



GOOD HEALTH INSURANCE TPA LIMITED

IRDA ANNUAL REPORT FOR THE F.Y 2020-21

Reg. & Corporate Office :-

Suite No 403-406A, 4th Floor,
Ashoka My Home Chambers,
Sardar Patel Road,
Hyderabad, 500 003.



Date : 29-07-2021

To,
Joint Director – Health
Insurance Regulatory and Development Authority
Sy No. 115/1, Financial District,,
Nanakramguda,Gachibowli, Hyderabad
Telangana-500032.

Dear Sir,

Sub : Submission of Annual Report for the Financial Year – 2020-2021-reg.

Please find enclosed herewith Annual Report for the Financial Year 2020-2021 as per circular along with the supporting documents in the prescribed format.

1. TPA-8 Annual Report
2. TPA-6C Certificate from Statutory regarding working capital
3. TPA-6D Undertaking by TPA
4. TPA-6E Service level agreement details

Kindly acknowledge the receipt of the same.

Thank You,

Yours Faithfully,

GOOD HEALTH INSURANCE TPA LIMITED

Sangeeta Dikshit
(Director & Chief Administrative Officer)



Annexure – 16

As per Regulations 19 (9) of IRDAI (TPA – Health Services) Regulations, 2016.

Annual Report by Third Party Administrator

FORM TPA – 8.

1 PARTICULARS OF THE TPA:		
1.1	Name of the TPA :	GOOD HEALTH INSURANCE TPA LIMITED
1.2 (A)	Address - Registered Office:	SUITE NO 403-406A, 4 TH FLOOR, SP ROAD
		ASHOKA MY HOME CHAMBERS, SEC-BAD
		Pin code: 500 003 Landline No: 1860 425 3232
		E-mail: Customer.care@gholtpa.com

1.3	Financial year	2020-21
1.4	Board of directors as on 31-03-2021(end of concerned FY and changes in the board since the date of statement of the preceding year.	

Sr. No.	Name of Director and DIN No.	Age	Address with telephone no., Mobile no., e-mail	Details of Directorship in other Companies	Particulars of Change in Board (Cession)	Date of Change in Board
1	P S Murthy 00509416	65	108, Sainikpuri Colony, Sainikpuri, Secunderabad – 500 003.	Sunshine Commercials Limited	Continuation	N/A
2	Dr Ravinder 01648924	45	32, T Zed Homes, NR Forum (near mall, R Narayanapura Whitefield, Bangalore – 560 066	I Care Health & management Services Pvt. Ltd., Anusha Business Consultancy Pvt. Ltd Dentalign Solutions India Pvt. Ltd.	Continuation	N/A
3	Dr S.C Parakh 02197694	70	G1, V J Enclave, 7-1/6, Radhanagar, Phase II, Bandlaguda Jagir, Rajendranagar Mandal, RR District – 500 086	I- Care Health & management Services Pvt. Ltd.	Continuation	N/A
4	Saigeeta Dikshit 00689319	45	3-87, Flat No. 301, Mounica Apts., Bhaskar Rao Nagar, Sainikpuri, Secunderabad, 500094, Telangana	NIL	Continuation	N/A
5	Srikanth Charan M	58		HOGBUNS Solutions LLP	Continuation	N/A



6	Abhitabh Gupta	51	B-18, first floor, Kailash colony – ew delhi-110048	1.Eximius Infotech Private Limited, 2.True care doc pvt Ltd, 3.Raas Unique business consultancy	Continuation N/A
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1.5 Details of Chief Executive Officer (CEO)

Sr. No.	Name of CEO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company as a CEO
	ABHITABH GUPTA	51	B-18, first floor, Kailash colony – New delhi-110048	- D.M.R.E. (Radiology) & M.D. physician	1.Eximius Infotech Private Limited, 2.True care doc pvt Ltd, 3.Raas Unique business consultancy	11-11-2019

1.6 Details of Chief Administrative Officer (CAO)

Sr. No.	Name of CAO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company as a CAO
	Saigeeta Dikshit	45	66-87, Flat No. 301, Mounica Apts., Bhaskar Rao Nagar, Sainikpuri, Secunderabad, 500084, Telangana	PGDMA, Associate Insurance Institute of India	NIL	09-11-2015



