



## Public Disclosures on quantitative and qualitative Parameters of Health services rendered

Information as at 31/03/2021

Name of Insurance Company: **The New India Assurance Co. Ltd.**

a.

Name of TPA	Service level Agreement Number	Valid From DD/MM/YYYY	To DD/MM/YYYY
<b>Good Health Insurance TPA Ltd</b>	23	01/11/2019	31/10/2022

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

Description	Individual	Group	Government
No of policies serviced	34,138	335	2
No of lives serviced	79,435	457,902	14,023,711

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sl. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Andhra Pradesh	Cuddapah	6	2,300
2	Andhra Pradesh	East Godavari	393	4,804
3	Andhra Pradesh	Krishna	2	6,640
4	Andhra Pradesh	Kurnool	752	1,408
5	Andhra Pradesh	Srikakulam	113	223
6	Andhra Pradesh	Visakhapatnam	2,945	6,852



Sl. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
7	Andhra Pradesh	Vizianagaram	328	711
8	Andhra Pradesh	West Godavari	17	26
9	Delhi	Central Delhi	8	(2,465)
10	Delhi	DELHI	18	76,398
11	Delhi	South West Delhi	17	33,354
12	Haryana	Karnal	1	2
13	Karnataka	Bengaluru	30	28,561
14	Madhya Pradesh	Bhopal	3	1,371
15	Maharashtra	Mumbai	3,297	12,005
16	Maharashtra	Pune	20	8,684
17	Pondicherry	Pondicherry	1	229
18	Tamil Nadu	Chennai	53	39,399
19	Tamil Nadu	Coimbatore	4,754	11,493
20	Tamil Nadu	Madurai	4	1,921
21	Telangana	Hyderabad	21,260	284,938
22	Telangana	K.V.Rangareddy	22	582



Sl. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
23	Telangana	Khammam	60	169
24	Telangana	Mahabub Nagar	66	144
25	Telangana	Nalgonda	285	1,090
26	Uttar Pradesh	Barabanki	8	3,748
27	Uttar Pradesh	Lucknow	7	10,490
28	Uttar Pradesh	Meerut		299
29	Uttarakhand	Dehradun	3	1,961
30	Rajasthan		2	14,023,711

\* Note : The above summary includes of Government Business also

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	11,73	46,407	34,987	74%	7,920	17%	4,673

e. Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sl. 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	83%	95%	86%	96%



2	Within 1-2 Hours	16%	4%	13%	3%
3	Within 2-6 Hours	1%	1%	1%	1%
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%
	<b>Total</b>	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	5,469	100%	27,366	100%	10,072	100%	42,907	100%
Between 1 - 3 Months	0	0	0	0	0	0	0	0
Between 3 to 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>	5,469	100%	27,366	100%	10,072	100%	42,907	100%

\* Percentage shall be calculated on total of respective column.



g. Data of grievances received against the TPA:

Sl. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	119
3	Grievances resolved during the year	119
4	Grievances outstanding at the end of the year	0

Place: Mumbai  
Date: 31<sup>st</sup> July 2021

Signature of CEO/ Whole Time Director  
Name of the Insurer: The New India Assurance Company Ltd.

सत्यजीत त्रिपाठी  
Satyajit Tripathy  
निदेशक एवं महाप्रबंधक  
Director & General Manager