
3	Grievances resolved during the year	43
4	Grievances outstanding at the end of the year	0

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