



Ministry of Health & Family Welfare Government of India

Ministry of Health and Family Welfare

### **APPROVAL USER MANUAL**

For

**Transaction Management System (OneTMS)** 

Version 8.0 April 2020





#### **ABBREVIATION:**

TERMS	DEFINITION
PMAM/ AM	Pradhan Mantri Arogya Mitra / Arogya Mitra
MEDCO	Medical Coordinator
PPD	Pre-Authorization Panel Doctor
CEX	Claim Executive
CPD	Claim Panel Doctor
AO/ACO	Account Officer
SHA	State Health Agency





\* Hospital Co-Ordinator: It could be MEDCO and /or PMAM.



Below are the Menus and Sub Menus involved in TMS Application.

s.no	Menus	Sub-Menus
		Register Patient
1	Dationt	Register Patient View
_ <b>1</b>	Patient	Telephonic Registered patients
		Out patient Regsitered cases
2	Case Search	NA
		Pre auth Initiation
		Pre auth Updation
3	Pre-Auth	Cases for Surgery Update
		Cases for discharge Update
		Cancel Pre auth
1		Claims Initiation
4	Claims	Claims Updation

## **Case Status**

Below are the Case status for all cases involved in TMS Application.

	C		Case status	
s.no	Case	Current	Previous	Next
1	Out patient	OP case Registered	NA	NA
2	In patient	IP case registered	NA	MEDCO Pre auth initiated
3	Pre auth initiation	MEDCO Pre auth initiated	IP case registered	PPD Approve/PPD rejected/PPD pending
4	Pre auth Updation	PPD Insurer/Trust /Multi Approve	MEDCO Pre auth initiated	Surgery date updated by MEDCO
5	Pre auth Updation	PPD Insurer/Trust /Multi Pending	MEDCO Pre auth initiated	MEDCO Pending Updated
6	MEDCO Updation	MEDCO Pending Updated	PPD Insurer/Trust /Multi Pending	PPD Insurer/Trust /Multi Pending Approved
7	Pre auth Updation	PPD Insurer/Trust /Multi Pending Approved	MEDCO Pending Updated	Surgery date updated by MEDCO
8	Pre auth Updation	PPD Insurer/Trust /Multi Reject	MEDCO Pre auth initiated	NA
9	NA	Procedure Auto Approved	MEDCO Pre auth initiated	Surgery date updated by MEDCO
10	Cancel	Pre auth Cancelled	NA	NA
11	Cases for Surgery updation	Surgery date updated by MEDCO	PPD Approve	Discharge date updated by MEDCO
12	Cases for Discharge updation	Discharge Date updated by MEDCO	Surgery date updated by MEDCO	Claim initiated by MEDCO
13	Claim initiation	Claim initiated By MEDCO	Discharge Date updated by MEDCO	Claim forwarded By CEX
14	Claim Updation	Claim forwarded By CEX	Claim Initiated by MEDCO	Claim approved by Claim Panel doctor
1		Claim Insurer/Trust /Multi approved by		
15	Claim Updation	Claim Panel doctor	Claim forwarded By CEX	NA
16	Claim Updation	Claim kept Pending by CPD	Claim forwarded By CEX	Claim Pending Updated by MEDCO to CPD
17	MEDCO Updation	Claim Pending Updated by MEDCO to CPD	Claim kept Pending by CPD	Claim Pending Approved by CPD
18	Claim Updation	Claim Pending Approved by CPD	Claim Pending Updated by MEDCO to CPD	NA
19	Claim Updation	CPD Insurer/Trust /Multi Reject	Claim forwarded By CEX	Claim forwarded to Accounts Officer
20	Claim Updation	Claim forwarded to Accounts officer	CPD Insurer/Trust/Multi Reject	Claim forwarded to SHA
21	Claim Updation	Claim forwarded to SHA	Claim forwarded to Accounts Officer	NA

# Pre-Authorization



Pre-Authorization process has to be approve by Pre-Auth Panel Doctor for In-patient registered patients. Before performing surgery, Network Hospital has to get approval from higher authorities whether the surgery is required or not. This process is known as Pre-Authorization.

- 1. Preauthorization Process Initiated by MEDCO.
- 2. Preauthorization Verification by Arogya Mitra.
- 3. Preauthorization Approval by Panel Doctor.

#### **Preauthorization Process Initiated by MEDCO:**

MEDCO (Network Hospital doctor) has to initiate the Preauthorization process by submitting all mandatory information like illness details, surgery details and total cost estimation etc. After this action, the case status will be changed to Preauthorization MEDCO Initiated.

#### Preauthorization Verification by Arogya Mitra\*:

Arogya Mitra will verify the details which was submitted by MEDCO and forward the Preauthorization. Claim number for this case will be generated. After this action, the case status will be changed to 'Preauthorization Forwarded by Arogya Mitra'.

**Note\*:** For some states (on request), if they are having Arogya Mitra, then it will go to Arogya Mitra pool. For the other states, after pre-auth initiation, request will go to Panel doctor directly.

#### Preauthorization Approval by Panel Doctor:

The Preauthorization will be processed by Panel Doctor. He will retrieve the Cases waiting for Approval based on FIFO Order. Panel Doctor will 'Approve'/'Reject'/'Pending' after checking past history and verifying the case he want to 'Approve'/'Reject'/'Pending' for Preauthorization by providing fields in Checklist.

## national health agency Produttorization Sub-

#### TMS Approval User Manual



#### **Preauthorization Sub-Menus**

#### 1) Preauth Updation

national health agency	=	Pradhan Mant	ri Jan Arogya Yoja	ana			8	🤮 🧅 PPD-Insurer 🗸
Assigned Cases					Preauth	Cases For Approval		
	G	ase Number	Card Nu	mber		Patient Name	Category	-
Pendency	Pr	ocedure Name Select	Register	ed From Date		Registered To Date	Selett	
Preauth 🗸 🗸					QSearch	• • • • • • • • • • • • • • • • • • •		
Preauth Updation (21)	1					Displaying Records: 1-21 To	tal no of Records: 21	
Day-Wise Worklist  5	S.N	o Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date
Cases Search	1	CASE/HS22011221/M576	TRUST/BIJ/2018/636559/1	BANDI	P02DUPFGU	Medco Preauth Initiated(Insurance)	aaarogya hospital	16/10/2018
	2	CASE/HS22011221/M639	TRUST/RAI/2018/387600/1	SANTOSH SAHU	P50C524D0	Enhancement Initiated (Insurer)	aaarogya hospital	29/10/2018
	з	CASE/HS22011183/S821	TRUST/RAI/2018/386764/1	GOND RAM SONI	PDTXGNOIB	Enhancement Initiated (Insurer)	UPADHAYAY HOSPITAL	19/11/2018
	4	CASE/HOSP22P00544/P655	TRUST/JAN/2018/379827/1	Sushila Sonwani	PLMF30KJF	Medco Preauth Initiated(Insurance)	BALCO MEDICAL CENTRE	30/10/2018
	5	CASE/HOSP22P00544/5886	TRUST/KAN/2018/381845/1	NARAYAN SINGH SHORI	PBHRU7FGY	PPD-Insurer Pending updated by Medco(Insurance)	BALCO MEDICAL CENTRE	26/11/2018
	6	CASE/HS22011221/S887	TRUST/SUR/2018/648849/1	kunti	P0VZLFL3U	Enhancement Initiated (Insurer)	aaarogya hospital	29/11/2018
	7	CASE/HS22011221/S888	TRUST/SUR/2018/648850/1	kunti	P0VZLFL3U	Medco Preauth Initiated(Insurance)	aaarogya hospital	29/11/2018
	8	CASE/HS22011221/S889	TRUST/SUR/2018/648851/1	kunti	P0VZLFL3U	Enhancement Initiated (Insurer)	aaarogya hospital	29/11/2018
	9	CASE/HS22011221/S899	TRUST/SUR/2018/648865/1	kunti	P0VZLFL3U	Enhancement Initiated (Insurer)	aaarogya hospital	07/12/2018
	10	CASE/HS22011206/R963	TRUST/BAL/2018/644927/1	Dayamati	P3X060PZ9	Medco Preauth Initiated(Insurance)	matra smriti hospital	11/12/2018

#### 2) Day Wise Worklist

System shall allow user to view cases of day care separately in this worklist.

national health agency	<b>Pradhan Mantri</b> AYUSHMAN BHARAT	Jan Arogya Yojana					🗐 🤮 🗸 PPCHrisurer -
Assigned Cases	0			Pre	auth Cases For Approval		
	Case Number	Card Num	ber		Patient Name	Category	4
Pendency	Procedure Name	Registered	From Date		Registered To Date		
🧞 Preauth				05	aardh Banaf		
Preauth Updation 🔞	1				Displaying Records: 1-5 To	tal no of Records: S	
Day-Wise Worklist 🧕	S.No Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date
Cases Search	1 CASE/HS22017008/5825	TRUST/DHA/2018/377867/1	Kerti Yadav	PH5HF393X	Medco Preauth Initiated(Insurance)	District hospital	19/11/2018
	2 CASE/HS22011221/M957	TRUST/RAJ/2018/388925/1	Surjo	PMFTQXAMZ	PPD-Insurer Pending updated by Medco(Insurance)	aaarogya hospital	11/12/2018
	3 CASE/HS24001134/5949	TRUST/RAI/2018/386929/1	Phul Bai Mahant	PKRX35ZXA	Medco Preauth Initiated(Insurance)	JAGRUTI MULTISPECIALITY HOSPITAL	05/12/2018
	CACE # 150001 0000 (5001	TRUST/MLH/2018/2859/8/1	LALKUMAR	P4M24DZRX	Medco Preauth Initiated(Insurance)	CHC Nawagarh	07/12/2018
	4 CASE/HSZ2019003/5981						





#### **Preauthorization Action Types**

#### 3) Preauthorization Forward (Trust/Insurer)

The system shall allow to forward cases pre authorization workflow from trust to Insurance and Vice-versa.

<u>Forward to Trust</u>: (*similar flow for insurance to trust also*)

national health agency	E Pradhan Ma	antri Jan Arogya Yojana T			🗐 👗 🗸 PPD-Insurer
Assigned Cases	Enhancement				
Pendency	Admission Unit	No Of Days Enhacement amount	Remarks Enhancement Rejected	Attachments	
🧞 Preauth 🗸 🗸	HDU 1	2700	d N	Patient Photo, Preauth Enhancement,	
Preauth Updation	S.No Date and Time	Role Name	Remarks	Action	Amount(Rs.)
Day-Wise Worklist 5	1 14/12/2018 15:58:05	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
Cases Search	2 14/12/2018 18:36:44	BALCO MEDICAL CENTRE MEDCO(MEDCO)	Procedure Auto Approved	Procedure auto approved insurance(Insurance)	2700
and a state	3 14/12/2018 18:38:09	BALCO MEDICAL CENTRE MEDCO(MEDCO)	d	Enhancement Initiated (Insurer)	5400
	Action Forward to Trust Submit Note Wallets balance Includin Insurance Consumed Amou Trust Consumed Amount Unspecified Consumed Amou	ring current package unt: Rs.46,050 (s.0 ount: Rs.0			

Upon clicking "Submit" button, the following message is shown in case of enhancement. Otherwise it will be shown as "PPD forwarded to trust"

agency	Pradhan Mantri Ja AYUSHMAN BHARAT	an Arogya Yojana			🗐 💄 🗸 PPD-Insurer 👳
Assigned Cases	Patient Details				Case No: CASE/HOSP22P00544/P1041
Pendency	Name: Pramila Baghel Case Status: Enhancement Initiated (Insurer) Contact No:	Card No: P8I2LQG9P IP No: NA Age :	Registration No: 1208 IP Registered Date: 14/12/2018 Patient Adress:	Case No: CASE/HOSP22P00544/P1041 Actual Registration Date: 14/12/2018 15:58:05 Hospital Name:	
🧞 Preauth 🛛 🗸	8719046253 Hospital Adress: RAIPUR , CHHATTISGARH	22 years 0 months 0 days Family ID: 22P54020421301912	JANJGIR-CHAMPA , CHHATTISGARH	BALCO MEDICAL CENTRE	
Preauth Updation 23 Day-Wise Worklist 5	Past History Preauthorization Tre	atment/Discharge Attachments Case	Sheet Flag		
Cases Search	Name BALCO Do you want to Forward to Denne Primary D	he Enhancement to Trust ?			OK Cancel
	Treatment Protocol	Procedure Nama	Thire Sharad Industing Mont	Durmarke Televier Door	nethlama Declarkize (modert
	General Medicine(67553)	Pneumothroax(M100006)	1 clinical notes	-NA- sad	D.

tional alth ency		TMS Approval	User Manual		thantri Jan
national health agency	Pradhan Mantri AYUSHMAN BHARAT	Jan Arogya Yojana			🗐 💄 🗸 PPD-
Assigned Cases	Patient Details			Case	No: CASE/HOSP22P00544/
Pendency	Name: Pramila Baghel Case Status: Enhancement Initiated (Insurer) Contact No: 8719046253	Card No: P812LQG9P IP No: NA Age: 22 years 0 months 0 days	Registration No: 1208 IP Registered Date: 14/12/2018 Patient Adress: JANJGIR-CHAMPA, CHHATTISGARH	Case No: CASE/HOSP22P00544/P1041 Actual Registration Date: 14/12/2018 15:58:05 Hospital Mame: BALCO MEDICAL CENTRE	
Preauth Updation 23	Hospital Adress: RAIPUR, CHHATTISGARH	Family ID: 22P54020421301912			
Day-Wise Worklist 5	Past History Preauthorization Th	eatment/Discharge Attachments Case	Sheet Flag		
Cases Search	Name BALCO N Enhancement Case has Day Primary D	been Forwarded successfully to Trust			OK .
	C Treatment Protocol				
	Category Name	Procedure Name	Units Special Investigations	Remarks Treating Doctor Name	Procedure Amoun
	General Medicine(67553)	Pneumothroax(M100006)	1 clinical notes	-NA- sad	0

