

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED (INFORMATION AS AT 31/03/2025)

Name of the Insurance Company : Go Digit General Insurance Limited

a. Specify whether in-house Claim Settlement or Services rendered by TPA -

S No.	Name of the TPA -	Agreement from	Agreement to
3	Family Health Plan Insurance TPA Limited	24-07-2024	23-07-2027

b. Number of policies and lives services in respect of which public disclosures are made:

Description	Individual	Group	Government
Number of policies serviced	-	9	-
Number of lives serviced	-	40,500	-

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

Name of the State	Name of the Districts
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	214
ii.	Number of claims received during the year	5,221
iii.	Number of claims paid during the year (specify % also in brackets)	4924(93%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	379(7%)
v.	Number of claims outstanding at the end of the year	132

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

S. 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	0.0%	0.0%	99.8%	100.0%
2	Within 1-2 hours	0.0%	0.0%	0.0%	0.0%
3	Within 2-6 hours	0.0%	0.0%	0.1%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.1%	0.0%
	Total	0.0%	0.0%	100.0%	100.0%

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. Turn Around Time in case of payment / repudiation of claims:

Description (to be reckoned from the date of)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	0.0%	4,832	98.1%	-	-	4,832	98.1%
Between 1-3 months	-	0.0%	84	1.7%	-	-	84	1.7%
Between 3 to 6 months	-	0.0%	6	0.1%	-	-	6	0.1%
More than 6 months	-	0.0%	2	0.0%	-	-	2	0.0%
Total	-	0.0%	4,924	99.9%	-	-	4,924	99.9%

g. Data of grievances received against the TPA:

S. No.	Description	Number of Grievances
1	Grievances outstanding at the beginning of year	-
2	Grievances received during the year	1
3	Grievances resolved during the year	1
4	Grievances outstanding at the end of the year	-