1.7	Details of Chief Medical Officer (CMO)
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Sr. No.	Name of CMO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company
1.	Dr. B RAVI KISHORE	54	A 307, Shanthibagh Apartments, Opp Begumpet, Hyderabad-500016	MBBS, University of Mysore, Karnataka, Short course, introduction to Diabetes care 200, The University of new castle, Australia Licentiate, Insurance Institute of India, Diploma in Business Management ICFAI University, Tripura	NIL	20-08-2015



1.8	Name and Address of Auditors	M/s Nandyala & Associates H No.8-3-167/A/52, Plot No. 52 Vikaspuri, Near AG Colony, Opp. Road To Esi Hospital, S.R. Nagar, Hyderabad – 500038
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1.9	Enumeration of TPA services provided :	Hospitalization Service Call Center & SMS Service Enrollment & ID Card Service Customer Relation and Contact Management Investigation Service Cashless Service Claim Processing Service Management Information System (MIS) Service
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1.10	Enumeration of standing arrangements with hospitals and with doctors : Number of agreements with Network Providers Number of agreements with Doctors	6574
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1.11	Summary of TPA Business:	
a.	No. of insurers with whom agreements entered with.	17
b.	Lives covered under Health Policies (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	17,683,057
c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	146,052
d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	6,116
e.	Hospitals tied up during (for the concerned FY)	582
f.	Total Hospitals terminated or removed during (concerned FY)	124
g.	Total Hospitals tied up as on (end of concerned FY)	6574

1.12	Summary of TPA services:	
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Sr. No.	Particulars of Services	No. of Policies Serviced	No. of lives Serviced	Amount of Premium Serviced wherever available. (INR in Lakh)
1	Individual / Retail Health Insurance Policies	145,244	324,366	13,269.78
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	799	1,089,676	34,043.13
3	Policies issued under RSBY or other similar policies issued by insurers	2	14,901,607	58,223.71
4	Pre-Insurance Medical Examination	NIL	NIL	NIL
5	Foreign Travel Policies issued by Indian insurer	NIL	NIL	NIL
6	Foreign Travel Policies issued by Foreign insurer	NIL	NIL	NIL
7	Non-insurance healthcare schemes sponsored by Central / State Government.	7	1,367,408	NIL



Schedule -1, FORM TPA -8-RA

GOOD HEALTH INSURANCE TPA LIMITED

Suite No. 403-406A, 4th Floor, Ashoka My Home Chambers, SP Road, Secunderabad-500003.
Revenue Account for the year ending 31st March – 2021

S.No.	Particulars	Amount INR	S.No.	Particulars	Amount INR
A	<u>Expenses</u>		1	Income	
1	<u>Directors Remuneration</u>	1,30,63,214		a) From Insurers (Indian & Foreign)	27,17,04,745
ii	<u>Staff Expenses</u>			b) From Others (Int on IT refund, FD's & Others)	19,25,056
	a) Salaries, provident fund	12,09,68,664		c) Investment Income	-
	b) Other Benefits (Staff Insurance/SW)	30,02,942		d) Profit on sale of investments or assets	
iii	<u>Office & Other Expenses</u>				
	a) Rent	24,81,046			
	b) Electricity, Water	21,69,634			
	c) House Keeping & cleaning	84,79,166			
	d) Others	-			
	e) Travelling & Conveyance Expenses	1,68,68,419			
	f) Entertainment Expenses	-			
	g) Lease Rent of Equipment	20,59,723			
	h) Postage, Telecommunication and similar Expenses	57,20,124			
	i) Audit Fees	2,50,000			
	j) Legal Expenses	-			
	k) Repairs and Maintenance	5,80,072			
	l) Depreciation	3,00,41,125			
	m) Motor Vehicle Expenses	-			
	n) Others (please specify)	-			
	Printing & Stationery	1,09,07,234			
	Smart Card Expenses	-			
	Rates & Taxes	3,02,049			
	Professional Charges	1,19,60,074			
	Bank Charges				
	Finance and Interest Charges	1,35,52,686			
	Other Administrative Expenses	1,45,88,133			
	o) Loss on sale of investments or assets				



q) Provision for Tax	43,60,768
q) Differ Tax	1,52,898
Profit / Loss for the year	1,25,07,628

