

**GOOD HEALTH INSURANCE TPA LTD**  
**The Oriental Insurance Company Ltd**

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

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	29,547	65	-	29,612
No of lives serviced	81,002	73,127	-	154,129

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	Chittoor	106	322
2	ANDHRA PRADESH	Cuddapah	19	60
3	ANDHRA PRADESH	East Godavari	916	3,061
4	ANDHRA PRADESH	Guntur	552	1,529
5	ANDHRA PRADESH	Krishna	2,020	5,406
6	ANDHRA PRADESH	Nellore	86	231
7	ANDHRA PRADESH	Prakasam	398	1,132
8	ANDHRA PRADESH	Visakhapatnam	4	73
9	ANDHRA PRADESH	West Godavari	1,478	5,120
10	DELHI	Central Delhi	5	6,346
11	DELHI	East Delhi	88	291
12	DELHI	North West Delhi	2	352
13	DELHI	South Delhi	1	3,869
14	HARYANA	Gurgaon	1	850
15	KARNATAKA	Bangalore Rural	6	16
16	KARNATAKA	Bengaluru	1,817	19,343
17	KARNATAKA	Tumakuru	649	1,907
18	KERALA	Alappuzha	336	908
19	KERALA	Ernakulam	5,458	14,224
20	KERALA	Idukki	46	130
21	KERALA	Kannur	109	302
22	KERALA	Kasargod	23	72
23	KERALA	Kollam	198	538
24	KERALA	Kottayam	221	574
25	KERALA	Kozhikode	1,904	5,173
26	KERALA	Malappuram	167	482
27	KERALA	Palakkad	461	1,179
28	KERALA	Pathanamthitta	120	335
29	KERALA	Thiruvananthapuram	286	682
30	KERALA	Thrissur	641	1,763
31	KERALA	Wayanad	41	121
32	MAHARASHTRA	Mumbai	15	3,626
33	MAHARASHTRA	Thane	2	3
34	TAMIL NADU	Chennai	14	16,755
35	TAMIL NADU	Coimbatore	1	376
36	TELANGANA	Hyderabad	11,229	56,199
37	TELANGANA	K.V.Rangareddy	54	362
38	TELANGANA	Medak	1	1
39	TELANGANA	Nalgonda	1	2
40	TELANGANA	Warangal	136	414
	<b>Grand Total</b>		<b>29,612</b>	<b>154,129</b>

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	1675	14123	12169	77%	1937	12%	1692

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	3336	100%	10770	100%	0	0	14106	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
<b>Total</b>	<b>3336</b>	<b>100%</b>	<b>10770</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>14106</b>	<b>100%</b>

\*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	82
3	Grievances resolved during the year	82
4	Grievances outstanding at the end of the year	0

**Ms. Saigeeta Dikshit**  
**Director & Chief Administrative Officer**