

PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES  
RENDERED (INFORMATION AS AT 31/03/2021)

Name of the Insurance Company : Go Digit General Insurance Limited

- a. **TPA Name:** Paramount Health Services and Insurance TPA PVT LTD  
Validity of Agreement from 27/03/2019 to 26/03/2022

- b. **Number of policies and lives serviced in respect of which public disclosures are made:**

Description <sup>1</sup>	Individual	Group	Government
Number of policies serviced <sup>2</sup>	-	263	0
Number of lives serviced <sup>3</sup>	-	83,450	0

- c. **Information with regards to the geographical area in which services are rendered by the TPA (States names-District names shall be provided) in respect of which public disclosures are made:** Refer Annexure 1

- d. **Data of number of claims processed**

Outstanding number of claims at the beginning of the year:	4
Number of claims received during the year	797
Number of claims paid during the year	534
Number of Claims repudiated during the year	156
Number of Claims closed during the year	79
Number of claims outstanding at the end of the year	32

- 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	<b>Within &lt;1 hour</b>	0%	0%	67%	59%
2	<b>Within 1-2 hours</b>	0%	0%	30%	37%
3	<b>Within 2-6 hours</b>	0%	0%	3%	5%
4	<b>Within 6-12 hours</b>	0%	0%	0%	0%
5	<b>Within 12-24 hours</b>	0%	0%	0%	0%
6	<b>&gt;24 hours</b>	0%	0%	0%	0%
<b>Total</b>		100%	100%	100%	100%

\*Percentage is 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 to the hospitals.

<sup>1</sup> Does not include travel policies

<sup>2</sup> Count of Master policies

<sup>3</sup> Persons covered

\*\*\* 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 receipt of last necessary document)	Individual		Group		Government		Total
	Number of Claims	Percentage	Number of Claims	Percentage	Number of Claims	Percentage	Percentage
within 1 months	0	0.00%	432	62.61%	0	0%	432
Between 1 – 3 Months	0	0.00%	226	32.75%	0	0%	226
Between 3 to 6 Months	0	0.00%	30	4.35%	0	0%	30
More than 6 months	0	0.00%	2	0.29%	0	0%	2
Total	0	0.00%	690	100.00%	0	0%	690

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

**g. Data of Grievances received against the TPA**

S. no.	Description	Number of Grievances
1	Grievance outstanding at the beginning of year	0
2	Grievances received during the year	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0