Upon clicking "ok", system will show a confirmation message as shown below

national health agency	Pradhan Mantri Ja ayushman Bharat	an Arogya Yojana			🗐 💄 🖉 PPD-Insurer
Assigned Cases	Patient Details				Case No: CASE/HOSP22P00544/P1041
Pendency	Name: Pramila Baghel Case Status: Enhancement Initiated (Insurer) Contact No:	Card No: P8I2LQG9P IP No: NA Age :	Registration No: 1208 IP Registered Date: 14/12/2018 Patient Adress:	Case No: CASE/HOSP22P00544/P1041 Actual Registration Date: 14/12/2018 15:58:05 Hospital Name:	
Preauth Vigitation 23	8719046253 Hospital Adress: RAIPUR, CHHATTISGARH	22 years 0 months 0 days Family ID: 22P54020421301912		BALCO MEDICAL CENTRE	
Cases Search	Past History Preautionization Tree	ernent/Discharge Attachments Cases	Sheet Flag		× 1
	O Day				ОК
	Primary Diagonase NA				
	Primary Dragonau NA Treatment Protocol	Pro Indi de Marena	Livier Banda Industriation	Damaider Trastice Finder	Taxes

#### 4) Pre auth Assign Functionality

The system will allow the users (except Medco/Mithra) to reassign the task to either a different user within same role or different role altogether for seeking their feedback/Comment(s). Upon selecting re-assign, another drop down (select unit-role) where the user will be able to select the next user to

#### national health agency

#### TMS Approval User Manual



whom the case is to be assigned

health agency	Pradhan Mantri J AYUSHMAN BHARAT	an Arogya Yojana			🗐 🍐 🗸 PPD-Insurer
Assigned Cases	Total Package Amount Admissible Under Remarks	the Scheme Ks *	Note: Only %()?, / special d	uracters are allowed for Remarks and remarks are mandator	y while assigning
rendency	Admission Unit				
Preauth 🗸 🗸	Admission Unit	•			
reauth Updation 🗾	Work Row				
ay-Wise Worklist <b>⑤</b>	S.No Date and Time	Role Name	Remarks	Action	Amount(Rs.)
Cases Search	1 13/12/2018 11:11:06	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
	2 13/12/2018 16:46:03	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Medco Preauth Initiated(Insurance)	6550
	Action	Select User Role			
	Assign	-Select- Medical Committee PPD-Insurer			
	Submit Note:Wallet balance including curree Insurance Consumed Amount: Rs.48 Trust Consumed Amount: Rs.0 Unspecified Consumed Amount: Rs.	nt package ,700 0			

In case of medical Committee is selected from select user role:

ational health agency	Pradhan Mantri Ja AYUSHMAN BHARAT	an Arogya Yojana			🗐 👗 🗸 PPD-Insurer
Assigned Cases	gned Cases Remarks dency		<ul> <li>6550</li> <li>Note: Only %()?, / special d</li> </ul>	naracters are allowed for Remarks and remarks are mandato	ry while assigning
	Admission Unit				
Preauth 🗸	HDU				
Preauth Updation	S Work Row				
Day-Wise Worklist <b>[</b> ]	S.No Date and Time	Role Name	Remarks	Action	Amount(Rs.)
Cases Search	1 13/12/2018 11:11:06	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
	2 13/12/2018 16:46:03	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Medco Preauth Initiated(Insurance)	6550
	Action Assign	Select User Role     Medical Committee		Select User to Assign Medical Committee Medical Committee	e - Insurer(CHH003497) 🔹
	Submit Note:Wallet balance including current Insurance Consumed Amount: Rs.48; Trust Consumed Amount: Rs.0 Unspecified Consumed Amount: Rs.0	t package 700			

PPD can select appropriate Medical Committee user shown in the "select user to assign" drop – down

actional health agency	E Pradhan Mantri	Jan Arogya Yojana			🗐 📥 🗸 PPD-Insurer
Assigned Cases	Total Package Amount Admissible Unde	r the Scheme Rs *	7 6350		
Pendency	Remarks		Note: Only %()?, / special ch	aracters are allowed for Remarks and remarks are mandator	y while assigning
rendency	Admission Unit				
🧞 Preauth	Admission Unit HDU				
Preauth Updation	Work Row				
Day-Wise Worklist 👩	S.No Date and Time	Role Name	Remarks	Action	Amount(Rs.)
Cases Search	1 13/12/2018 11:11:06	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
	2 13/12/2018 16:46:03	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Medco Preauth Initiated(Insurance)	6550
	Action	Select User Role	_	Select User to Assign	to manual and
	Assign	<ul> <li>Medical Committee</li> </ul>		Medical Committee Medical Committee	e - Insurer(CHH003497) 🔻
	Gubmit				
	Submit				

## In case PPD (insurer/Trust) is selected from select user role:

	Total Package Amount Admissible Under the	e Scheme Rs *	4.9350		
Assigned Cases Pendency	Remarks		Note: Only %()?, / special c	haracters are all	select Chnattisgarh PPD-INS(CHH008) Chnattisgarh PPD-INSMULTI(CHH0010)
	Admission Unit				Dr. Poonam Bagga Amarjeet PPD-INS(CHH003272) Dr. Rashmi Arya PPD-INS(CHH003273)
, Preauth 🗸 🗸	Admission Unit HDU	Ŧ			Dr. Richa Aganval PPD-INS(CHH003274) Dr. Myuresh Agrawal PPD-INS(CHH003275) Dr. Sandhya Kumari PPD-INS(CHH003276) Dr. Lioni Geopi PPD-INS(CHH003277)
Preauth Updation 😰	G Work Flow				Dr. Kiran Kumari PPD-INS(CHH003278) Dr. Richa Puri PPD-INS(CHH003278)
ay-Wise Worklist 👩	S.No Date and Time	Role Name	Remarks		Dr. Md. Faheem Khan Pathan PPD-INS(CHH003280) Dr. Ankur Grover PPD-INS(CHH003281)
Cases Search	1 13/12/2018 11:11:06	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Re	Dr. Ashish Dhadhich PPD-INS(CHH003282) Dr. Ravi Mehra PPD-INS(CHH003283)
	2 13/12/2018 16:46:03	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Medco Pre	Dr Nishant Bagoria PPD-INS(CHH003284) Dr Sumit Kumar PPD-INS(CHH003285) Dr Himanshu PPD-INS(CHH003286)
	Action	Select User Role			Dr Aditi Yadav PPD-INS(CHH003287) Dr Riddhi Gulati PPD-INS(CHH003288)
	Assign	PPD-Insurer			select

Upon submitting "Assign", the system asks for confirmation as shown below:

and the second					11-2
actional health agency	Pradhan Mantri Ja AYUSHMAN BHARAT	n Arogya Yojana			🧾 🤷 🗸 PPD-Insürer
Assigned Cases	Patient Details	1.000			Case No: CASE/HOSP22P00544/S989
Pendency	Name: Balib Das Derhiya Case Status: Medco Preauth Initiated(Insurance)	Card No: P1A9AF6QH IP No: NA	Registration No: 1162 IP Registered Date: 13/12/2018	Case No: CASE/HOSP22P00544/S989 Actual Registration Date: 13/12/2018 11:11:06	
. Droguth	9752849628	Age : 66 years 0 months 0 days	Patient Adress: RAJNANDGAON , CHHATTISGARH	BALCO MEDICAL CENTRE	
C Preaddi	Hospital Adress: RAIPUR, CHHATTISGARH	Family ID: 225220900200530000006500084			
Preauth Updation (22) Day-Wise Worklist (5)	Hospital Adress: RAIPUR, CHHATTISGARH Past History Presuthorization Trea	Family ID: 22522090020053000006500084	Sheet Flag		
Preauth Updation 22 Day-Wise Worklist 5 Cases Search	Hospital Adress: RAIPUR, CHHATTISGARH Past History Preauthorization Treat	Family ID: 22522090020053000006500084	Breet Flag		
Preauth Updation 22 Day-Wise Worklist 5	Hospital Adress: RAIPUR, CHHATTISGARH Past History Norme BALCO I Do you want to Assign ?	Family ID: 22522090020053000006500084	Sheet Flag		
Preauth Updation 22 Day-Wise Worklist 3 Cases Search	Hospital Adress RAIPUR, CHHATTISGARH Past History Presultorization Trees Name Do you want to Assign ? BALCO Do you want to Assign ? Primary D. NA	Family ID: 22522090020053000006500084	ineet Fag		OK Cancel
Preauth Updation 22 Day-Wise Worklist 3 Cases Search	Hospital Adress: RAIPUR, CHHATTISGARH Past History Preauthorization Treas WMR Decails Name BALCO Do you want to Assign ? Do you want to Assign ? Name Primary Decails	Family ID: 2252209002053000006500084	neet Fag		OK Cancel

Upon successfully assigning the case, the following message is shown

ssigned Cases	Patient Details		1		Case No: CASE/HOSP22P00544/
endency reauth ~	Name: Ballio Das Derhiya Case Status: Medico Preauth Initiated(Insurance) Contact No: 9752849628 Hospital Adress:	Card No: P1A9AF6QH IP No: NA Age : 66 years 0 months 0 days Family ID:	Registration No: 1162 IP Registered Date: 13/12/2018 Patient Adress: RAJNANDGAON, CHHATTISGARH	Case No: CASE/HOSP22P00544/5989 Actual Registration Date: 13/12/2018 11:11:05 Hospital Name: BALCO MEDICAL CENTRE	
th Updation 😰					
th Updation 22) fise Worklist 3 es Search	Past History Preauthorization Treat	tment/Discharge Attachments Case S	nieet Fag		~
th Updation 🔁	Past History Preauthorization Treat Norme BALCO Diss Primary NA	stment/Discharge Attachments Case S	ineer Pag		OK

5) <u>Preauthorization Approved by PPD</u>



Pre-Auth Panel Doctor should be able to Approve/Pending/Reject the Case verified by Mithra as shown in the screen shot.

