

FORM NO.NI - 48

Public Disclosures on quantitative and qualitative Parameters of Health services rendered
Information as at 31/03/2024

Name of the Insurance Company: **Go Digit General Insurance Ltd**

a. Specify whether In - house Claim settlement or Services rendered by TPA: TPA

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
MEDI ASSIST INSURANCE TPA P LTD		12-Sep-21	11-Sep-24

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

Description	Individual	Group	Government
No of policies serviced	51,760	624	-
No of lives serviced	96,447	11,20,679	-

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

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Pan India		52,384	12,17,126

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
MEDI ASSIST INSURANCE TPA P LTD	2,007	71,656	61,876	84%	6,482	9%	5,305

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

Sr. 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	85.3%	81.6%	98.3%	94.6%
2	Within 1-2 Hours	8.7%	8.9%	1.0%	3.1%
3	Within 2-6 Hours	6.0%	8.4%	0.5%	2.1%
4	Within 6-12 Hours	0.0%	1.1%	0.1%	0.1%
5	Within 12-24 Hours	0.0%	0.0%	0.2%	0.1%
6	>24 Hours				
Total		100.0%	100.0%	100.0%	100.0%

*percentage to be calculated on total of respective column

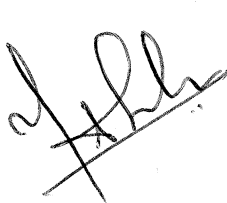
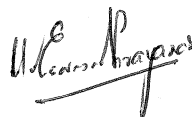
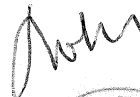
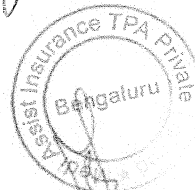
**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

***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	246	94%	65,242	96%			65,488	96%
Between 1-3 Months	9	3%	2,415	4%			2,424	4%
Between 3-6 Months	2	1%	362	1%			364	1%
More than 6 Months	5	2%	77	0%			82	0%
	262	100%	68,096	100%	0		68,358	100%

*Percentage shall be calculated on total of respective column



Medi Assist TM

Processing TAT (TAT Recv-App/DRW/Denied):

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 claim	percentage (%)	No. of claim	percentage (%)
Within 1 Month	247	94%	65,488	96%			65,735	96%
Between 1-3 Months	8	3%	2,215	3%			2,223	3%
Between 3-6 Months	2	1%	325	0%			327	0%
More than 6 Months	5	2%	68	0%			73	0%
	262	100%	68,096	100%	0		68,358	100%

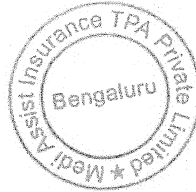
*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	30
3	Grievances resolved during the year	30
4	Grievances outstanding at the end of the year	0

For Medi Assist Insurance TPA Private Limited

Dr. M. Sundar Madhava
Chief Administrative Officer



Medi Assist Insurance TPA Private Limited

CIN - U85199KA1999PTC025676

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