

GOOD HEALTH INSURANCE TPA LTD
The Oriental Insurance Company Ltd

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2021

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	85,381	154	-	85,535
No of lives serviced	186,401	133,457	-	319,858

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	10
2	Andhra Pradesh	Chittoor	391	620
3	Andhra Pradesh	Cuddapah	48	8,974
4	Andhra Pradesh	East Godavari	1,901	4,048
5	Andhra Pradesh	Guntur	2,153	4,036
6	Andhra Pradesh	Krishna	1,777	8,798
7	Andhra Pradesh	Kurnool	317	529
8	Andhra Pradesh	Nellore	375	715
9	Andhra Pradesh	Prakasam	2,170	4,183
10	Andhra Pradesh	Srikakulam	7	23
11	Andhra Pradesh	Srikakulam	628	846
12	Andhra Pradesh	Visakhapatnam	5,966	12,517
13	Andhra Pradesh	West Godavari	3	8
14	Assam	Kamrup	9	6,102
15	Chandigarh	Chandigarh	15	27,935
16	Delhi	Central Delhi	9	38
17	Delhi	East Delhi	5	2,065
18	Delhi	North Delhi	8	8,226
19	Delhi	North West Delhi	11	10,234
20	Delhi	South Delhi	2	772
21	Delhi	West Delhi	78	103
22	Karnataka	Bangalore Rural	18,060	44,621
23	Karnataka	Bengaluru	1	2
24	Karnataka	Dakshina Kannada	5	9
25	Karnataka	Mysuru	1,200	2,709
26	Karnataka	Tumakuru	445	1,184
27	Kerala	Alappuzha	3,332	8,470
28	Kerala	Ernakulam	107	270
29	Kerala	Idukki	125	353
30	Kerala	Kannur	39	123
31	Kerala	Kasaragod	309	846
32	Kerala	Kollam	291	768
33	Kerala	Kottayam	981	2,574
34	Kerala	Kozhikode	157	437
35	Kerala	Malappuram	535	1,397
36	Kerala	Palakkad	170	441
37	Kerala	Pathanamthitta	344	808
38	Kerala	Thiruvananthapuram	873	2,342
39	Kerala	Thrissur	51	142
40	Kerala	Wayanad	1	3
41	Maharashtra	Ahmed Nagar	5,493	20,198
42	Maharashtra	Mumbai	266	1,182
43	Maharashtra	Pune	139	165
44	Maharashtra	Raigarh(MH)	1	3
45	Maharashtra	Sangli	77	297
46	Maharashtra	Thane	1	3
47	Meghalaya	East Khasi Hills	3	6
48	Punjab	Ludhiana	847	1,001
49	Punjab	Mohali	1	1
50	Punjab	Rupnagar	1,273	3,182
51	Rajasthan	Ajmer	2	2
52	Rajasthan	Alwar	1	1
53	Rajasthan	Bharatpur	155	486
54	Rajasthan	Jaipur	4	4
55	Rajasthan	Jodhpur	2	2
56	Rajasthan	Kota	1	4
57	Rajasthan	Sirohi	17	13,479
58	Tamil Nadu	chennai	7	6,756
59	Tamil Nadu	Coimbatore	1	573
60	Tamil Nadu	Erode	31,602	95,507
61	Telangana	Hyderabad	1,518	5,367
62	Telangana	K.V.Rangareddy		
63	Telangana			

64	Telangana	Karim Nagar	2	4
65	Telangana	Khammam	33	80
66	Telangana	Mahabub Nagar	12	36
67	Telangana	Nalgonda	86	130
68	Telangana	Nizamabad	1	4
69	Telangana	Warangal	1,079	1,937
70	Tamilnadu	chennai	1	2
71	Uttar Pradesh	Ghaziabad	2	1,156
72	Uttar Pradesh	Kanpur Nagar	2	2
73	Uttar Pradesh	Lucknow	2	6
74	Uttar Pradesh	Varanasi	1	1
	Grand Total		85,535	319,858

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	15509	12680	74%	1632	9%	2889

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	84%	95%	86%	96%
2	Within 1-2 Hours	14%	4%	13%	3%
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	3552	100%	10760	100%	0	0	14312	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	3552	100%	10760	100%	0	0	14312	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	136
3	Grievances resolved during the year	136
4	Grievances outstanding at the end of the year	0

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DIKSHIT

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Ms. Saigeeta Dikshit
Director & Chief Administrative Officer