

GOOD HEALTH INSURANCE TPA LTD
The Oriental Insurance Company Ltd

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2022

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Good Health Insurance TPA Ltd	23	27-01-2021	26-01-2024

*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	16,170	108	-	16,278
No of lives serviced	43,532	108,034	-	151,566

c. Geographical Area of services Renderd 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	Andhra Pradesh	Ananthapur	4	9
2	Andhra Pradesh	Chittoor	87	222
3	Andhra Pradesh	Cuddapah	23	53
4	Andhra Pradesh	East Godavari	472	1,580
5	Andhra Pradesh	Guntur	149	362
6	Andhra Pradesh	Krishna	436	1,790
7	Andhra Pradesh	Kurnool	16	43
8	Andhra Pradesh	Neelore	20	65
9	Andhra Pradesh	Prakasam	68	421
10	Andhra Pradesh	Srikakulam	3	11
11	Andhra Pradesh	Visakhapatnam	667	2,356
12	Andhra Pradesh	West Godavari	1,344	3,676
13	Assam	Kamrup	2	6
14	Bihar	Aurangabad(Bih)	2	5
15	Bihar	Bhojpur	1	2
16	Bihar	Muzaffarpur	112	315
17	Bihar	Nalanda	2	3
18	Bihar	Patna	59	158
19	Bihar	Saran	1	3
20	Chandigarh	Chandigarh	18	9,029
21	Delhi	Central Delhi	3	14,886
22	Delhi	North Delhi	1	489
23	Delhi	South Delhi		3
24	Delhi	West Delhi	1	848
25	Haryana	Panchkula	2	2
26	Jharkhand	Bokaro	14	45
27	Jharkhand	East Singhbhum	40	104
28	Jharkhand	Hazaribag	7	17
29	Jharkhand	Ranchi	1	10,772
30	Karnataka	Bangalore Rural	16	29
31	Karnataka	Bengaluru	2,192	12,224
32	Karnataka	Dakshina Kannada	1	2
33	Karnataka	Mysuru	2	3
34	Karnataka	Tumakuru	659	1,804
35	Maharashtra	Ahmed Nagar	2	2
36	Maharashtra	Mumbai	2,169	5,976
37	Maharashtra	Pune	31	114
38	Maharashtra	Thane	43	110
39	Odisha	Angul	1	3
40	Odisha	Bhadrak	1	4
41	Odisha	Cuttack	10	26
42	Odisha	Dhenkanal	3	9
43	Odisha	Ganjam	3	8
44	Odisha	Kendrapara	9	25
45	Odisha	Kendujhar	4	13
46	Odisha	Khorda	125	321
47	Odisha	Puri	2	4
48	Odisha	Sambalpur	16	50
49	Odisha	Sundergarh	5	13
50	Punjab	Bathinda	1	4
51	Punjab	Hoshiarpur	2	2
52	Punjab	Ludhiana	1	1
53	Punjab	Mohali	4	4
54	Rajasthan	Ajmer	567	1,862
55	Rajasthan	Alwar	35	36
56	Rajasthan	Bharatpur	6	6
57	Rajasthan	Bikaner	1	1
58	Rajasthan	Chittorgarh	1	2
59	Rajasthan	Jaipur	78	224
60	Tamil Nadu	Chennai	16	10,849
61	Tamil Nadu	Coimbatore	8	6,355

62	Tamil Nadu	Kanchipuram	1	2,620
63	Telangana	Hyderabad	5,846	53,983
64	Telangana	K.V.Rangareddy	783	2,740
65	Telangana	Karim Nagar	1	4
66	Telangana	Mahabub Nagar	1	2
67	Telangana	Naigonda	17	43
68	Telangana	Nizamabad	1	1
69	Telangana	Warangal	41	122
70	Tripura	West Tripura	1	3
71	Uttar Pradesh	Allahabad	1	1
72	Uttar Pradesh	Azamgarh	2	2
73	Uttar Pradesh	Etawah	3	11
74	Uttar Pradesh	Gautam Buddha Nagar	1	3,655
75	Uttar Pradesh	Ghaziabad	2	1,010
76	Uttar Pradesh	Gorakhpur	1	1
77	Uttar Pradesh	Kanpur Nagar	4	4
78	Uttar Pradesh	Lucknow	3	3
	Grand Total		16,278	151,566

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	2889	17462	17595	86%	1694	8%	1062

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	86%	96%	87%	97%
2	Within 1-2 Hours	14%	4%	13%	3%
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		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	5898	100%	13391	100%	0	0	19289	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	5898	100%	13391	1	0	0	19289	100%

*Percentage shall be calculated on total of respective column

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	234
3	Grievances resolved during the year	234
4	Grievances outstanding at the end of the year	0

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Ms. Saigeeta Dikshit
Chief Administrative Officer & Director



अंजन डे/ANJAN DEY
अध्यक्ष एवं प्रबंध निदेशक
Chairman cum Managing Director
दि ओरिएण्टल इश्योरेंस कम्पनी लि.
The Oriental Insurance Co. Ltd.
प्रधान कार्यालय : ओरिएण्टल हाऊस
Head Office : Oriental House
ए-25/27, आसफ अली रोड, नई दिल्ली-110002
A-25/27, Asaf Ali Road, New Delhi-110002