Image: Control 1000000000000000000000000000000000000	Patient Details Case No: CASE/CON	RRY/NHPST3341	and the second second				
Perspective Deal Notion         Perspective De	me: i SEE CON-REYNHPST3341 appla Name: NTINENTAL HOSPITALS tion buttons will be enabled in : 0::01 mutters Seconds	Aadhaar No: 780756886767 Cane Stama: Preach Mithar Forwarded Contact No: 8673678636	Relation with Family Head: Salf IP No: Sabb Type: Sensi Private Ward	Card NHP IP R 2018 Addi 54 sz HYT	No: \$236401 tgistered Date: 07-2016:35:11.0 \$\$5: a angar, Amberpet, AMBERPET ERABAD	DNO DATA	
Market         Market           0x112         2011 Not RADA DOL NOT. RADA D	IP Registration Details Past History Cli	nical Notes Preautiorization Attachme	ents Case Sheet				
PLOTINOL PLAND VD. NARARE ALAGO DD. A GACHEBORT LY _ HYDERABLAD. J 945891143       Distance form     Colory New     Colory New     Colory New     Dedy man ander (DBL) Kloptum per neter squared       Data Chargo New     Data Chargo New     Colory New     Dedy man ander (DBL) Kloptum per neter squared       Data Chargo New     Data Chargo New     Data Chargo New     Colory New     Dedy man ander (DBL) Kloptum per neter squared       Data Chargo New     Data Manual (DBL) No granter, andt     Dedy man ander (DBL) No granter, andt     Dedy man ander (DBL) No granter, andt       Textmat Flored     Textma Flored     Textma Flored     Deta Name     Deta Name     Precise Annual Name       Colory New     ICD Category New     Recorder Name     Total     Precise Annual Name     Deta Name       Colory New     ICD Category New     Recorder Name     Total     Precise Category       Colory New     ICD Category New     Recorder Name     Total     Precise Category       Colory New     ICD Category New     Recorder Name     Precise Category     No.     Recorder Name       Colory New     ICD Category New     Recorder Name     Precise Category     No.     Recorder Name       Colory New     Recorder Name     Recorder Name     No.     Recorder Name     No.     Recorder Name       Colory New     Recorder Name	Name		Address				
Objection and Treatment         Name Concepts Name         Concepts Name         Description           Protein Stription         Name Concepts Name         Body mass node (BMD) Kill gramm per matters squared           Sold Concepts Name         Body mass node (BMD) Kill gramm per matters squared         Body mass node (BMD) No or genetics, sold:         Body mass node (BMD) No or genetics, sold:         Description         Body mass nodes (BMD) No or genetics, sold:         Body mass nodes (BMD) No or genetics, sold:         Description         Body mass nodes (BMD) No or genetics, sold:         Body mass nodes (BMD) No or genetics, sold:         Textinger Name         Franking Description         Protection: Name         Textinger Name         Protection: Name         Textinger Name         Protection: Name         Franking Description         Name         Reservice         Protection: Name         Franking Description         Name         Reservice         Protection: Name         Franking Description         Name         Reservice         Franking Description         Name         Reservice         Franking Description         Name         Reservice         Franking Description         Franking Description         Name         Reservice         Franking Description         Name         Reservice	CONTINENTAL HOSPITALS		PLOT 1 994899	NO3, ROAD NO 2, NAN 1143	AKRAMAGUDA, GACHIB	OWLI, SERILINGAMPALLY	, HYDERABAD ,
Displace and Provide Setup Name         Data Cappen Name         Data Setup Name According Use Name         Data Name	Diagnosis and Treatment						
Control contro control control control control control control control control	Diagnosis Type Factors influencing health status and contact	Main with health services	a Category Name	th health services	Category Name Rody mass index (DA)	[] Kilograms ner meters source	nd .
bia Category Name Body and Idea (BM) 70 or granter, adult Body 70 or granter,	r actors innotencing nearin status and contact	with meanth services Pact	ore minuencing nearth status and contact wi	ui ileattii services	body mass index [Biv	n j renograms per meters square	iu -
Transfarest Present     Transfarest Present     Using Maximum (array of a present data)     Decay present data       Transfarest Present     Consorted Category Name     COD Category Name     Procedure Name     Using     Special Investigations     Results     Transfare Decision       EXDOCRENOLOO(1)(592)     Dividence of other endocrane glands(403)     Homonal therapy for Phuntary - Accomagaly(592)     NA     Classical Decision     NA     P. BHARATHI     * 1214/     B       Consorted Constitution     Naccomark (array of a present data)     Solar (array of a present data)     NA     P. BHARATHI     * 1214/     B       Consorted Found     Solar (array of a present data)     Solar (array of a present data)     NA     P. BHARATHI     * 1214/     B       Consorted Found     Solar (array of a present data)       Consorted for Found     Solar (array of a present data)       Planet Energency     Solar (array of a present data)       Planet Indicator States Solar (array of a present data)     Solar (array of a present data)     Solar (ar	Sub Category Name Body mass index (BMD 40 or greater adult	Dise	ase Name v mass index (BMI) 70 or oreater adult		Disease Anatomical Nan Body mass index (RA)	se II) 70 or greater adult	
Transmer Forwal         ICD Category Name         Procedure Name         Yes         Read         Testing Docer Name         Procedure Name         Procedure Name         Read         Testing Docer Name         Procedure Name	wowy water mouse (with) to or greater, dutin	Boa	o anaro muca (array to or greater, addit		Douy mass much (BIV	a, - y or greater, dutter	
Category Name         ICD Category Name         Proceedings Name         Total         Special Investigations         Remark to Treating Docts Name         Proceedings Nam         Proceedings Name         Proceedings	Treatment Protocol						
ENDOCRENOLOGY (1952)         Durcelien of other endocrine glands(400)         Homocal therapy for Printing - Accomaga()(322)         NA:         Chaicel Peorograph         SA:         R. BHARATHI         R1140 B           Consorted Conditions	Category Name	ICD Category Name	Procedure Name	Units S	pecial Investigations Rem	arks Treating Doctor Nam	e Procedure Ame
Consolid Conditions         Maining Details         Maining Details         Maining Details         Maining Details         Planed       Emergency       2007/2013         2007/2013       Ten       No         Statistics Charlies *       Yes<* No       No         Yes<* No	ENDOCRINOLOGY(592) Disorders of	other endocrine glands(405) Ho	ormonal therapy for Pituitary - Ácromegaly	(292) -NA- CI	nnical Photograph -NA-	R. BHARATHI	₹ 12140 🖨
No centrobid Found         Admixing Data         Procedure Cessint *           * Admixing Data         * Tes _ No           * Primed         Emergency         20:07:3013           * Tes _ No         * Tes _ No           Matchine Data         * Tes _ No           Matchine Testinging Clarance *         * Tes _ No           Yes _ No         *           Bood Transforme *         * Tes _ No           * Testing Clarance *         * Tes _ No           * Testing Clarance *         * Tes _ No           * Testing Clarance *         * Yes _ No           * Testing Clarance *         * Yes _ No           * Testing Clarance *         * Yes _ No           * 1 he Suggested lise of Treatminit Suggerfed by Sufficient enderce**         * Yes _ No           * Testing Clarance Clarance *         * Yes _ No           * Testing * Clarance Clarance *         * Yes _ No           * 1 he Suggested lise of Treatminit Suggerfed by Sufficient enderce**         * Yes _ No           * Testing * Testig * Testig * Testing * Testing * Testing * Testig * Testing * Tes	Comorbid Conditions						
Administra Type*       Administra Type*       Procedure Conset*         * Planed       Emergency       2007-2013       * Yes       No         Middleson Type*       Administra Type*       Yes       No       * Yes       No         Middleson Transformations *       Yes       No       * Yes       No         In diagrammation reported by selfficient evidence**       O Yes       No       * Yes       No         In the Suggested line of Transformation Supported by Sufficient evidence**       O Yes       No       * Yes       No         In the Suggested line of Transformation Supported by Sufficient evidence**       O Yes       No       * Yes       No         In the Suggested line of Transformation Supported by Sufficient evidence**       O Yes       No       * Yes       No         In the Suggested line of Transformation Supported by Sufficient evidence**       O Yes       No       * * * * * * * * * * * * * * * * * * *	No comorbids Found						
Admixion Date * Admixion Date * Admixion Date * Procedure Consert * * PlaneAd Emergency: ** 2007.2013 ** Yes * No **********************************	Admixulog Details						
* Planed       Emergency       1007/2013       * Yes       No         Medical or Cartisloging Clearance *       Yes       No         Yes       No         Block Transforme *       Yes       No         Yes       No         Is dampasity for by sufficient strikence?*       Yes       No         1 had Suggested like of Treatment Supported by Sufficient strikence?*       Yes       No         Strike Low       Emergency       Yes       No         Strike Low       Emergency       Yes       No         1 had Suggested like of Treatment Supported by Sufficient strikence?*       Yes       No         1 2007/2018 16:35:11       MEDCOCON_RERY(MEDCO)       NA       IP Case Registered       19630         2 2007/2018 16:35:12       MEDCOCON_RERY(MEDCO)       Na       Medico Presenth Initiated       19630         3 2007/2018 18:08:16       MEDCOCON_RERY(MEDCO)       Na       Medico Presenth Initiated       19630	Admission Type *	Adm	iission Date ***		Procedure Consent *		
Numerical or Cardinisogy Charanses*         Yes         No           Biod Transfusion*         Yes         No           In diagram is supported by sufficient existence?*         Orage No         No           D) Is the Suggested like of Transmest Supported by Sufficient existence?*         Orage No         No           Diagram is supported by sufficient existence?*         Orage No         No	Planned Emergency	20-0	7-2018		Yes No		
Yes         No           Blood Transfordies *         Yes         No           Yes         No         No           In Idagenia supported by sufficient esidence?*         Yes         No           Intel Sugenia line of Tresment Supported by Sufficient esidence?*         Yes         No           Intel Sugenia line of Tresment Supported by Sufficient esidence?*         Yes         No           Intel Sugenia line of Tresment Supported by Sufficient esidence?*         Yes         No           Intel Sugenia line of Tresment Supported by Sufficient esidence?*         Yes         No           Intel Sugenia line of Tresment Supported by Sufficient esidence?*         Yes         No           Intel Sugenia line of Tresment Supported by Sufficient esidence?*         Yes         No           Intel Supported Breachage America Line Scheme Ro*         Yes         No           Intel Supported Breachage America Line Scheme Ro*         Yes         No           Intel Supported Breachage America Line Scheme Ro*         Intel Scheme Ro*         Intel Scheme Ro*           Intel Suported Breachag	Medical or Cardiology Clearance *						
New Year No ► Technical CheckLlat L) Is diagrania supported by sufficient exidence?*	Yes No						
It's two       Technical Checklula         I) Is diagram's supported by sufficient exidence?*       Yes @ No         I) Is this Suggestied line of Trestment Supported by Sufficient exidence?*       Yes @ No         I) Is this Suggestied line of Trestment Supported by Sufficient exidence?*       Yes @ No         Ional Package Amount Admituble Usion the Scheme Ro.* <ul> <li></li></ul>	Blood Transfusion *						
Technical Checklini         1) Is diagram's supported by sufficient existence?*       Yes<	100 100						
I) h diganh supported by sufficient exidence?* U Yes No ) h he Suggested like of Treatment Supported by Sufficient exidence?* Yes No for Package Amount Adminishie Under the Scheme Rs * teams to *	Technical CheckList						
2) Is the Saggested like of Treatment Supported by Sufficient evidence?* Yes No           State Saggested like of Treatment Supported by Sufficient evidence?*         Yes No           State Saggested like of Treatment Supported by Sufficient evidence?*         Yes No           State Saggested like of Treatment Supported by Sufficient evidence?*         Yes No           Work Flow         Yes No           State Saggested like of Treatment Supported by Sufficient evidence?*         Yes No           Yes No         Yes No           Work Flow         Yes No           State Saggested like of Treatment Supported by Sufficient evidence?*         Yes No           State Saggested like of Treatment Supported by Sufficient evidence?*         Yes No           State Saggested like of Treatment Supported by Sufficient evidence?*         Yes No           State Saggested like of Treatment Supported by Sufficient evidence?*         Yes No           State Saggested like of Treatment Supported by Sufficient evidence?*         Yes No           State Saggested like of Treatment Supported by Sufficient evidence?*         Yes No           State Saggested like of Treatment Supported by Sufficient evidence?*         Na         Respective Saggested like of Treatment Supported by Sufficient evidence?*           State Saggested Like Saggest	1) Is diagnosis supported by sufficient evidence?"		🕓 Yes	() No			
Non         Date and Tune         Rode Name         Reserves	2) Is the Suggested line of Treatment Supported b	y Sufficient evidence?*	🕖 Yes	··· No			
Nork Flow         Action         Annound           5.No         Date and Tune         Remarks         Action         Annound           1         20 07/2018 16:35:11         MEDCOCON_RRY(MEDCO)         NA         IP Case Registered         19630           2         20 07/2018 17:29:45         MEDCOCON_RRY(MEDCO)         Na         Medco Preath Initiated         19630           3         20 07/2018 18:08:16         MEDCOCON_RRY(MITHRA)         NA         Preath Mithing Forwarded         19630	Fotal Package Amount Admissible Under the Scho	me Rs *	p19630				
Nork Flow         Net Plane         Remarka         Action         Amount           1         20 07/2018 16:35:11         MEDCOCON_RRY(MEDCO)         NA         IP Case Registered         19630           2         20 07/2018 17:29:45         MEDCOCON_RRY(MEDCO)         Na         Medco Preasth Initiated         19630           3         20 07/2018 18:08:16         MEDCOCON_RRY(MITHRA)         NA         Preasth Initiated         19630	Remarks *		1				
S.No         Date and Time         Role Name         Remarka         Accion         Amount           1         20/07/2018 16:35:11         MEDCOCON_RRY(MEDCO)         NA         IP Case Registered         19630           2         20/07/2018 16:35:11         MEDCOCON_RRY(MEDCO)         Na         Medco Preatrih Initiated         19630           3         20/07/2018 18:08:16         MEDCOCON_RRY(MITHRA)         NA         Preauth Mithra Forwarded         19630	Work Flow						
Strid         Defer time         Kole xsine         Kemarks         Action         Announ           1         20/07/2018 16.35.11         MEDCOCON_RRY(MEDCO)         NA         IP Case Registered         19630           2         30/07/2018 17.29.45         MEDCOCON_RRY(MEDCO)         Na         Medco Preasth Initiated         19630           3         20/07/2018 18.08.16         MEDCOCON_RRY(MITHRA)         NA         Preasth Mithra Forwarded         19630			The New York			Autor	
1         20/07/2018 16:35:11         MEDCOCON_RRY(MEDCO)         NA         IP Case Registered         19680           2         20/07/2018 17:29:45         MEDCOCON_RRY(MEDCO)         Na         Medco Preasth Initiated         19680           3         20/07/2018 17:29:45         MEDCOCON_RRY(MEDCO)         Na         Medco Preasth Initiated         19680	Savo Date and Time		Kole Name	Remarks		Action	Amoun
2         2607/2018 17:29:45         MEDCOCON_RRV(MEDCO)         Na         Medco Preasth Initiated         19630           3         20:07/2018 18:08:16         MEDCOCON_RRV(MITHRA)         NA         Preasth Mithra Forwarded         19630	1 20/07/2018 16:35:11	MEDCOCON_RRY()	MEDCO)	NA	IP Case Registered		19630
3 20.07/2018 18:08:16 MEDCOCON_RRY(MITHRA) NA Preasth Mittra Forwarded 19620	2. 20/07/2018 17:29:45	MEDCOCON_RRY()	MEDCO)	Na	Medco Preauth Initiate	ď	19630
	3 20/07/2018 18:08:16	MEDCOCON_RRY()	MITHRA)	NA	Preauth Mithra Forward	ded	19630







Once the timer is completed case will be notified by panel doctor as shown in the screen shot.

agency	AY USHIMAN BHARAT National Health Protection Mission	<u>.</u>			***
Cases Search	Patient Details Case No: CASE/CON-RRY	/NHPST3341	and the second second second		
	ame: Aad	ihaar No:	Relation with Family Head:	Card No:	NO DATA
	u 786	786886767	Self	NHPS2364/01	
Preauth	ise No: Cas	e Status:	IP No:	IP Registered Date:	
	ASE/CON-RRY/NHPST3341 Pres	auth Mithra Forwarded		2018-07-20 16:35:11.0	
	ospital Name: Con	stact No:	Slab Type:	Address:	
reauth Updation 🔞	ONTINENTAL HOSPITALS 867	8678686	Semi Private Ward	54 sai angar, Amberpet, AMBERPET,	
	ation buttons will be anabled in a			HIDERABAD	
Payments ~	10 : 00				
	IP Registration Details Past History Clinical N	iotes Preauthorization Att	achments Case Sheet		
	IP Registration Details Part History Clinical N	lotes Preauthonization Att	Incliments Case Slovet		_
	IP Registration Details IP Registration Details With Details Name Overtrive Stratt HoodPiral is	iotes Preauthorization Art	adments Case Steet	×	כבה האינט באורט אינט באינט אינט אינט אינט אינט אינט אינט אינט
	IP Registration Details Part History Clinical N WHI Details News CONTINENTAL HOSPITALS	fotes Preauthonization Att	adments Cine Steet	HBOWLI	SERLINGAN PALLY, HYDERABAD.
	IP Registration Details Part History Clinical N WHI Details Name CONTINENTAL HOSPITALS Discussion and Treatment	Rotes Preauthorization Att	inchments Cane Sheet	HIBOWLL	SERLINGANDALLY , HYDERABAD.
	IP Registration Details Part History Clinical N WHI Details Name CONTINENTAL HOSPITALS Digmonia and Tractment Digmonia Type	Rotes Presutionization Att	etcd Main Careputy Name	IIBOWLI OK Cangury Bause	SERLINGANDALLY , HYDERABAD.
	IP Registration Details Part History Clinical N 2 WHI Details Nume CONTINENTAL HOSPITALS Dispussion and Frontment Dispussion Type Factors influencing health status and contact with its	Rotes Presutionization Art	technicats Cave Sheet etcd Mana Cavegort Nama Factors influencing health status and consist with health service	HBOWLT OK Casegory News Body gauss index (BMII) Kills	SERLINGAN PALLY , HYDERABAD. Symme per meters squared
	IP Registration Details Pert History Clinical N PROFESSION CONTRACTOR OF CONTRACTOR O	Rotes Presuthorization Att	technicats Cave Share eted Main Casegory Nama Factors unfluencing health status and compet with health service Donase Name	HBOWLJ, OK Category Neas Body mass index (BMI) Kile Disess Austonical Nami	, SERLENGAN PALLY , HYDERABAD . Symme per meters squared
	IP Registration Details Pert History Clinical N PROFESSION CONTRACTOR OF CONTRACTOR O	Roter Presuthorization Att	techment Care Sheet eted Main Caregory Nama Factors unfilteneous bealth status and compet with health service Donas Mane Body mans under (BMD) 70 or greater, adult	HBOWLJ, OK Category Neas Body mass index (BMI) Kile Disess Austonical Nami Body mass molex (BAD) 70 o	, SERLENGAMPALLY , HYDERABAD . Symme per meters squared x greater, adult

Page 15 of 79





Approve the case by verifying below details as shown in the screen shot.