**Place:** Pune

Signature of CEO

**Date:** 30<sup>th</sup> July 2021

Go Digit General Insurance Limited

## Annexure – 1

## Paramount Health Services &amp; Insurance TPA Pvt. Ltd.

Sr No	Branch Type	City	Branch Address	City	State	Pin Code	Phone
1	Head office	Thane West (HQ)	Plot No. A-442, Road No. 28, Ram Nagar, M.I.D.C. Industrial Area, Wagle Estate,	Thane West	Maharashtra	400604	022-68342424
2	Corporate Office	Mumbai	201-202, Sumer Plaza, 2nd Floor, Marol Maroshi Road,	Andheri (East)	Mumbai	400 059.	
3	Local Office	Chennai	3rd Floor, "AMPA MANOR" No. 107/6, Nelson Manickam Road, Aminjikarai. (Landmark - Opposite to MGM Healthcare)	Chennai	Tamil Nadu	600 029.	(044)- 43435959 / 43435933 / 43435944.
4	Local Office	New Delhi	Building No. D-39, Okhla Industrial Area, Phase-I,	New Delhi	Delhi	110 020	41637594 / 95 / 96
5	Local Office	Kolkata	CMARD Building, 4th Floor & 8th floor, Block 14/2, C.I.T. Scheme VIII (M) Ultadanga	Kolkata	West Bengal	700 067	(033)-23567005 / 23567008 / 9836561300
6	Local Office	Ahmedabad	Office No. 304,MEERA MANAN ARCADE, NEAR KRUPA PETROL PUMP, PARIMAL CROSS ROAD, ELLISBRIDGE,	Ahmedabad	Gujrat	380006	(079)-40399287/40399288
7	Local Office	Bhandara	Dr headu near panjab national bank, Rajgopalchari ward,	Bhandara	Bhandara	441904	8275094766
8	Local Office	Bangalore	/2, Shirdi Krupa Complex, 1st Floor, Nagappa Road, Sheshadripuram (Above Bank of India),	Bangalore	Karnataka	560 020.	080-41990100
9	Local Office	Baroda	3rd Floor Gokulesh-II, Behind Standard chartered Bank, R. C. Dutt main Road, Alkapuri	Vadodara	Gujrat	390007	7208044140 / 41
10	Local Office	Bhubaneswar	271(P), Bapuji Nagar, Ground Floor, Near Forest Park, Sishu Bhawan Squire	Bhubaneswar	Bhubaneswar	751009	7304942961
11	Local Office	Chandrapur	Mitra Nagar Near Ambedkar College Lakhe Kirana Store	Chandrapur	Chandrapur	442403	8275094680
12	Local Office	Guwahati	Oasis Building, House No. 2, Sarbodaya Path (Near Dona Planet) G.S. Road,	Guwahati	Assam	781006	7304942962
13	Local Office	Gondiya	Beside Damahe coaching class, near Majar, Ring Road,	Gondiya	Gondiya	441614	8275094756 / (07182) - 250036
14	Local Office	Chandigarh	2nd Floor, Cabin No.28, SCO-41, Sector-11 Landmark- Above Federal Bank, Panchkula	Chandigarh	Haryana	134109	9316111218
15	Local Office	Hyderabad	No. 1-8-303/48/9, 1st Floor, Tirumala Chambers, PG Road, Behind Chutneys Restaurant, Begumpet,	Hyderabad	Telangana	500 016	(040) - 66758271 / 66759271
16	Local Office	Indore	603 6th Floor Mahasagar Corporate, 10/4 Manoramaganj Near Geeta Bhavan Square	Indore	Madhya Pradesh	452 001	(0731) 4065306
17	Local Office	Jaipur	D - 23, 1st Floor, Indrapuri Pankaj Singhvi Marg, Behind Apex Mall, Lalkothi	Jaipur	Rajasthan	302015	0141 - 2744245 / 46
18	Local Office	Jalgaon	Lilai, 19, Prabhat Colony, Prabhat Chauk,	Jalgaon	Maharashtra	425001	+91 9673103378
19	Local Office	Cochin	H No. Ce662946, Kanakathuparambu, Near Nariamparambil Court, Kacherippady, Kochi	Cochin	Kerala	682018	(0484) - 2393709/(0484)- 2392610/(0484)-4011962
20	Local Office	Lucknow	2, Faizabad Road, 2nd Floor & 1st Floor, Near Mahanagar Railway Crossing,	Lucknow	Uttar Pradesh	226007	(0522) - 4066277 / 4066477 / 4066377
21	Local Office	Ludhiana	SCO - 138 3rd Floor Feroze Gandhi Market Ludhiana	Ludhiana	Punjab	141001	(0161) - 5016819 / 5082144
22	Local Office	Mapusa	Unit No. 6D, 6Th Floor, "R R Tower" Rajwado,	Mapusa	Goa	403507	8433923174
23	Local Office	Aizawl	2nd Floor, West Inn, Dinthar, Opposite to Aizawl West College,	Aizawl	Mizoram	796009	
24	Local Office	Nagpur	Flat No. SF-4, Plot No. 11, Tulsi Vihar, Main Road, Opposite Pathak House, Abhyankar Nagar,	Nagpur	Nagpur	440010	+91 7304564390
25	Local Office	Panaji	Unit 318, 3rd Floor, Gera Imperium II, Behind Kadamba bus stand, Patto Panajim	Panaji	Goa	403001	0832- 2973243/2973241
26	Local Office	Patna	Room No.H5, 5 th Floor, Chandi Vyapar Bhavan Exhibition Road	Patna	Bihar	800001	7400471533 / 7400470383
27	Local Office	Pune	1s Floor Safire Park Galleria Old Pune Mumbai Road Shivaji Nagar	Pune	Maharashtra	411005	020-25541100 / 020-25541111
28	Local Office	Raipur	28, H.L.G. Old, Behind 36 Citymall,	Raipur	Chatisgarh	492001	(0771) - 2970970
29	Local Office	Ratnagiri	Mahatma Jyotiba Phule Jan Arogya Yojana ,B-17, Arihant Nagar, Salvistop	Ratnagiri		415612	(02352) - 220580 / 8275455477 / 8275094792
30	Local Office	Sindhudurg	Manohar Ship Building, B Wing, 2nd Floor, F- 4, Near Janavli Bridge, Kankavli,	Sindhudurg		416602	8275094842
31	Local Office	Wardha	C/o, Mr Prakash Lohkare Near Ambetkar School, Samta Nagar, Sawangi (Meghe),	Wardha		442001	8275094729
32	Local Office	Ranchi	Room No - 03, Quraishi Colony, Tata Ranchi Road, Kantatoli, Opp Union Bank of India,	Ranchi		834001	7304564338