Total: 27,37,09,801

Total: 27,37,09,801

As per the order of the Board for
Good Health Insurance TPA Limited

As per the order of
the Board for
Good Health Insurance TPA Limited

Director
Place : Hyderabad
Date : 24.07.2021



Sangeeta Dixit
Sangeeta Dixit
Director & Chief Administrative
Officer

Note: Audited Financials enclosed

Schedule - 2, FORM TPA-8-PL

GOOD HEALTH INSURANCE TPA LIMITED
Suite No. 403-406A, 4th Floor, Ashoka My Home Chambers, SP Road, Secunderabad-500003.
Profit and Loss Appropriation Account for the year ending 31st March - 2020

S.No.	Particulars	Amount INR	S.No.	Particulars	Amount INR
A	Loss brought forward	-	A	Profit brought forward	6,41,09,570
B	Loss for the Year	-	B	Profit for the year (P B T)	1,67,15,498
C	Dividend for the year	-	C	Transfer from reserves	-
D	Tax on Dividend	-	D	Loss carried forward	-
E	Transfer to Reserves & Surplus		E	Deferred tax credit	
F	Other allocations from profits				
	Provision for Taxation	43,60,768			
	Deferred Tax Liability	-1,52,898			
	Taxation of the earlier year	-			
G	Profit carried forward	7,06,17,196			
		8,08,25,066			8,08,25,066

As per the order of the Board
for
Good Health Insurance TPA Limited



SAIGEETA DIKSHIT
Director & Chief Administrative Officer



Director
Place : Hyderabad
Date : 24.07.2021

Note: Audited Financials enclosed

Schedule -3, FORM TPA -8-BS

GOOD HEALTH INSURANCE TPA LIMITED

Suite No. 403-406A, 4th Floor, Ashoka My Home Chambers, SP Road, Secunderabad-500003.
Balance Sheet as at 31st March - 2021

Liabilities	Amount INR	Amount INR	Assets	Amount INR	Amount INR
Authorised Share Capital		4,00,00,000	Fixed Assets :		
Issued & Paid up Capital	4,00,00,000	11,66,17,196	Building / Properties Cost	-	
Reserves & Surplus	7,66,17,196		Less : Depreciation	-	
Amounts due to :			Furniture & Fixtures	26,45,575	
a) Insurers			Less : Depreciation	4,87,211	21,58,364
b) Hospitals			Air Conditioners	32,638	
c) Doctors			Less : Depreciation	5,348	27,290
d) Others			Electrical Installation	3,00,296	
Secured Loans / Bank OD		4,30,67,966	Less : Depreciation	90,222	2,10,074
Unsecured Loans		8,86,52,734	Office Equipments	2,75,74,467	
Deferred Tax Liability		50,45,369	Less : Depreciation	40,97,030	2,34,77,437
Current liabilities			Computer Equipment & Software	8,71,52,890	
Sundry Creditors		2,60,93,613	Less : Depreciation	2,50,06,158	6,21,46,732
Provisions (Exp Payables)		3,96,23,347	Motor Vehicles	19,06,366	
Others			Less : Depreciation	3,55,156	15,51,210
a) TDS Payable		66,91,432	Investments:		
			Government Securities (Market Value)		
			Loan & Debenture (Market Value)		
			Other Investments (Market Value)		1,34,77,362
			Receivables :		
			a) From Insurers		14,58,15,283
			b) From Others		
			Deposits & Other Current Assets	2,45,89,444	
			TDS Receivables	2,98,33,231	5,44,22,675
			Cash & Bank Balances		
			Cash Balance	66,989	
			Bank Balance (Incl. Fixed Deposits)	1,84,39,251	1,85,05,220
		32,17,91,646			32,17,91,646



As per the order of the Board for
Good Health Insurance TPA Limited



Saigveta Dikshit
Director & Chief Administrative Officer



Place : Hyderabad
Date : 24.07.2021

Note: Audited Financials enclosed

Schedule – 4**Schedule of the income received towards various activities during the FY 2020-21**

Sr No	Description	Income / Remuneration received during the FY (Amt. INR in Lakhs)
1	Towards Health Services of the Individual policies issued by Indian Insurers	557.34
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	1174.83
3	Towards Health Services of the Group RSBY Policies issued by Indian Insurers	985.68
4	Pre-insurance medical examination	
5	Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	
6	Towards Non Insurance Services rendered	
7	Towards Servicing of policies issued by foreign Insurers	
8	Other income (please specify accounting head wise other income received)	
	a) Interest income on fixed deposit	09.75
	b) Interest on TDS refund	09.50
	TOTAL	2737.10