ational ealth gency	AYUSHMAN BI	HARAT fission				A.A
	Patient Details Case No: CASE	CON PRV/NHPST3341				
s Search		Consider Nor	Palation with Family Head	Card No:		Plate DATA
	une:	786786886767	Self	NHPS2364/	01	NO DATA
uth 👻	ise No:	Case Status:	IP No:	IP Registered	d Date:	
	ASE/CON-RRY/NHPST3341	Preauth Mithra Forwarded	01 - T. T.	2018-07-20	16:35:11.0	
	ONTINENTAL HOSPITALS	Contact No: \$678678686	Sino type: Semi Private Ward	Address: 54 sai angar	Ambamat AMBERPET	
Updation 1	SATISLATE ROOTTALS	3010010000	Senit Private Wald	HYDERAB.	AD	
nents 🗸 🗸	ction buttons will be enabled in : 10 : 00 imutes seconds					
	IP Registration Details Past History	Clinical Notes Preauthorization	Attachments Case Sheet			
	NWH Details		Address			
	CONTINENTAL HOSPITALS		PLOT N 9948991	'03, ROAD NO 2, NANAKRA 143	MAGUDA, GACHIBOWLI, SERIL	INGAMPALLY, HYDERABAD,
	O Disgnosis and Treatment					
	Diagnosis Type		Main Category Name	· · · · · · · · · · · · · · · · · · ·	Category Name	and the second se
	Factors influencing health status and co	ntact with health services	Factors influencing health status and contact with	n health services	Body mass index [BMI] Kilograms ]	per meters squared
	Sub Category Name		Disease Name		Disease Anatomical Name	
	Body mass index (BMI) 40 or greater,	adult	Body mass index (BMI) 70 or greater, adult		Body mass index (BMI) 70 or greate	er, adult
	C Treatment Protocol					
	Category Name	ICD Category Name	Procedure Name	Units Special	Investigations Remarks Treat	ng Doctor Name Procedure Am
	ENDOCRINOLOGY(592) Disord	lers of other endocrine glands(405)	Hormonal therapy for Pituitary - Ácromegaly(2	292) -NA- Clinical F	Photograph -NA- R. BHA	(RATHI ₹ 12140 🖬
	Comorbid Conditions					
	No contectuo r cana					
	Admittion Details					
	Admission Type *		Admission Date *		Procedure Consent *	
	Planned Emergency		20-07-2018		Yes No	
	Medical or Cardiology Clearance					
	Yes No					
	Blood Transfusion *					
	Vas No					
	100 110					
	C Technical CheckLint					
	1) Is diagnosis supported by sufficient evide	ince?T	• Yes	E No.		
	2) Is the Suggested line of Destment Supp.	over he Sufficient avidence?*	11.			
	2) Is the Suggestee the of Hestines, support	Field by sumcleas evidence	ier res	● No		
	Total Pitchage consum communications	e scaeme a.	¥19630			
	Remarks *		-			
	C Work Flow					
	S.No Date and	Time	Role Name	Remarks	Action	Amou
	1 20/07/2018 16:35:11	MEDCOCON	( PRV/AEDCO)	NA	TP Care Pagistered	19630
	1 200/2018 10:00:11	MEDeocory	_RR1(MEDCO)	100	IP Case Registered	13000
	2 20/07/2018 17:29:45	MEDCOCON	RRY(MEDCO)	Na 1	Medco Preauth Initiated	19630
	3 20/07/2018 18:08:16	MEDCOCON	RRY(MITHRA)	NA	Preauth Mithra Forwarded	19630
	a house on a	19-11-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1				
	Action					





After approval, message will be generated as shown in the screen shot

national health agency	= <u>AYUSHMAN</u> National Health Protecti	BHARAT on Mission				🌲 📤 ~ PPD
Cases Search	Patient Details Case No: C.	ASE/CON-RRY/NHPST3341				
	ame: ŭ	Andhaar No: 786786886767	Relation with Family Head: Self	Card No: NHP\$2364/01	NO DATA	
🧞 Preauth 🗸 🗸	ase No: ASE/CON-RRY/NHPST3341 ospital Name:	Case Status: Preauth Mithra Forwarded Contact No:	IP No: Slab Type:	IP Registered Date: 2018-07-20 16:35:11.0 Address:		
Preauth Updation 🕕	ONTINENTAL HOSPITALS	8678678686	Semi Private Ward	54 sai angar, Amberpet, AMB	ERPET,	
Payments	ction buttons will be enabled in : 10 : 00 innutes seconds			HIDERADAD		
	Name CONTINENTAL HOSPITALS	Preauthori	ation case has been Approved	OK	HIBOWLI, SERILINGAMPALLY , F	NDERABAD .
	Diagnosis Type		Main Category Name	Category Name		
	Factors influencing health status a	id contact with health services	Factors influencing health status and contact with health :	services Body mass inde	ex [BMI] Kilograms per meters squared	
	Sub Category Name Body mass index (BMI) 40 or grea	ter, adult	Disease Name Body mass index (BMI) 70 or greater, adult	Disease Anatomic Body mass inde	cal Name ex (ВМП) 70 or greater, adult	
	Treatment Protocol					
	Category Name	ICD Category Name	Procedure Name	Units Special Investigations	Remarka Treating Doctor Name	Procedure Amount
	ENDOCRINOLOGY(592) D	isorders of other endocrine glands(405)	Hormonal therapy for Pituitary - Acromegaly(292)	-NA- Climical Photograph	-NA- R. BHARATHI	₹ 12140 🖸

#### 6) Query raised by PPD

If Action is Raise query as shown in the screen shot, Medco has to update the case and Mithra will forward the case and then PPD will approve.

Assigned Cases	Total Package Amount Admissible Under th	ne Scherne Rs *	₹ 14000		
Pendency	Remarks		Note: Only %0?, J special	characters are allowed for Remarks and remarks are mandat	ory while assigning
Preauth 🗸	O Work Flow				
auth Undation	5.No Date and Time	Role Name BALCO MEDICAL CENTRE MITHRA/MITHRA)	Remarks	Patient Registered	Amount(Rs.)
Wise Worklist 👩	2 14/12/2018 17:37:16	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Medco Preauth Initiated(Insurance)	14000
	Action Raise Query Submit Note:Wallet balance including current Insurance Consumed Amount: Rs.46,1 Trust Consumed Amount: Rs.0 Unspecified Consumed Amount: Rs.0	r package 050			

Page 17 of 79





After submitting the action type as "query raise", system will asks for confirmation as shown:

Assigned Cases	Patient Details				Case No: CASE/HOSP22P00544/P10
Pendency Preauth ~	Name: Pramila Baghel Case Status: Medico Preauch Initiated(Insurance) Contact No. 8719046253 Mospital Adress: RAIPUR, CHHATTISGARH	Card No: PRI2LQG9P IP No: NA Age: 22 years 0 months 0 days Family ID: 22P54020421301912	Registration No: 1206 IP Registered Date: 14/12/2018 Patient Adress: JANJGIR-CHAMPA , CHHATTISGARH	Case No: CASE/HOSP22P00544/P1034 Actual Registration Date: 14/12/2018 15:56:37 Hospital Name: BALCO MEDICAL CENTRE	
Preauth Updation 21 Day Wise Worklist 3 Cases Search	Past History Presultorization Attack NAME Details NAME Details Do you want to proceed for Prinary NA	chments Case Sheet Flag		_	OK Cancel
Presuth Updation 21 Day-Wise Worklist 3 Cases Search	Past History Presultionization Attack	chments Case Sheet Flag			OK Cancel

After clicking "Ok", the following message is shown

ssigned Cases	Patient Details		1.11.12		Case No: CASE/HOSP22P00544/P10
endency	Name: Pramila Baghel Case Staus: Medco Preauth Initiated(Insurance) Contact No:	Card No: P8/2LQG9P IP No: NA Age :	Registration No: 1206 IP Registered Date: 14/12/2018 Patient Adress:	Case No: CASE/HOSP22P00544/P1034 Actual Registration Date: 14/12/2018 15:56:37 Hospital Name:	
vreauth auth Updation 21	Alpur, CHATTISGARH	22 years of motions of alys           Family ID:           22P54020421301912           Openents           Case Sheet	JANGURALDAMPA, LIDDAN		
ases Search	NWH Details				

Click on OK button for pending if any additional information is needed as shown in the screen shot.

eauth	- Patient Details				Case No: CASE/HSDSP17/S17
	Name: pallujam raju IP No: Address: Action buttons will be enabled in MGA : GGA	Card No: POBILMXOK IP Registered Date: 2018-08-13 16 43:14.0	Case No: CASEMSOSP17/5178 Contact No:	Case Status: Medica Preauth Initiated Hospital Name: City Hospital	Proto Nation
	IP Registration Details Past Hist	tory Clinical Notes Preauthorization	Attachments Case Sheet Fraud/CR		
	Do you want to proc	eed for Pending ?			×
	Do you want to proc	eed for Pending ?			OK Cancel
	Do you want to proc	eed for Pending ?			K Cancel
	Do you want to proc	eed for Pending ?			K Cancel

AL-M

national health agency After Clicking OK, message will be generated as shown in the screen shot.



#### 7) Preauthorization Rejecting by PPD

In surgical cases, there is only one type of reject. It will be final rejection.

agency		AYUSHMAN BHARAT				
ssigned Cases	S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
	1	30/10/2018 11:23:09	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
ndency	2	27/11/2018 14:31:35	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Medco Preauth Initiated(Insurance)	7000
	з	27/11/2018 16:07:15	Chhattisgarh PPD-INS(PPD-INSURER)	NA	PPD Reject	7000
reauth	4	06/12/2018 23:13:50	SHAInsurer Insurer(SHA)	sdsd	Medco Preauth Initiated(Insurance)	NA
areas Soorch	5	06/12/2018 23:31:20	Chhattisgarh PPD-INS(PPD-INSURER)	NA	PPD Reject	7000
ases search	6	11/12/2018 16:36:14	SHA INSURER(SHA)	56sd	Medco Preauth Initiated(Insurance)	NA
	Actic	er.				
	500	mit				
	Note:	Wallet balance including curre	nt package			
	Trust	Consumed Amount: Rs.1: Consumed Amount: Rs.0	\$,750			

System will ask for confirmation as shown below:

Assigned Cases	Patient Details		and the second second		Case No: CASE/HOSP22P00544/P
Pendency Preauth Cases Search	Name: Suchia Sonnveni Care Status: Medice Presulti Initiated(Insurance) Contact No: 96 1757519 Hospital Adress: RAIPUR, CHHATTISGARH	Cord No: PLMESUGE IP No: NA: Age: 26 years 0 months 0 days Family 10: 22P5-020106600513	Registration No: 777 IP Registered Date: 30/10/2018 Patient Adress: JaNJGIR-CHAMPA, CHHATTISGARH	Case No: CASE/HOSP22P00544/P655 Actual Registration Date: 30/10/2018 11:23:09 Hospital Name: BALCO MEDICAL CENTRE	
	NWH Detoils Norme Do you want to Reject ?				~ 1

Page 19 of 79



#### After Clicking OK, message will be generated as shown in the screen shot.

E petional againe	AYUSHMAN	BHARAT ction Mission			🌲 🛓 🗸 PPD-Insurer 🗸
Preauth 🗸	Patient Details Name: Amrendra IP No: Address: Action buttons will be enabled	Card No: PVHAFN4CV IP Registered Date: 2018-08-13 16:36:16:0	Case No: CASE/HSDSP17/S171 Contact No:	Case Status: Medico Presudh Initiated Hospital Name: City Hospital	Case No: CASE/HSDSP17/S171
	IP Registration Details Past H	story Clinical Notes Presultionization	Attachments Case Sheet Fraud/CR		×
					ОК

In Medical cases, there are two type of reject functionalities.

a) Case Reject: This feature will allow PPD to reject the enhancement of the case.

b) **Reject**: This is similar to reject option in surgical cases, which allows the final rejection of the case.

In case the enhancement to be rejected, the following flow occurs

national health agency	E Pradhan Mantri Jai	n Arogya Yojana		<b>a</b> 4 - P	PD-Insun
Assigned Cases	Admission Unit HDU	×			
Pendency	Enhancement.				
Preauth 🗸	Admission Unit No Of Da HDU 1	ys Enhacement amount Remarks I 2700 sa N	Enhancement Rejected Patient P	Attachments noto, Preauth Enhancement,	
reauth Updation 🔯	🕒 Work Row				
ay-Wise Worklist 👩	S.No Date and Time	Role Name	Remarks	Action Amo	unt(Rs.)
Cases Search	1 14/12/2018 15:56:08	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA Patient Registe	red NA	
	2 14/12/2018 17:19:47	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA Medco Preauth	Initiated(Insurance) 9300	
	3 14/12/2018 17:22:13	Chhattisgarh PPD-INS(PPD-INSURER)	NA PPD Approved	Insurance) 9300	
	4 14/12/2018 17:24:45	BALCO MEDICAL CENTRE MEDCO(MEDCO)	sa Enhancement l	nitiated (Insurer) 12000	
	Action Reject:				
	Submit				





System will throw a message before rejecting enhancement as shown below:

national health agency	E Pradhan Mantri	Jan Arogya Yojana			🧾 💄 🗸 PPD-Insurer 🗸
Assigned Cases	Patient Details				Case No: CASE/HOSP22P00544/P1033
Pendency	Name: Pramila Baghei Case Status: Enhancement Initiated (Insurer) Contact No:	Card No: P8/2LQG9P IP No: NA Age:	Registration No: 1205 IP Registered Date: 14/12/2018 Patient Adress:	Case No: CA5E/HOSP22P00544/P1033 Actual Registration Date: 14/12/2018 15:56:08 Hospital Name:	
Preauth Preauth Updation 20 Dav-Wise Worklist 5	8719046253 Hospital Adress: RAIPUR, CHHATTISGARH	22 years 0 months 0 days Family ID: 22P54020421301912	JANJGIR-CHAMPA , CHHATTISGARH	BALCO MEDICAL CENTRE	
Cases Search	Name BALCO N Do you want to Reject th Dring D	e Enhancement ?			OK Cancel
	Treatment Protocol	Decedual Name	Livin: Constal (superior	ancor Demarke Theatien Do	renie Marono - Doschiell una Anton (net

