

**TPA PUBLIC DISCLOSURE 2020-21**

a.1 TPA NAME: GOOD HEALTHPLAN LIMITED  
 Validity of agreement: From 01/04/2021 To 31/03/2024

**b Policy Particulars**

Description	Retail	Group	Govt.
No. of Policies serviced	23228	4106	0
No. of Lives Covered	50464	145238	0

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

**d Data of number of claims processed:**

Description	No.	Percentage
i Outstanding number of claims at the beginning of the year:	3733	NA
ii Number of claims received during the year	22305	NA
iii Number of claims paid during the year: (Number & Percentage)	20638	79.26%
iv Number of Claims repudiated during the year: (Number & Percentage)	4102	15.75%
v Number of claims outstanding at the end of the year:	1298	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#
1 Within < 1 hour	84.00%	96.00%	89.00%	96.00%
2 Within 1-2 hours	14.00%	3.00%	10.00%	3.00%
3 Within 2-6 hours	2.00%	1.00%	1.00%	1.00%
4 Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5 Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6 >24 hours	0.00%	0.00%	0.00%	0.00%
Total	100.00%	100.00%	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	243925302	95.00%	1086795409	95.00%	0	0.00%	1330720711
Between 1-3 months	12838174	5.00%	57199758	5.00%	0	0.00%	70037932	5.00%
Between 3-6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	256763476	100.00%	1143995167	100.00%	0	0.00%	1400758643	100.00%

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

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

Description	NO.
1 Grievance outstanding as on 01/04/2019	0
2 Grievances received during 2019-20	419
3 Grievances resolved during 2019-20	419
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai  
 Date: 20/09/2021

  
 Signature of CEO  
 United India Insurance Co Ltd

**TPA PUBLIC DISCLOSURE 2020-2021**

## Annexure A

TPA Name : **GOOD HEALTH INSURANCE TPA LTD****Geographical Area in which services are rendered by the TPA**

<b>Sr.no.</b>	<b>Statename</b>	<b>District Name</b>
1	Andhra Pradesh	Ananthapur
2	Andhra Pradesh	Chittoor
3	Andhra Pradesh	Cuddapah
4	Andhra Pradesh	East Godavari
5	Andhra Pradesh	Guntur
6	Andhra Pradesh	Krishna
7	Andhra Pradesh	Kurnool
8	Andhra Pradesh	Nellore
9	Andhra Pradesh	Visakhapatnam
10	Andhra Pradesh	Vizianagaram
11	Andhra Pradesh	West Godavari
12	Delhi	Delhi
13	Karnataka	Bangalore Rural
14	Karnataka	Bengaluru
15	Karnataka	Hassan
16	Maharashtra	Mumbai
17	Tamil Nadu	Chennai
18	Tamil Nadu	Dindigul
19	Tamil Nadu	Kanchipuram
20	Tamil Nadu	Kanyakumari
21	Tamil Nadu	Karur
22	Tamil Nadu	Madurai
23	Tamil Nadu	Pudukkottai
24	Tamil Nadu	Ramanathapuram
25	Tamil Nadu	Sivaganga
26	Tamil Nadu	Theni
27	Tamil Nadu	Tiruchirappalli
28	Tamil Nadu	Tiruvallur
29	Tamil Nadu	Tiruvannamalai
30	Tamil Nadu	Vellore
31	Tamil Nadu	Virudhunagar
32	Telangana	Hyderabad
33	Telangana	Karim Nagar
34	Telangana	Khammam
35	Telangana	Mahabub Nagar
36	Telangana	Nalgonda
37	Telangana	Warangal
38	West Bengal	Kolkata