

**TPA PUBLIC DISCLOSURE 2019-20**

a.1 **TPA NAME** GOOD HEALTHPLAN LIMITED  
**Validity of agreement** From 01/04/2019 To 31/03/2021

**b Policy Particulars**

Description	Retail	Group	Govt.
No. of Policies serviced	20572	6069	0
No. of Lives Covered	48804	143223	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:	5082	NA
ii Number of claims received during the year	51222	NA
iii Number of claims paid during the year: (Number & Percentage)	43163	76.66%
iv Number of Claims repudiated during the year:(Number & Percentage)	9408	16.71%
v Number of claims outstanding at the end of the year:	3733	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	83.00%	94.00%	86.00%	86.00%
2 Within 1-2 hours	15.00%	5.00%	13.00%	13.00%
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	4614	92.27%	45108	94.88%	0	0.00%	49722
Between 1-3 months	386	7.73%	2434	5.12%	0	0.00%	2820	5.37%
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	5000	100.00%	47542	100.00%	0	0.00%	52542	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	816
3 Grievances resolved during 2019-20	816
4 Grievance outstanding as on 31/03/2020	0

Place: Chennai  
 Date: 18/12/2020

Signature of CEO  
 United India Insurance Co Ltd



Annexure A

TPA Name : GOOD HEALTH INSURANCE TPA LTD

Geographical Area in which services are rendered by the TPA

Sno.	Statename	District Name
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	KARNATAKA	Bangalore Rural
13	KARNATAKA	Bengaluru
14	KARNATAKA	Dharwad
15	KARNATAKA	Hassan
16	KARNATAKA	Mysuru
17	KARNATAKA	Udupi
18	KERALA	Ernakulam
19	KERALA	Kannur
20	KERALA	Kasargod
21	KERALA	Kozhikode
22	KERALA	Thiruvananthapuram
23	KERALA	Wayanad
24	MAHARASHTRA	Mumbai
25	MAHARASHTRA	Nashik
26	PUNJAB	Ludhiana
27	RAJASTHAN	Jaipur
28	TAMIL NADU	Chennai
29	TAMIL NADU	Coimbatore
30	TAMIL NADU	Dindigul
31	TAMIL NADU	Kanchipuram
32	TAMIL NADU	Kanyakumari
33	TAMIL NADU	Karur
34	TAMIL NADU	Krishnagiri
35	TAMIL NADU	Madurai
36	TAMIL NADU	Namakkal
37	TAMIL NADU	Nilgiris
38	TAMIL NADU	Pudukkottai
39	TAMIL NADU	Ramanathapuram
40	TAMIL NADU	Salem

41	TAMIL NADU	Sivaganga
42	TAMIL NADU	Theni
43	TAMIL NADU	Tiruchirappalli
44	TAMIL NADU	Tirunelveli
45	TAMIL NADU	Tiruvallur
46	TAMIL NADU	Tiruvannamalai
47	TAMIL NADU	Tuticorin
48	TAMIL NADU	Vellore
49	TAMIL NADU	Virudhunagar
50	TELANGANA	Hyderabad
51	TELANGANA	Karim Nagar
52	TELANGANA	Khammam
53	TELANGANA	Mahabub Nagar
54	TELANGANA	Nalgonda
55	TELANGANA	Warangal