Upon clicking "Ok", the following screen is shown:

national health agency	Pradhan Mantri J	an Arogya Yojana			🗐 🍐 🖉 PPD-Insurer 👻
Assigned Cases	Patient Details	19622	1.2000		Case No: CASE/HOSP22P00544/P1033
Pendency	Name: Pramila Bagnel Case Status: Enhancement Initiated (Insurer) Contact No: 8719046253 Hospital Adress: RAIPUR, CHHATTISGARH	Card No: PBI2LQG9P IP No: NA Age: 22 years 0 months 0 days Family ID: 22 P54020421301912	Registration No: 1205 IP Registered Date: 14/12/2018 Patient Adress: JANJGIR-CHAMPA , CHHATTISGARH	Case No: CASE/HOSP22P00544/P1033 Actual Registration Date: 14/1/22018 155608 Hospital Name: BALCO MEDICAL CENTRE	
Preauth Updation 20 Day-Wise Worklist 3	Past History Preauthorization Tr NMH Details Name BALCO Diag Primary Decement has been NA	eatment/Discharge Attachments Case S	aneet Rog		OK
	Treatment Protocol				
	Category Name	Procedure Name	Units Special Investigation	ons Remarks Treating Doc	tor Name Procedure Amount
	General Medicine(67553)	Pneumothroax(M100006)	1 clinical notes	-NA- sdsd	D
	High End Diagnostics()	MRI Head - with Contrast(990002)		-NA-	3850

Page **21** of **79** 





#### Standard Rejection reasons in Pre authorization

In Preauthorization level, PPD shall have the provision to reject the case by selecting the appropriate standard rejection reason as shown in the below screenshots



After successful submission of the reject reason, the workflow is updated as shown below

					-					aaarogya hospital(HS220
Preauth 🗸	Finhancement					Request for Enh	nancement			
Preauth Initiation - New	Enhancement Initiated Date	Admission Unit	No Of Days	Enhacement Amount(Rs.)	Remarks	Enhancement Rejected	Enhancement Approved/Rejected Date	Attachr	ments	Enhancement Reject Reason
Preauth Initiation - Old (0)	2019-05-31 14:10:32	CU- /entilator	5	27225	555555555	YES	2019-05-31 14:20:10	Patient Photo, P Enhancement,	reauth	adsda
Cases for Surgery/Discharge	2019-05-31 14:22:31	CU- /entilator	5	27225	sfsdfsdf	YES	2019-05-31 14:41:37	Patient Photo, P Enhancement,	reauth	ddda
Preauth Query Updation	🔿 Work Flow						1			
Cases for Cancellation 🚳	S.No Date and Time	R	ole Name	Ren	narks		Action	A	mount(Rs.)	Preauth Rejection Reaso
reauth Cases For Reopen	1 30/05/2019 19:04:4	15 MIT	HRA	NA		Patient Reg	gistered	N	A,	NA
Course Courses	2 31/05/2019 14:09:3	4 MEC	со	Procedure Aut	o Approved	Procedure	auto approved insurance(Insu	urance) 54	145	NA
Cases Search	3 31/05/2019 14:10:3	32 MEC	со	\$\$\$\$\$\$\$\$		Enhanceme	ent Initiated (Insurer)	32	2670	NA
Payments v	4 31/05/2019 14:20:	O PPD	INSURER	sdasds		Enhanceme	ent Rejected by Insurer	27	7225	NA
	5 31/05/2019 14:22:	31 MEC	осо	sfsdfsdf		Enhanceme	ent Initiated (Insurer)	32	2670	NA
						Fabracam	and the second business of the second busines			



national health agency Now Medco shall have the provision to re-initiate the pre-auth for one time and then it will come to PPD. The workflow shall be updated accordingly as shown below. PPD shall be able to act on the case again.

Assigned Cases	20	19-05-31 14:22:31	cu-	5	27225	sfsdfsdf	YES	2019-05-31 14:41:37	Patient Photo, Pre	auth	ddda
			/entilator						Enhancement,		
Pendency	20	19-05-31 14:45:52	CU- /entilator	5	27225	dasdsa	NO	NA	Patient Photo, Pre Enhancement,	auth	NA
reauth	-	Work Flow									
	5.No	Date and Time		Role	Name		Remarks	Actic		Amount(Rs.)	Preauth Rejection Rea
ases Search	1	30/05/2019 19:04:4	5 aaarogya	hospital	MITHRA(MITHRA)	NA		Patient Registered		NA	NA
	2	31/05/2019 14:09:3	4 aaarogya	hospital	medco(MEDCO)	Procedu	re Auto Approved	Procedure auto approved	insurance(Insurance)	5445	NA
	з	31/05/2019 14:10:3	2 aaarogya	hospital	medco(MEDCO)	\$\$\$\$\$\$\$\$	s	Enhancement Initiated (In	surer)	32670	NA
	4	31/05/2019 14:20:1	0 Chhattisg	garh PPD-	-INS(PPD-INSURER)	sdasds		Enhancement Rejected by	Insurer	27225	NA
	5	31/05/2019 14:22:3	1 aaarogya	hospital	medco(MEDCO)	sfsdfsdf		Enhancement Initiated (In	surer)	32670	NA
	6	31/05/2019 14:41:3	7 Chhattisg	garh PPD-	-INS(PPD-INSURE	elayed Prea alse/Fraudu	outh Intimation (as p lent Claim	er state guidelines)		27225	NA
	7	31/05/2019 14:45:5	2 aaarogya	hospital	medco(MEDCO)	utside Scop ackage Sele	e of cover (Exclusion ction : Government	ns as per scheme) reserved package		32670	NA
	_				P	ackage Sele ackage Sele	ction : Hospital not ( ction : Mismatch of	empanelled for this speciality package and disease/diagnos	is/treatment/gender/age		
	Ac	tion			0	thers*				1	

In case the PPD makes a Case reject as shown in the above screenshot, the case shall move to SHA login as shown below.



#### SHA shall be view the case by clicking on the case number as shown below

c	5.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)	Preauth Rejection Reason
signed Cases	1	30/05/2019 19:04:45	MITHRA	NA	Patient Registered	NA	NA
	2	31/05/2019 14:09:34	MEDCO	Procedure Auto Approved	Procedure auto approved insurance(Insurance)	5445	NA
idency	3	31/05/2019 14:10:32	MEDCO	55555555	Enhancement initiated (Insurer)	32670	NA
auth 🗸	4	31/05/2019 14:20:10	PPD- INSURER	sdasds	Enhancement Rejected by Insurer	27225	NA
s For Review 📵	5	31/05/2019 14:22:31	MEDCO	sfsdfsdf	Enhancement Initiated (Insurer)	32670	NA
ses Search	6	31/05/2019 14:41:37	PPD- INSURER	sfsfsdf	Enhancement Rejected by Insurer	27225	NA
yments 😽	7	31/05/2019 14:45:52	MEDCO	dasdsa	Enhancement Initiated (Insurer)	32670	NA
aims	8	31/05/2019	PPD-	Case reject	PPD Reject	32670	Package Selection : Hospital not empanelled for this



and ency       a 31/05/2019       eaarogya hospital medco(MEDCO)       ssssssss       Enhancement Initiated (insurer)       32670       NA         asses Search       a 31/05/2019       inhattiggarh PPD-INS(PPD- 14/20210       sdasds       Enhancement Rejected by insurer       27225       NA         asses Search       a 31/05/2019       chhattiggarh PPD-INS(PPD- 14/20210       sfsdfsdf       Enhancement Rejected by insurer       27225       NA         asses Search       a 31/05/2019       chhattiggarh PPD-INS(PPD- INSURER)       sfsdfsdf       Enhancement Rejected by insurer       27225       NA         a 31/05/2019       chhattiggarh PPD-INS(PPD- INSURER)       sfsdfsdf       Enhancement Rejected by insurer       27225       NA         a 31/05/2019       chhattiggarh PPD-INS(PPD- INSURER)       sfsdfsdf       Enhancement Initiated (insurer)       32670       NA         a 31/05/2019       chhattiggarh PPD-INS(PPD- INSURER)       case rejects       DOD Alacts       3270       Darksee Celection ; Hospital not empanelled for destect       S370       Darksee Celection ; Hospital not empanelled for destect       S370       Darksee Celection ; Hospital not empanelled for destect       Darksee Celection ; Hospital not empanelled for destect       S370       Darksee Celection ; Hospital not empanelled for destect       S370       Darksee Celection ; Hospital not empanelid for destect       S370	Assigned Cases		2	31/05/2019 14:09:34	aaarogya hospital medco(MEDCO)	Proce	edure Auto oved	Procedure auto approved insurance(Insurance)	5445	NA
A 31/05/2019       Chhattisgarh PPD-INS(PPD- INSUREN)       sdäds       Enhancement Rejected by Insurer       272.5       NA         asses Search       5       31/05/2019       nasengya hospital medco(MEDCO)       sfidfsdf       Enhancement Initiated (Insurer)       32670       NA         7       31/05/2019       aaarogya hospital medco(MEDCO)       dadsa       Enhancement Rejected by Insurer       272.5       NA         7       31/05/2019       aaarogya hospital medco(MEDCO)       dadsa       Enhancement Initiated (Insurer)       32670       NA         8       31/05/2019       aaarogya hospital medco(MEDCO)       dadsa       Enhancement Initiated (Insurer)       32670       NA         9       31/05/2019       aaarogya hospital medco(MEDCO)       dadsa       Enhancement Initiated (Insurer)       32670       NA         9       31/05/2019       aaarogya hospital medco(MEDCO)       dadsa       Enhancement Initiated (Insurer)       32670       NA         9       31/05/2019       chaitisgarh PPD-INS(PDD- 1449/32)       Case relicer       Distaint       52670       Dackase Galaction : Hospital not empanelled for Distaint       Distaint       52670       Dackase Galaction : Hospital not empanelled for Distaint       Distaint       Staint       Staint       Distaint       Staint       Distaint <t< td=""><td>Pendency</td><td></td><td>3</td><td>31/05/2019 14:10:32</td><td>aaarogya hospital medco(MEDCO)</td><td>55555</td><td>\$\$\$\$</td><td>Enhancement initiated (insurer)</td><td>32670</td><td>NA</td></t<>	Pendency		3	31/05/2019 14:10:32	aaarogya hospital medco(MEDCO)	55555	\$\$\$\$	Enhancement initiated (insurer)	32670	NA
asses Search       5       31/05/2019       asarcggs hospital medco(MEDCO)       sfsdsdf       Enhancement Initiated (insurer)       32670       NA         6       31/05/2019       Chhattisgarh PPD-INS(PPD- INSURER)       sfsdsf       Enhancement Rejected by Insurer       32670       NA         7       31/05/2019       chhattisgarh PPD-INS(PPD- INSURER)       dasdsa       Enhancement Initiated (insurer)       32670       NA         8       31/05/2019       Chhattisgarh PPD-INS(PPD- INSURER)       case reject       DD Reject       32670       NA         9       31/05/2019       Chhattisgarh PD-INS(PDD- IASURER)       case reject       DD Reject       32670       Dasksee Calingtion ; Hospital not empanelled for diselect         9       31/05/2019       SHA INSURER)       Case reject       DD Reject       32670       Dasksee Calingtion ; Hospital not empanelled for diselect         9       31/05/2019       SHA INSURER(SHA-INSURER)       Case reject       DD Reject       32670       Dasksee Calingtion ; Hospital not empanelled for diselect         9       31/05/2019       SHA INSURER(SHA-INSURER)       Case reject       Dohese       Status       Status       Status         9       atsize       Status       Case Reject       Dohese       Status       Status       Status	Preauth	~	4	31/05/2019 14:20:10	Chhattisgarh PPD-INS(PPD- INSURER)	sdaso	is	Enhancement Rejected by Insurer	27225	NA
6       31/05/2019 14/431:37       Chihattingarh PPD-INS(PPD- INSURER)       sfsfsdf       Enhancement Rejected by Insurer       27225       NA         7       31/05/2019 14/45152       asarogya hospital medco(MECO)       dasds       Enhancement Initiated (Insurer)       32670       NA         8       31/05/2019 14/45152       Chattisgarh PPD-INS(PPD- insurer)       Case relation insurer)       DD Palairt       537/0       Darkvac Celection ; Hospital not empanelled for Delayed freauth interaction (as per state guidelines) Durisde Scope of cover (Exclusions as per state guidelines) Package Selection ; Hospital not empanelled for Dashage Sel	ases Search		5	31/05/2019 14:22:31	aaarogya hospital medco(MEDCO)	sfsdf	sdf	Enhancement Initiated (Insurer)	32670	NA
7     31/05/2019 14.45/52     aaarogya hospital medco(MEDCO)     dadda     Enhancement Initiated (Insurer)     32670     NA       8     31/05/2019 14.49/23     Chhattiggeri PD-INS(PPD- INSURER)     Case relact     PDP Palact     37470     Darksee Calenction ; Hospital not empanelled for Delayed breauth Intimation (as per state guidelines)       9     31/05/2019 14.49/23     SHA INSURER(SHA-INSURER)     dod     Darksee Calenction ; Hospital not empanelled for Delayed breauth Intimation (as per state guidelines)     Darksee Calenction ; Hospital not empanelled for Delayed breauth intimation (as per state guidelines)       9     31/05/2019 14.51/102     SHA INSURER(SHA-INSURER)     dod     Darksee Calenction ; Hospital not empanelled for Delayed breauth intimation (as per state guidelines)     Darksee Calenction ; Hospital not empanelled for Darksee Calenction ; Hospital not empanelled for Darksee Selection ; Hospital not empanelled for Darksee Calenction ; Hospital not empanelled for the spicality; Case Reject     Darksee Calenction ; Hospital not empanelled for the spicality; Darksee Calenction ; Hospital not empanelled for the spicality; Darksee Calenction ; Hospital not empanelled for thespicality			6	31/05/2019 14:41:37	Chhattisgarh PPD-INS(PPD- INSURER)	sfsfsc	ar	Enhancement Rejected by Insurer	27225	NA
8     31/05/2019     Chihattingarih PBD-IntiS(PBD- IntiSURER)     Case relet     327.70     Darksee Calification : Hospital not empanelled for Deletation (as per state guidelines)       9     31/05/2019     SHA INSURER(SHA-INSURER)     ddi Hastion     False/Fauldient Claim Package Selection : docemment reserved package Package Selection : Hospital not empanelled for Package Selection : docemment reserved package Package Selection : Hospital not empanelled for Package Selection : Ho			7	31/05/2019 14:45:52	aaarogya hospital medco(MEDCO)	dasd:	sa	Enhancement Initiated (Insurer)	32670	NA
9     31/05/2019 14/51/02     SHA INSURER(SHA-INSURER) 14/51/02     ded Package Selection 1 Government reserved package Package Selection 1 displant charge Package Se			8	31/05/2019 14:49:23	Chhattisgarh PPD-INS(PPD- INSURER)	Case	-Select- Delayed Prea	DDD Palart	22670	Parkage Selection : Hospital not empanelled for
Action Package and disease/diagnosis/restment/gender/age			9	31/05/2019 14:51:02	SHA INSURER(SHA-INSURER)	ddd	False/Fraudu Outside Scop Package Sele Package Sele	ient Claim e of cover (Exclusions as per scheme) ction : Government reserved package ction : Hospital not empanelled for this spe	ciality	
Case Reject Unters* Case project			A	ction			Package Sele	ction : Mismatch of package and disease/di	agnosis/treatn	nent/gender/age
			C	ase Keject			oblers"	- Case gre	Here .	