Schedule – 5**Schedule of apportionment of Expenses to various activities during the FY 2020-21**

Sl No	Description	Expenses incurred during the FY (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers (Total Expenses Including Depreciation)	2569.94
2	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	
3	Non Insurance Services rendered	
4	Servicing of policies issued by foreign Insurers	
5	Other Expenses incurred (to specify)	



Schedule – 6

1. Data of claims received during the year 2020-21

Benefit Based Policies		Cashless Claims		Reimbursement Claims		Total	
Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
13,093	153,549,648	45,104	4,584,569,890	37,632	2,729,754,027	95,829	7,467,873,565

2.. Data of Settled Claims in respect of Individual Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	-	-	6,414	529,944,359	5,006	304,087,070	11,420	834,031,429
Between 1 – 3 Months	-	-	118	8,781,601	36	1,698,158	154	10,479,759
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

3..Data of settled Claims in respect of Group Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of	Amount of Claims	Number of	Amount of Claims	Number of Claims	Amount of Claims	No of	Amount of claims
within 1 months from date of receipt of claim	8,264	98,144,959	34,098	2,323,428,198	25,802	1,060,817,974	68,164	3,482,391,13
Between 1 – 3 Months	-	-	708	44,272,777	167	7,423,038	875	51,695,815
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-



4..Data of settled Claims in respect of Total (Individual Policies + Group Policies);

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of clai	Amount of claims
within 1 months from date of receipt of claim	8,264	98,144,959	40,512	2,853,372,557	30,808	1,364,905,044	79,584	4,316,422,5
Between 1 – 3 Months	-	-	826	53,054,378	203	9,121,196	1,029	62,175,574
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

5..Data of Claims in respect of Individual Policies recommended for repudiation

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	-	-	750	74,526,149	1,126	113,544,390	1,876	188,070,539
Between 1 – 3 Months	-	-	-	-	36	2,224,825	36	2,224,825
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

6..Data of Claims in respect of Group Policies recommended for repudiation

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of	Amount of claims
within 1 months from date of receipt of claim	1,808	11,660,700	3,993	339,748,663	5,133	261,310,899	10,934	612,720,262
Between 1 – 3 Months	-	-	10	456,549	116	5,348,708	126	5,805,257
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-



7.. Data of Claims in respect of Total Policies (Individual + Group Policies) recommended for repudiation;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of	Amount of Claims	Number of Claims	Amount of Claims	No of claim	Amount of claims
within 1 months from date of receipt of claim	1,808	11,660,700	4,743	414,274,812	6,259	374,855,289	12,810	800,790,801
Between 1 – 3 Months	-	-	10	456,549	152	7,573,533	162	8,030,082
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

(Note: In respect of data on Repudiations, amount of claim made by the policyholder to be mentioned as the amount of claim repudiated)



8. Data of Claims Outstanding in respect of Individual Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claim	Amount of claims
within 1 months from date of receipt of claim	-	-	913	66,850,816	721	33,750,976	1,634	100,601,792
Between 1 – 3 Months	-	-	-	-	-	-	-	-
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

8..Data of Claims Outstanding in respect of Group Insurance Policies;

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of	Amount of Claims	Number of	Amount of Claims	No of claim	Amount of claims
within 1 months from date of receipt of claim	3,021	43,743,989	4,219	269,024,440	3,960	101,391,534	11,200	414,159,963
Between 1 – 3 Months	-	-	-	-	-	-	-	-
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

10.Data of Claims Outstanding in respect of Total Policies (Individual + Group Policies)

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of	Amount of Claims	Number of Claims	Amount of Claims	No of	Amount of claims
within 1 months from date of receipt of claim	3,021	43,743,989	5,132	335,875,256	4,681	135,142,510	12,834	514,761,755
Between 1 – 3 Months	-	-	-	-	-	-	-	-
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

(Note: In respect of data on Claims Outstanding, amount of claim made by the policyholder to be mentioned as the amount of claim Outstanding)

- Note: RSBY /Swasthya Sathi Claims are provide in benefit base claims.

