



## TPA PUBLIC DISCLOSURE 2022-23

a.TPA NAME **Good Health Insurance TPA Ltd.**  
 Validity of agreement From **15-06-2020** To **26-01-2024**

### b.Policy Particulars

Description	Retail	Group	Govt.
No. of Policies serviced	0	77	0
No. of Lives Covered	0	151242	0

### c.Geographical Area in which services are rendered by the TPA (As per Annexure A)

Sr. No.	Name of State	Name of District
1	Karnataka	Bangalore
2	Tamilnadu	Chennai
3	Telangana	Hyderabad
4	Tamilnadu	Madurai
5	Andhra Pradesh	Vizag
6	Delhi	Delhi
7	Maharashtra	Mumbai
8	West Bengal	Kolkata
9	Maharashtra	Pune
10	Tamilnadu	Coimbatore

### d.Data of number of claims processed:

Description	No.	Percentage
Outstanding number of claims at the beginning of the year:	1559	NA
Number of claims received during the year	8127	NA
Number of claims paid during the year: (Number & Percentage)	7684	79.33%
Number of Claims repudiated during the year:(Number & Percentage)	1198	12.37%
Number of claims outstanding at the end of the year:	804	NA

#### e. Turn Around Time \*

TAT for cashless claims (in respect of number of claims):

Description	Individual Policies (in %)		Group Policies (in %)	
	TAT for pre-auth **	TAT for discharge#	TAT for pre-auth **	TAT for discharge#
Within <1 hour			70.24%	63.26%
Within 1-2 hours			28.56%	34.44%
Within 2-6 hours			1.20%	2.30%
Within 6-12 hours				
Within 12-24 hours				
>24 hours				
Total			100.00%	100.00%

\*Percentage to be calculated on total of the respective column

\*\*reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospitals

#reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

#### f. TAT in case of Payment / Repudiation of Claims

Description (to be 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	17	100.00%	8865	100.00%			8882	100.00%
Between 1-3 months								
Between 3-6 months								
More than 6 months								
Total	17	100.00%	8865	100.00%			8882	100.00%

\*Percentage to be calculated on total of the respective column

**g. Data of grievances received against the TPA:**

Description	NO.
Grievance outstanding as on 01/04/2022	0
Grievances received during 2022-23	17
Grievances resolved during 2022-23	17
Grievance outstanding as on 31/03/2023	0

   
National Insurance Company LTD.