## **Claims**

MEDCO should be able to raise Claim after entering the date of discharge of the patient by submitting all the relevant documents. Claim Executive will verify and forward the claim. Panel Doctor has to scrutinize the documents submitted by the hospital and process the claim. Once the claim is processed, the claim amount will be directly credited into the hospital account.

- 1. Claim Initiated by MEDCO.
- 2. Claim Verification by Claim Executive.
- 3. Claim Approved by Claim Panel Doctor.
- 4. Claim Pending by Claim Panel Doctor.
- 5. Claim Rejected by Claim Panel Doctor.
- 6. Claim Forward by Accounts Officer.
- 7. Claim Approved by SHA/CEO

#### Claim Initiated by MEDCO:

pational



MEDCO (Network Hospital Doctor) raise the claim by selecting the Discharge updated cases. He has to submit remarks and initiate the claim. After initiation, claim will come to Claim Executive.

#### **Claim Verification by Claim Executive:**

After initiation, claim will come to Claim Executive where he will verify check list and provide his remarks and update the claims. Once the claim is verified, he will forward to Panel Doctor.

#### Claim Processed by Panel Doctor:

After Verification, claim will come to Panel Doctor where he will verify check list and provide his remarks and update the claims. He can Approve, Pending and Reject the claims. He can keep pending option for one time only. Then hospital has to provide additional information. Once the claim is processed, the claim amount will be directly credited into the hospital account. For Rejected cases process will end.

#### Claim Forward by Accounts Officer:

Accounts Officer will receive the claim case after claim accepted by Panel Doctor. Accounts Officer will view the claim case and will forward the case to the SHA.

#### Claim Approval by SHA:

SHA will verify the claim case forwarded by Accounts Officer and will approve the claim and is the final approval.





#### 8) <u>Claim Verified by Claim Executive</u>

CEX should be able to verify the claim process initiated by Medco in Claim Updation tab as shown in the screen shot.

national health agency	=	AYUSHMAN BH National Health Protection Mi	ARAT ssion								CEX +
Cases Search	Ci.	aim Cases For Approval	L								
🦺 Claims 🗸	Case Nun	iber		Card Number			Patient Name	19	Category Select		
Claim Updation. 🕕	ICD Cate	gory Name		Procedure Name		+	Registered From Date	1	Registered To Date		
						0.					
	1					Cosear	Displ	aying Records: 1 Total no of R	ecords: 1		
	S.No	Case No	0	laim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date	Case Form	PRF Form
	1 CA	SE/CON-RRY/NHPST3341	TRUST/HYD/	2018/507134998/1	Sai	NHPS2364/01	Claim Initiated by MEDCO	CONTINENTAL HOSPITALS	20/07/2018 04:35:11 PM	0	÷

Page **26** of **79** 

national health agency

TMS Approval User Manual



Click on forward by verifying the Claim Details and giving Remarks in the Claim tab as shown in the serven shot.

	No. of Concession, Name of Street, or other	and the second se				
	Change History Change	A second distance of the second secon	And Antonio State	Sectors with Factor State Sector Interna- Interna- State State State State	The difference of the second s	Contractor.
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		O - 17-00-17-00-			i de la companya de l	
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Note       Name         Note       Note         Note       Note       Note         Note       Note       Note         Note       Note       Note       Note         Note       Note       Note       Note         Note       Note       Note       Note       Note         Note       Note       Note       Note       Note       Note         Note       Note       Note       Note       Note       Note       Note         Note       Note       Note       Note       Note       Note       Note       Note       Note       Note       Note       Note <t< td=""><td></td><td>The American</td><td>and successive</td><td>NUM Distant</td><td></td><td></td></t<>		The American	and successive	NUM Distant		
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After forwarding Claim, need to click on 'OK 'button as shown in the screen shot.

Cases Search	Patient Details Case No: CASE/CON-RRY/NHPST3341							
	ame: ii ase No:	Aadhaar No: 786786886767 Case Status:	Relation with Family Head: Self IP No:	Card No: NHPS2364/01 IP Registered Date:	NO DATA			
lainis	ASE/CON-RRY/NHPST3341 ospital Name:	Claim Initiated by MEDCO Contact No:	NA Siab Type:	2018-07-20 16:35:11.0 Address:				
n Updation 🕘	ONTINENTAL HOSPITALS	8678678686	Semi Private Ward	54 sai angar, Amberpet, AMBERPET, HYDERABAD				
	IP Registration Details Past Histo	ry Clinical Notes Preauthorization Claims	Attachments Case Sheet		_			
	Preauth Approved Amount	Pre Do you want to Forw	rard?	Penal	ty Amount			
	10.000							
	19650 Claim Amount:	20 Bit		OK Cancel				

On clicking OK, message will be generated as shown in the screen shot.

agency	AYUSHMAN H     National Health Protection	BHARAT Mission			🌲 🛓 🖉 CEX -
Cases Search	Patient Details Case No: CA	SE/CON-RRY/NHPST3341			
Claims	ii ii ise No: ASE/CON-RRY/NHPST3341 ospital Name:	Aadhaar No: 786786886767 Case Status: Claim Initiated by MEDCO Contact No:	Relation with Family Head: Self IP No; NA Slab Type:	Card No: NHP\$2364/01 IP Registered Date: 2018-07-20 16:35:11.0 Address:	NO DATA
Claim Updation 🕕	DNTINENTAL HOSPITALS	S678678686 Preauthorization Claims	Semi Private Ward Attachments Case Sheet	54 sai angar, Amberpet, AMBERPET, HYDERABAD	
	Presuth Approved Amount: 19630 Claim Amount: 19630	Pre Claim Case has been 20 Ba 19	Forwarded to CPD	DK Pennity An	nount:
					Baga <b>28</b> of <b>70</b>

Page 28 of 79





#### Claim Updation

Claim Updation will show the claims worklist to CPD.

• Special Case Scenario: (for Surgical Cases)

\*In case the Medco had selected Special case as "yes" in his login, then Special case details are shown in CPD login. Here CPD shall be able to select "Special case sub-type".

In case the Medco not entered any special case details in his login (i.e.: special cases is marked as "NO"), then Special case details are **Not-shown** in CPD login. Here CPD will be able to edit the "Final approved amount".

• Special Case Scenario: (for Medical Cases)

The amount is editable by CPD for medical cases irrespective of "yes" or "No" options selected by MEDCO.

agency	Pradhan Mantri Jan AYUSHMAN BHARAT	n Arogya Yojana		🧾 💄 🖉 CPD-Insurer ~
Assigned Cases	Remarks:			i.
Pendency	Technical (Specialist) CheckList			
Julia Claims	Total Claim(Rs.) 10000	Final Approved Amount(Rs.) *: 10000		
Claim Updation 🕕	Special Case YES	Special Case Type Discharge Against Medical Advice(	(DAMA) Special Case Sub Type *	-
	1) Diagnosis is Supported by Evidence * 2) Case Management Proven to be done as	; per the Standard Treatment Protocols *	Select DAMA before surgery	
	<ul> <li>3) Evidence of the Therapy being Conducte</li> <li>4) Mandatory Reports are Attached *</li> </ul>	d exists beyond Doubt *	DAMA after surgery	©No
	Remarks:			
	Note: Remarks are mandatory while assigning	<u></u>		
	G Work Flow			
	S.No Date & Time	Name	Remarks Action	Approved Amount(Rs.)





Special case sub-type:

In case of before surgery: The final approved will be "ZERO"

In case of after surgery: The final approved amount will be calculated according to NHA partial payment guidelines.

#### 9) Claim Approved by Claim Panel Doctor

CPD should be able to view claim forwarded cases in Claim Updation tab as shown in screen short.

national health agency	=	AYUSHMAN BH National Health Protection Mi	IARAT ssion								- CPD -
My Profile	-	Claim Cases For Approval									
Cases Search	Case N	umber		Card Number			Patient Name		Category Select-		111
	ICD Ca	ntegory Name		Procedure Name			Registered From Date		Registered To Date		
Claims	~ ->ele	CT	*	Select		-					
Claim Updation 👩						QSearc	<b>D</b> Reset				
	1						Displ	laying Records: 1-2 Total no of	f Records: 2		
	S.No	Case No	3	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date	Case Form	PRF Form
	1 0	CASE/CON-RRY/NHPST2841	TRUST/HYD	/2018/507134258/1	Aparna	NHPS2347/01	Claim Forwarded by CEX	CONTINENTAL HOSPITALS	17/07/2018 11:25:58 AM		٠
	2 0	CASE/CON-RRY/NHPST3341	TRUST/HYD	/2018/507134998/1	Sai	NHPS2364/01	Claim Forwarded by CEX	CONTINENTAL HOSPITALS	20/07/2018 04:35:11 PM		۰





Claim Panel Doctor should be able to approve the Case verified by Mithra as shown in the screen shot.

	AYUSHMAN BHA     Neurosal Reads Processors Marine	RAT -			
And a second	Pressent Distantial Comp. Nac. 57 4542-57 454	A REAL WARRANT COMPANY			
n Rowerts	AND CODE RECORDERED	Australia Fai National State was formed. Claim Prevy under the CBN	Between with Family Sheet Sheet Sheet Sheet Sheet	Card No. DEPAIDANIOL OF Reprint Data 2016-07-09 16-35 01.0	and that a
	201TD (D) TAL MORPTULE	ENTER TREE	Disease Drawn Wards	14 of angle Annual AMBERT	
Ipiatos 💼	Plantmin Dinis Putlimer Di	mont Himse Presenting streams Ame			
	Constants				
	Presents Agarment American	Presant Dam	-Claim Julingtry Day	e. Preste Amire	
	23412-	20107-2018 17 DWarf PLA	30/01/0018 00:52 39	PAL	
	Chains Assessed	Bill American	Buil Date		
		desire.	28-31 JIN 8		
	Rama the				
	ALC: NOT				
	Con Technical Charles	the second s		and the second	
	Rowsenson in State Sheet and Connect Porter to	Constant *		Tes = 140	
	Conducting Court Read and Constant Format	b Caretare -		Ten. The	
	The locality tord Pade & Alineity and	Property Party and County Party -		- 200 - 110	
	Contra Contraction in State				
	Addression there "	Cruitere	-Catal States		
		30-6-3018	10-01/2014		244 784
	Barbart Williams, State -	Tanks .	Time Street		
	and a second sec	18-01-0016	the second		14m - 14p-
	Discharge Death Date *	Continue	-1		
		39-0-3818	1 march 200		day of the second
	and the second second				
	It P stant Supporters & blatching servers three Per-	to (Towarding Ports   Foresaid Server and Service	inter barrens -	- Yes the	
	11 Patters Danisheriten Latter Pardpark is Permit	and the second		What Philip	
	It Reports are Support by Decision with Regulation	a final at		Yes - The	
	of Danis and Penner Steam are Corrient: Install a	a she finane to "		Dates - Wildow	
	Remarker			1.100 - 1.00	
	244				
	100 Normality and the second second				
	The start of the start (The start of the sta	Electronic State	and American Street Str		
	The III	inclusion of the second s			
		inter-			
	its it segments to the part and by Bridsman -			West Without	
	[5 Case Munaperson Printee to be down at peri 4	in Princhard Treatment Protocole 1		17 Tax. 19 (Sci.	
	do Robbasco, of the Therapy being Conducted on	do become theater ?		COMPANY AND	
	di Minutatore Reports are Attacked -			and the second se	
	Manual da				
	144				
	C Ount time				
	A Distance of the second secon		and the second se		
					and the second se
	a managements	CHINE HOURS AND		A DESCRIPTION OF THE PARTY OF T	. Interesting the second secon
	<ol> <li>An internation and international</li> </ol>	Additional participation	-14	Alberta Participation by C.R.M.	London a
	winner Tripe				





After approving the case, user need to click on 'OK 'button as shown in the screen shot.

agency	AYUSHMAN E National Health Protection	BHARAT Mission			🌲 🔺 - CPD -
My Profile	Patient Details Case No: CAS	E/CON-RRY/NHPST3341			
Cases Search	ame: u se No: ASE CON-RRY/NHPST3341 oppital Name:	Aadhaar No: 786786886767 Case Status: Claim Forwarded by CEX. Contact No:	Relation with Family Head: Self IP No: NA Slab Type:	Card No: NHPS2364-01 IP Registered Date: 2018-07-20 16:35:11.0 Address:	NO DATA
Claims Claim Updation (2)	ONTINENTAL HOSPITALS	8678678686 ry Clinical Notes Preauthorization Claims	Semi Private Ward Attachments Case Sheet	54 sai angar, Amberpet, AMBERPET, HYDERABAD	
	Claim Densits Preanth Approved Amount: 19630 Claim Amount: 19650	Pre Do you want to App 20 Bit 19	rove?	OK Cancel	ly Amount:

After approval, message will be shown as shown in the screen shot

national health agency	= AYUSHMAN BI National Health Protection N	HARAT fission			🌲 🛓 🖉 CPD -
🛃 My Profile 🗸 🗸	Patient Details Case No: CASE	CON-RRY/NHPST3341	A CONTRACTOR OF THE OWNER		1.000
Cases Search	ime: ii ise No:	Aadhaar No: 786786886767 Case Status:	Relation with Family Head: Self IP No:	Card No: NHPS2364/01 IP Registered Date:	NO DATA
	ASE/CON-RRY/NHPST3341 pspital Name: ONTINENTAL HOSPITALS	Claim Forwarded by CEX Contact No: 8678678686	NA Slab Type: Semi Private Ward	2018-07-20 16:35:11.0 Address:	
Claims 🗸				HYDERABAD	
Claim Updation 🙆	IP Registration Details Past History	Clinical Notes Preauthorization Claims	Attachments Case Sheet		
	Claim Details				
	Preanth Approved Amount: 19630	Pre Claim Case has been 20	Approved by CPD	Penalty . 0	Amount:
	Claim Amount: 19650	E94		OK	





#### 10) Claim Query Raised by Claim Panel Doctor

Claim case is kept as Query raised by CPD, then it will be verified by Medco

signed Cases	1) Diagnosis is Supporte	f by Evidence •			···· Yes	s @No
	2) Case Management Pro	ven to be done as per the Standard T	reatment Protocols *		an Ye	s ©No
ndency	3) Evidence of the Thera	y being Conducted exists beyond Do	ubt *		in) Yes	s III No
	4) Mandatory Reports ar	Attached *			i Ye	s ©No
laims	- Remarks:					
	Note: Remarks are mandato	ry while assigning				
	G Work Flow					A
	S.No Date	& Tirrie	Name	Removics	Action	Approved Amount(Rs.)
	1 17/12/2018 13:-	BALCO MEDICAL	CENTRE MEDCO(MEDCO)	NA	Claim Initiated by Medco(Insurance)	2700.0
	2 17/12/2018 14	CEX Insurer(CEX)		NA	Claim Forwarded by CEX(Insurance)	2700.0
	Action Type					

After selecting Raise Query in action type, user need to click on 'OK 'button as shown in the screen shot.

