

Internship report

submitted at



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Introduction

This report details my internship experience at Go Digit Insurance, which offers a range of products tailored to modern needs, including health insurance covering critical illnesses and COVID-19, travel insurance for domestic and international trips, and motor insurance with comprehensive and third-party options. They also provide home insurance protecting against natural calamities and burglary, as well as commercial insurance for businesses. Digit's offerings emphasize customer convenience with quick online purchase options, transparent policies, and easy claim settlements, reflecting their commitment to simplifying insurance for everyone.

Objectives of Internship

- Gain firsthand experience in the Health Insurance industry.
- Develop strong communication and interpersonal skills to effectively interact with healthcare professionals.
- Enhance knowledge of health insurance market in India.
- Contribute to increased networking operations of Go Digit Insurance in the market (Health Insurance).

Organizational Profile

Go Digit Insurance, headquartered in Bangalore, India, is a leading digital-first insurance provider known for its innovative approach and customer-centric products. Established in 2017, Go Digit has quickly gained prominence in the insurance industry by leveraging technology to simplify processes and enhance user experience. The company was founded by Kamesh Goyal, a seasoned insurance professional with a vision to revolutionize the insurance sector through transparency and efficiency.

Go Digit Insurance offers a diverse portfolio of insurance products, including health insurance, travel insurance, motor insurance, home insurance, and commercial insurance solutions. Their policies are designed to be straightforward, with easy-to-understand terms and conditions, ensuring clarity for customers. Go Digit is particularly recognized for its quick claim settlement process and 24/7 customer support, enhancing trust and satisfaction among policyholders.

As a digitally driven insurer, Go Digit has embraced technology to streamline operations and optimize service delivery. Their online platform enables customers to purchase insurance policies conveniently, manage their accounts digitally, and file claims seamlessly. This tech-savvy approach has enabled Go Digit to cater to a wide range of insurance needs efficiently, making them a preferred choice for individuals and businesses seeking reliable insurance solutions in India.

Services Provided by Organization

Go Digit Insurance provides a comprehensive range of services to its customers in the health insurance market, including:

In the health insurance sector, Go Digit Insurance provides the following services:

- **Comprehensive Coverage:** Go Digit offers health insurance plans that cover hospitalization expenses, including room rent, doctor's fees, medicines, and more. They also include coverage for pre- and post-hospitalization expenses, ensuring holistic financial protection.
- **Critical Illness Coverage:** Their health insurance plans often include coverage for critical illnesses such as cancer, heart disease, and organ transplants, offering financial support during challenging times.
- **COVID-19 Insurance:** In response to the pandemic, Digit provides dedicated COVID-19 insurance plans that cover medical expenses related to the treatment of COVID-19, including hospitalization and quarantine costs.
- **Online and Paperless Process:** Go Digit's health insurance services are available online, allowing customers to purchase policies, renew them, and manage claims through their user-friendly digital platform. This approach ensures convenience and transparency in all transactions.

Key Activities/Projects Undertaken

- **Hospital Empanelment:** In my role at Go Digit Insurance, I oversaw hospital empanelment, strategically identifying and negotiating partnerships with healthcare facilities nationwide. I ensured alignment with Digit's quality standards and geographical coverage requirements, fostering beneficial relationships with hospital administrators. My responsibilities included managing contract negotiations, fee structures, and compliance with regulatory guidelines to optimize our healthcare provider network. Through effective communication and coordination, I streamlined the empanelment process, enhancing access to quality healthcare services for our policyholders across India.
- **Tariff Negotiation:** In my role at Go Digit Insurance, I spearheaded hospital partner tariff negotiations and leveraged discounts to optimize cost-effective healthcare solutions. I engaged proactively with hospital administrators to negotiate competitive pricing structures aligned with Digit's service standards and policyholder needs. Utilizing data-driven insights and market analysis, I identified opportunities for discount leverage, ensuring sustainable pricing agreements across our healthcare provider network. My responsibilities included evaluating tariff models, negotiating favorable terms, and cultivating strategic alliances that enhanced affordability and accessibility of healthcare services for our customers.
- **Digit First Portal Trainings:** In my role at Go Digit Insurance, I facilitated hospital engagement with the "Digit First" portal, ensuring seamless utilization for healthcare providers. I guided hospitals in navigating the portal's features for streamlined claims submission, real-time updates on policyholder information, and efficient communication with Digit Insurance. My responsibilities included providing training and support to

hospital staff to maximize the portal's functionality, enhancing operational efficiency and improving the overall claims management process. This enabled hospitals to collaborate effectively with Digit Insurance, ensuring prompt and accurate service delivery to policyholders.

Key Learnings from Internship

My internship at Go Digit Insurance Company has proven to be an invaluable learning experience, equipping me with the following key skills and knowledge:

- **Communication Skills:** Through my interactions with hospitals, I was able to enhance my communication skills significantly. This experience enabled me to proficiently convey product information, attentively address concerns, and establish a strong rapport with medical professionals.
- **Technical Skills:** By acquiring extensive knowledge of health insurance products and their diverse services, I significantly enhanced my technical skills.
- **Hospital Empanelment:** During the process at Go Digit Insurance in hospital empanelment, I gained valuable knowledge in assessing hospital suitability based on service standards and geographical coverage. I learned negotiation skills to establish partnerships beneficial to both parties, focusing on contractual terms and compliance with regulatory requirements. This experience enhanced my understanding of healthcare provider networks and the importance of effective communication in maintaining fruitful relationships.
- **Network Provider Management:** Working as a Network Provider during my internship, I gained insights into optimizing healthcare provider networks. I learned to evaluate and select providers based on quality metrics and geographical coverage, ensuring comprehensive service for policyholders. My experience included negotiating contractual agreements and understanding regulatory compliance, enhancing my skills in network expansion and maintenance within the insurance industry.
- **Health Insurance Knowledge:** During my internship at Go Digit Insurance, I gained comprehensive knowledge about health insurance operations. I learned about policy types, coverage benefits, and claim processes, emphasizing customer-centric service delivery. My experience included understanding regulatory guidelines and market trends, enhancing my ability to analyze and recommend suitable insurance solutions. This internship provided me with valuable insights into the complexities and importance of health insurance within the insurance sector.
- **Professionalism:** Working in a fast-paced environment fostered my professionalism and time management skills.