

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2023

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

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

Description	Individual	Group	Government	Total
No of policies serviced	27,499	167	-	27,666
No of lives serviced	75,523	1,58,143	-	2,33,666

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	No. of lives serviced
1	Karnataka	Bangalore	8013	36009
2	Tamilnadu	Chennai	47	46759
3	Delhi	Delhi	37	26827
4	Telangana	Hyderabad	8639	89181
5	Tamilnadu	Madurai	1	27
6	Maharashtra	Mumbai	4168	11042
7	Andhra Pradesh	Visakhapatnam	4806	18304
8	Odisha	Bhubaneswar	524	1370
9	Punjab	Chandigarh	21	21
10	Assam	Guwahati	9	23
11	Rajasthan	Jaipur	881	2660
12	Uttar Pradesh	Lucknow	20	30
13	Bihar	Patna	431	1180
14	Maharashtra	Pune	69	233

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	1061	10913	9772	82%	1145	10%	1057

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	72%	54%	74%	60%
2	Within 1-2 Hour	26%	45%	25%	39%
3	Within 2-6 Hour	2%	1%	1%	1%
4	Within 6-12 Hour	0	0	0	0
5	Within 12-24 Hour	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	Individual		Group		Government		Total	
	No. of claims	Claims %	No. of claims	Claims %	No. of claims	Claims %	No. of claims	Claims %
Within 1 Month	4836	100%	6081	100%	0	0	10917	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	4836	100%	6081	100%	0	0	10917	100%

*Percentage shall be calculated on total of respective column

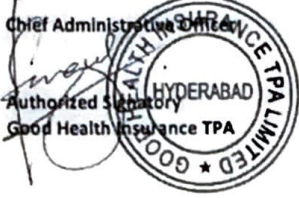
g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at	0
2	Grievances received	71
3	Grievances resolved	71
4	Grievances outstanding at	0

Chief Administrative Officer

Authorized Signatory

Good Health Insurance TPA



Place: Hyderabad

Date: 25-04-2023

आर.आर. सिंह
अध्यक्ष एवं प्रबंध निदेशक
R.R. SINGH
Chairman Cum Managing Director