Assigned Cases	Patient Details				Case No: CASE/HOSP22P00544/P
	Name:	Card No:	Registration No:	Case No:	
Dondonov	Pramila Baghel	P8I2LQG9P	1203	CASE/HOSP22P00544/P1024	
rendency	Claim Forwarded by CEX(Insurance)	NA	14/12/2018	14/12/2018 15:53:00	
	Contact No:	Age :	Patient Adress:	Hospital Name:	
Claims	8719046253	22 years 0 months 0 days	JANJGIR-CHAMPA, CHHATTISGARH	BALCO MEDICAL CENTRE	
	RAIPUR CHHATTISGARH	22P54020421301912			
	Past History Preauthorization Treat	tment/Discharge Claims Attachment	s Case Sheet Flag		

After Query raised successfully, message will be shown as shown in the screen shot

agency	Pradhan Mantri Jan Arogya Yojana	🕮 🛎 – сро	Hinsurer -	
Assigned Cases	Patient Details	Case No: CASE/HOSP22P00544/	/P1024	
Pendency	Name:         Card No:           Pramie Bagnei         Pil2LQGOP           Case Status:         IP No;           Claim Forwarded by CEX(Insurance)         NA           Contact No:         Age:           8719046253         22 years 0 months 0 days	Registration No: 1203 IP Registered Date: 14/12/2018 Patient Adress: Janica: ChaMpa, ChhattisGash	Case No: CASE/HOSP22P00544/P1024 Actual Registration Date: 14/1/22018 15/83/00 Hospital Name: BALCO MEDICAL CENTRE	
Coms	Hospital Adress: Family ID: RAIPUR, CHHATTISGARH 22254020421301912 Rest History Preauthorization Treatment/Discharge Claims Attachur	ents Case Sheet Rig		
	Claim Case has been sent back to MEDCO for updation by CPD 2/00 Claim Are 2/20		ОК	

Page 33 of 79





#### 11) Claim Rejecting by Claim Panel Doctor

Claim Panel Doctor should be able to reject the Case verified by Mithra/MEDCO as shown in the screen shot.

Name:	Card No: Ca	se No: Case :	Status:	THU CAUCINISUS
pallujam raju IP No:	POB1LMXOK CA IP Registered Date: Co	BE/HSDSP17/S178 Claim ntact No: Hospi	Pending updated by Medco tal Name:	1
NA Address:	2018-08-13 16:43:14.0	Слун	ospital	A
iP Registration Details Past History	Clinical Notos Preauthorization Surgery/Disch	area Thinne Attachments Case Sheet	Frankfirth 💽	
Clenn Dotails				
Preauth Approved Amount:	Preauth Date:	Claim Submitted Date:	Penalty Amount:	-
27500 Claim Amount:	Bill Amount*:	13/09/2010 13:33:22 1 W		
27500	27500	13-08-2018		
Romarks:*				
NA				
Non Technical ClinckList				
1) Name in Case Sheet and Conser	nt Forms is Correct*		Tes ONO	
3) Is Beneficiary Card Photo is Mat	tching with Discharge Photo and Onbed Photo *		®Yes ©No ®Yes ©No	
Date Verification				
Admission Date *	Online	Case Sheet		
	13-08-2018	13-08-2018		* Yes No
Surgery/Therapy Date 1	Online	Case Sheet		
	12-08-2018	13-08-2018		Yes No
Discharge/Death Date *	Online 13-08-2018	Case Sheet		EVes No
	13-00-2018	13-00-2010		* Y65 _ NO
Document Verification				
1) Patient Signature is Matching acros	ss three Forms (Counseling Form , Consent Letter and	Satisfaction Letter) *	Tes ONO	
2) Patient Satisfaction Letter Feedbac	ik is Positive -		Tes ONO	
3) Reports are Signed by Doctors with	h Registration Number *		SYes ONO	
4) Dates and Patient Name are Correc	illy Stated on the Reports *		Tes ONO	
Remarks: *				
NA .				
Technical (Specialist) Checki	M.			
Total Claim(Rs.) 27500	Final Approved Amo 27500	unt*:		
1) Diagnosis is Supported by Evider	nee *		●Yes ◎No	
2) Case Management Proven to be d	too as per the Standard Treatment Protocols *		TYes ONO	
3) Evidence of the Therapy being Ge	anducted exists beyond Doubt *		Tes ONO	
4) Mandatory Reports are Attached			Tes ONO	
Remarks: *				
NA				
O Work Flow				-
S.No Date & Time	Namb	Romarks	Action	Approved Ame
1 13/08/2018 13:23:46	City Hospital MEDCO(MEDCO)	NA Claim Initiated	by Medco	27500.0
2 13/08/2018 13:26:36	Chattisgarh CEX(CEX)	NA Claim Forward	ed by CEX	27500.0
3 13/08/2018 13:30:07	Chattisgarh CPD-INS(CPD-INSURER)	NA Claim kept per	iding by CPD	27500.0
4 13/08/2018 13:33:22	City Hospital MEDCO(MEDCO)	NA Claim Pending	updated by Medco	27500.0
A Contract of the second				

Page 34 of 79



#### Standard Rejection reasons in Pre authorization

The Claim shall move to CPD bucket once the Medco initiates the claim as shown below. CPD shall have the provision to take action on the case. If the users opts to reject the case, rejection reasons drop down is enabled .The drop-down contains all the standards reason and other option in order to enter reason manually as shown below

signed Cases	3) Evi	dence of the Therapy bein	g Conducted exis	sts beyond Doubt *			Oyes ONo	
ndency	Rema	arks:	neu -				eres eno	
ims 🗸	Note: R	emarks are mandatory while	assigning. Only ():	?,./ special characters are allow	ed for Remarks	•		
	0 v	/ork Flow						
	S.No	Date & Time		Name	Remarks	Action	Approved Amount(Rs.)	Claim Rejection Reaso
	1	1 31/05/2019 14:59:24 2 31/05/2019 15:07:10		spital medco(MEDCO)	NA	Claim Initiated by Medco(Insurance)	5445.0	NA
	2			CEX)	NA	Claim Forwarded by CEX(Insurance)	5445.0	NA
	Action	Туре		Rejection Reasons*		Rejection Remarks*		
	Reject	mit	×	Others* Select- Delayed Preauth Intima False/Fraudulent Claim Outside Scope of cover Package Selection : Gov Package Selection : Hos	tion (as per sta (Exclusions as ernment reser pital not empa	te guidelines) per scheme) ved package nelled for this speciality		
	Insura Schem	nce Wallet Amount: Rs.42 le Wallet Amount: Rs.453	2,740 ,415	Others*	match of packa	ge and disease/diagnosis/treatment/gend	ler/age	

national health agency

TMS Approval User Manual



Once the CPD rejects the case, it shall move to SHA bucket which shall be shown under "cases for review" as shown below

		Claim Cases For Review												
Assigned Cases	Case N	umber	Card Number		Category Select-	÷	Procedure Name Select							
Pendency	Registe	red From Date	Registered To D	ate	Hospital Name Select									
Preauth	-				QSearch									
	1				Disp	aying Records: 1-7 Tota	no of Records: 7							
Cases Search	1 5.No 💼	Case No	Çlaim No	Card No	Disp Case Status	aying Records: 1-7 Tota Hospital Name	no of Records: 7	Remarks						
Cases Search Payments	1 5.No <b>-</b> 1	Case No CASE/H522011221/54994	Claim No TRUST/BAL/2019/6492234/1	Card No	Dispi Case Status Medco Preauth Initiated(Insurance)	aying Records: 1-7 Total Hospital Name aaarogya hospital	no of Records: 7 Registered Date 03/05/2019	Remarks						
Cases Search Payments	1 5.No = 1 =	Case No CASE/H522011221/54994 CASE/H522011221/55132	Claim No TRUST/BAL/2019/6492234/1 TRUST/BAL/2019/6462276/1	Card No IK8K86J 7XH7NUT	Dispi Case Status Medco Preauth Initiated(Insurance) CPD Insurer Approved(Insurance)	aying Records: 1-7 Total Hospital Name aaarogya hospital eaarogya hospital	No of Records: 7           Registered Date           03/05/2019           07/05/2019	Remarks						

SHA shall give remarks and revoke the case

national nealth authority	=	Pradh AYUSHMA	a 🗐 👗 🤟 Shainsurer 🗸				
Assigned Cases	Note: F	temarks are m HA Remarks arks: *	andatory while assignin	ng. Only ()?, .	' special charactors are	allowed for Re	narks
Pendency	Note: (	Only (17, 7 speci	al characters are allowe	id for Rema	rks		4
Cases Search	S.No	Vork Flow Date & Time	Name	Remarks	Action	Approved Amount(Rs.)	Claim Rejection Reason
Payments v	1	31/05/2019 14:59:24 31/05/2019 15:07:10	aaarogya hospital medco(MEDCO) CEX Insurer(CEX)	NA	Claim Initiated by Medco(Insurance) Claim Forwarded by CEX(Insurance)	5445.0 5445.0	NA
Claims 🗸	3	31/05/2019 15:08:43	Chhattisgarh CPD- INS(CPD-INSURER)	xxxx	CPD Reject	0.0	Rejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection Remarks
Erroneous Claims (0) Cases For Review (7) Claim Updation (2)	Insura Schen	ince Wallet A ne Wallet Am	mount: Rs.42,740 ount: Rs.453,415				Revoke




## The revoked cases shall move into CPD bucket again as shown below



national health authority	I	Pradha AYUSHMAN	an Mantri J. N BHARAT	an Ar	ogya Yojan	<u>a</u>	CPD-Insurer
Assigned Cases	Note: Rer	marks are mar	ndatory while assigning	g. Only ()?)	special characters are	allowed for Rer	narks
Pendency	5.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)	Claim Rejection Reason
	× 1 3	1/05/2019 a 4:59:24 r	aaarogya hospital medco(MEDCO)	NA	Claim Initiated by Medco(Insurance)	5445.0	NA
	2 3 1	1/05/2019 ( 5:07:10	CEX Insurer(CEX)	NA	Claim Forwarded by CEX(Insurance)	5445.0	NA
	3 3 1	1/05/2019 0 5:08:43 I	Chhattisgarh CPD- NS(CPD-INSURER)	××××	CPD Reject	0.0	Rejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection RemarksRejection Remarks
	4 3 1	1/05/2019 S 5:10:07 I	SHA INSURER(SHA- NSURER)	ddd	Revoked by SHA- INSURER	5445	NA
	Action Ty Select	ype					
	Select Raise Q Reject	Juery					
	Field Ve Approv Assign	erification					

Page 37 of 79





# 12) Claim Assign functionality

In case CPD wants to assign the case to another CPD, the following flow is applicable:

ssigned Cases						
endency	S.No	Ork Flow Date & Time	Name	Remarks	Action	Approved Amount(Rs.)
	1	17/12/2018 13:41:04	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Initiated by Medco(Insurance)	2700.0
aims	~ 2	17/12/2018 14:48:46	CEX Insurer(CEX)	NA	Claim Forwarded by CEX(Insurance)	2700.0
sim Updation 📶	3	17/12/2018 15:13:05	Chhattisgarh CPD-INS(CPD-Insurer)	NA	Claim kept pending by CPD(Insurance)	2700.0
	4	17/12/2018 15:17:20	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Pending updated by Medco(Insurance)	2700.0
	Action	Туре	Select User Role		Select User to Assign	
	Assign	6	CPD-Insurer		<ul> <li>select</li> </ul>	
	Sub	time			Chhattisgarh CPD-INS(CHH004) Chhattisgarh CPD-INSMULTI(CHH00	6)

In case CPD wants to assign the case to medical committee:

	0 .	ork Flow						
ndency	5.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)		
	1	17/12/2018 13:41:04	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Initiated by Medco(Insurance)	2700.0		
iims	~ 2	17/12/2018 14:48:46	CEX Insurer(CEX)	NA	Claim Forwarded by CEX(Insurance)	2700.0		
n Updation 🔟	3	17/12/2018 15:13:05	Chhattisgarh CPD-INS(CPD-Insurer)	NA	Claim kept pending by CPD(Insurance)	2700.0		
	4	17/12/2018 15:17:20	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Pending updated by Medco(Insurance)	2700.0		
	Action	Туре	Select User Role					
	Assign	6	Medical Committee		•select			
					Medical Committee Medical Committee -	Insurer(CHH003497)		





System will ask the user for confirmation as shown below:

agency national	Pradhan Mantri	an Arogya Yojana			🧧 🚨 🤟 CPD-Insurer 👳						
Assigned Cases	Patient Details	Patient Details									
Pendency	Name: Pramila Baghel Case Status: Claim Pending updated by	Card No: P8I2LQG9P IP No: NA	Registration No: 1203 IP Registered Date: 14/12/2018	Case No: CASE/HOSP22P00544/P1024 Actual Registration Date: 14/12/2018 15:53:00							
Claims	Medco(Insurance) Contact No: 8719046253 Hospital Adress:	Age : 22 years 0 months 0 days Family ID:	Patient Adress: JANJGIR-CHAMPA , CHHATTISGARH	Hospital Name: BALCO MEDICAL CENTRE							
Claim Updation 🔟	Past History Preauthorization Tr	eatment/Discharge	es Case Sheet Flag								
	Presuit A Do you want to Assign? 2700 Claim Am 2708				OK Cancel						

System throws a confirmation message upon clicking "ok", as shown below

agency	Pradhan Mantri	🧾 🚢 🧅 CPD-Insur			
Assigned Cases	Patient Details.				Case No: CASE/HOSP22P00544/P1024
Pendency	Name: Pramila Baghel Case Status: Claim Pending updated by	Card No: P8I2LQG9P IP No: NA	Registration No: 1203 IP Registered Date: 14/12/2018	Case No: CASE/HOSP22P00544/P1024 Actual Registration Date: 14/12/2018 15:53:00	
Claims 🗸	Medco(Insurance) Contact No: 8719046253 Hospital Adress:	Age : 22 years 0 months 0 days Farnily ID:	Patient Adress: JANJGIR-CHAMPA , CHHATTISGARH	Hospital Name: BALCO MEDICAL CENTRE	
Claim Updation 🔟	RAIPUR , CHHATTISGARH	22P54020421301912	R. 🕹 🗖		
	Past History Preauthorization 1	rreatment/Discharge Claims Attachment	ts Case Sheet Flag		
	Preauth A Case has been Assigned 1 2700	to selected user			-
	Claim Am 2700				ок

Page **39** of **79** 





# 13) Claim Forwarded by Accounts Officer

After the Claim Panel Doctor approves the Claim, it will be viewed by Accounts officer. Accounts officer will check the claim and will forward the claim to SHA as shown in the screen shot.

national health agency	Pradhan M	lantri Jan Arogya Yojana <sup>AT</sup>			🧾 🐣 🖕 ACO Insurer 🕫	
Assigned Cases	G Claim Details					
Pendency	Non Technical Check	ist				
	Technical (Specialist)	CheckList				
real claims -	ACO Remarks					
🧞 MIS 🗸	Final Approved Amount(Rs.) 7500.0	Remarks: Approved			1.	
	A Work Flow					
	5.No Date & Time	Name	Remarks	s Action	Approved Amount(Rs.)	
	1 17/12/2018 10:25:23	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Initiated by Medco(Insurance)	10000.0	
	2 17/12/2018 10:41:48	CEX Insurer(CEX)	NA	Claim Forwarded by CEX(Insurance)	10000.0	
	3 17/12/2018 10:53:01	Chhattisgarh CPD-INS(CPD-Insurer)	sdf	Assigned to Medical Committee Medical Committee - Insurer	10000	
	4 17/12/2018 10:58:36	Medical Committee Medical Committee - Insurer(MEDICAL COMMITTEE)	NA	CPD Insurer Approved(Insurance)	7500.0	
	Action Type Forward					
	Submit					





System prompts the user with a confirmation message on screen as shown

Assigned Cases       Patient Details       Case No: CASE/HOSP22P0054         Name:       Card No:       Registration No:       Case No:         Shanti Bai       PGDJE9BAW       1248       CASE/HOSP22P00544/P1051         Gase Status:       IP No:       IP Registrated Date:       Actual Registration Date:         Chairns       NA       17/12/2018       17/12/2018         Clairns       Age :       Patient Adress:       Hospital Name:         7565209700       53 years 0 months 0 days       BALOD, CHHATTISGARH       BALCO MEDICAL CENTRE         MIS       MIS       MIS       MIS       MIS	Assigned Cases       Patient Details       Card No:       Registration No:       Case No:         Pendency       Shanti Bai       PGDJE9BAW       1248       CASE/HOSP22P00544/P1051         Claims       Name:       PGDJE9BAW       1248       CASE/HOSP22P00544/P1051         Claims       NA       17/12/2018       17/12/2018       17/12/2018         MIS       Family ID:       Family ID:       Family ID:       Family ID:         MIS       Preauthorization       Treatment/Discharge       Claims       Attachiments       Case Sheet       Fag	health agency	Pradhan Mantri J AYUSHMAN BHARAT	an Arogya Yojana			🧾 🚨 🗸 ACO Insu	
Name:     Card No:     Registration No:     Case No:       Shanti Bai     PGDJE9BAW     1248     CASE/HOSP22P00544/P1051       Case Status:     IP No:     IP Registered Date:     Actual Registration Date:       CPD Insurer Approved(Insurance)     NA     17/12/2018     17/12/2018 10:07:41       Contact No:     Age :     Patient Adress:     Hospital Name:       7566209700     58 years 0 months 0 days     BALOD , CHHATTISGARH     BALCO MEDICAL CENTRE       Hospital Adress:     Family ID:       RAIPUR , CHHATTISGARH     22P49020856400434	Name:       Card No:       Registration No:       Case No:         Shamti Bai       PCDJE9BAW       1248       CASE/HOSP22P0054/P1051         Shamti Bai       PCDJE9BAW       1248       CASE/HOSP22P0054/P1051         Claims       IP No:       IP Registreed Date:       Actual Registration Date:         Claims       Age:       Patient Adress:       Hospital Name:         7565209700       53 years 0 months 0 days       BALOD, CHHATTISGARH       BALCO MEDICAL CENTRE         MIS       Past History       Preauthorization       Treatment/Discharge       Image:         Claims       Past History       Preauthorization       Image:       Image:         MIS       Image:       Image:       Image:       Image:       Image:         MIS       Image:       Image:       Image:       Image:       Image:         Image:       Image:       Image:       Image:       Image:       Image:         Image:       Image:       Image:       Image:       Image:       Image:       Image:         Image:       Image:       Image:       Image:       Image:       Image:       Image:       Image:       Image:         Image:       Image:       Image:       Image:       <	Assigned Cases	Patient Details				Case No: CASE/HOSP22P00544/P1051	
MIS	MIS MIS RAIPUR, CHHATTISGARH 22P49020856400434  Claims Attachments Case Sheet Flag	Pendency Claims	Name: Shami Bai Case Status: CPD Insurer Approved(Insurance) Contact No: 7566209700 Hospital Adress:	Card No: PGDJE9BAW IP No: NA Age : 58 years 0 months 0 days Family ID:	Registration No: 1248 IP Registered Date: 17/12/2018 Patient Adress: BALOD , CHHATTISGARH	Case No: CASE/HOSP22P00544/P1051 Actual Registration Date: 17/12/2018 10:07:41 Hospital Name: BALCO MEDICAL CENTRE		
Past History Preauthorization Treatment/Discharge Claims Attachments Case Sheet Flag		MIS	Past History Preauthorization	22P49020856400434	s Case Sheet Hag			

After clicking the "OK" button the claim case will be forwarded to SHA.

national health agency	Pradhan Mantri Ja	an Arogya Yojana			🧾 💄 🗸 ACO Insurer
Assigned Cases	Patient Details				Case No: CASE/HOSP22P00544/P1051
Pendency	Name: Shanti Bai Case Status: CPD Insurer Approved(Insurance) Contact No:	Card No: PGDJE9BAW IP No: NA Age :	Registration No: 1248 IP Registered Date: 17/12/2018 Patient Adress:	Case No: CASE/HOSP22P00544/P1051 Actual Registration Date: 17/12/2018 10:07:41 Hospital Name:	
Claims	7566209700 Hospital Adress: RAIPUR, CHHATTISGARH	58 years 0 months 0 days Family ID: 22P49020856400434	BALOD, CHHATTISGARH	BALCO MEDICAL CENTRE	
MIS	Past History Preauthorization Tre	atment/Discharge	s Case Sheet Rag		
	Presuth A Claim Case has been Forwa 10000 Claim Am	rded to SHA			СК

Page **41** of **79** 





# **Claim Rejection workflow**

Login as ACO (accounts officer) with user name and password where the user (ACO) has a provision to check claim rejected cases under payments  $\rightarrow$  payment rejected cases as shown below. Here, the user (ACO) has a provision to either:

**Reinitiate the Payment:** the request will go to SHA for approval.

**Inform to hospital:** the request will go to Medco (payments  $\rightarrow$  payment rejected cases). Also, the information will be informed through mail and SMS so that Medco has a provision to update the bank details in HEM. After updation, it will take around 6hrs to get updated in TMS after which the rejected payments will automatically move from Medco to ACO.

national health authority		Pradhan Mantri Jan Arogya Yojana Ayushiman Bhasat											
Assigned Cases	•					and the second	Payment I	Rejected Cases					
	Hospital Name Select		Rejected From Date				Rejected To Date						
Generale Pay Check													
Payments	Schedular						Q Search	G Reset					
	Hospital Amount Recovery		a Resovery Total Number Of Pending Hospitals:			2 Total Number Of Hospitals Selected :		0 1					
Latres Ctatres			Total Amount that can be Approved :		ed :	Rs 130125/-		Total Amount Being Approved :	Rs 0/-				
	Panel Doctor Payments Panel Doctor Payments Update	on						Displaying Reco	rds: 1-2 Total no of Recor	ds: 2			
	S.No 🔳 Hospital Id	Hospital Name	Hospital Type	Status	Recent PAN No.	Recent Account No.		Recent Account Name	Recent Bank Name	Recent IFSC Code	Total Number of Cases	Total Rejected Amount	
	1 D HS22011221	aaarogya hospital	PRIVATE	Claim Reject by bank	AAHCA8985G	2968002100013619	AAROGYA HOSPIT	AL AND RESEARCH CENTRE PVT LTD	PUNJAB NATIONAL BANK	PUNB0296600	1	100125	
	2 📄 HS22019003	CHC Nawagarh	PUBLIC	Claim Reject by bank		31207162582	CHC Nawagarh		STATE BANK OF INDIA	SBIN0005466	1	30000	
						Re	Initiele Payment	Inform To Hospital					

Page 42 of 79





# **Reinitiate the Payment:**

If Accounts Officer (ACO) clicks on 'reinitiate', a message 'rejected cases has been reinitiated successfully' will pop up as shown below



Once reinitiated by ACO, the request will appear in SHA login. Once SHA approve, the payment will get reinitiated for all the cases of that particular hospital and payments will be sent to bank within 45minutes of SHA approval as shown in screen below

authority		adhan Mantri Jan Arogya Yojana <sup>SHMAN BHARAT</sup>		🦉 👗 shi
Admin Tools	Hospital Na -Select-	Rejected Claim Case has been Approved Successfully	Réyment Réjected Deses	*
Assigned Cases			No Records Found	ОК
Pendency				

If Rejection happened due to bank details mismatch (Account mismatch/IFSC related):

For cases which come for reinitiating the payment due to bank detail mismatch, then the hospital has a provision to update the details through "upgrade" feature in HEM. Once the request gets upgraded from HEM, it should be approved by SHA (case status: hospital corrected bank details) upon which within 6hours the request gets updated in TMS.





# Inform to Hospital

If the user (ACO) clicks on 'inform to hospital, a message 'all cases belonging to hospital has been informed to Medco' will pop up as shown in screen below

ational health authority		adhan Mantri Jan Arogya Yojana Ishman bharat		Gos 🛓 🗐
Assigned Cases	Hospital Na		Payment Rejected Sasas	
Generate Pay Check	-Seleci-	All Cases belonging to this hospital has been informed to medoo.		
Payments				OK
Ctaims			No Records Found	

• Medco has a provision to view the cases under 'payments  $\rightarrow$  payment rejected cases'

# State Health Agency (SHA)

## SHA Sub-Menus

# 14) Pre-auth: Cases for Review

SHA will be able to view all the cases rejected by PPD in this worklist as shown below.

This feature helps SHA to revoke the cases. Once SHA revoke the case, it will automatically get displayed in the PPD login where the case got rejected.

national health agency

TMS Approval User Manual



ncg							Id a							
agency	=	Pradhan Mantri Ayushman Bharat	Jan Arogy		🧾 💄 😞 SHA Inusre									
Assigned Cases		Preauth Cases For Review												
	Case	e Number		Card Number		Patient Name	Pe -	-Select-	-					
Pendency	Proc Sel	edure Name	*	Registered From Date Re		Registered To	Date	Hospital Name Select	-					
Preauth	~				QSearch	OReset								
Cases For Review 15	1						Displaying Re	ecords: 1-15 Total no of Records: 15						
Cases Search	S.No	Case No		Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date					
	1	CASE/HS22019003/S686	TRUST/K	AN/2018/381643/1	SUBELAL DEHARI	PSAGOM3HX	PPD Reject	CHC Nawagarh	06/11/2018					
Payments	~ 2	CASE/HS22024017/P725	TRUST/K	OR/2018/383667/1	BUDHNI CHAUHAN	PWE4X143F	PPD Reject	a.d vaishnav smriti chikitsalay bhatgaon	12/11/2018					
	3	CASE/HS22019003/S846	TRUST/D	HA/2018/377799/1	PRAKASH	P5RQM19JS	PPD Reject	CHC Nawagarh	20/11/2018					
Claims	~ 4	CASE/HS22024017/P848	TRUST/K	.OR/2018/383801/1	BUDHNI CHAUHAN	PWE4X143F	PPD Reject	a.d vaishnav smriti chikitsalay bhatgaon	23/11/2018					
	5	CASE/HS22019003/5849	TRUST/D	HA/2018/377802/1	PRAKASH	P5RQM19JS	PPD Reject	CHC Nawagarh	20/11/2018					
, MIS	- 6	CASE/HS22017008/5884	TRUST/D	HA/2018/377842/1	PRAKASH	P5RQM19JS	PPD Reject	District hospital	29/11/2018					
	7	CASE/HS22017008/5885	TRUST/D	HA/2018/377843/1	PRAKASH	P5RQM19JS	PPD Reject	District hospital	29/11/2018					
	8	CASE/HS22011221/S890	TRUST/S/	UR/2018/648854/1	kunti	POVZLELBU	PPD Reject	aaarogya hospital	29/11/2018					
	9	CASE/HS22019003/S913	TRUST/R	Al/2018/386882/1	arjun	PK0CVOE1H	PPD Reject	CHC Nawagarh	08/12/2018					

SHA can revoke the case by selecting the case ID as shown:

ened Cases	0	nhancement							
		Admission Unit	No Of Days	Enhacement amount	Remarks	10	hancement Rejected	Attachments	-
dency		HDU	1	2700	sa	Y		Patient Photo, Preauth Enhancement,	
		HDU	1	2700	s	N		Patient Photo, Preauth Enhancement,	
auth 🗸 🗸									
	0 .	Vork Flow					-		
or Review 15	S.No	Date ar	nd Time	Role	Name		Remarks	Action	Amount(
s Search	1	14/12/2018 15:5	6:08	BALCO MEDICAL CENTRE MITHRA	(MITHRA)		NA	Patient Registered	NA
	2	14/12/2018 17:1	9:47	BALCO MEDICAL CENTRE MEDCO	(MEDCO)		NA	Medco Preauth Initiated(Insurance)	9300
nents ~	3	14/12/2018 17:2	2:13	Chhattisgarh PPD-INS(PPD-INSUR	ER)		NA	PPD Approved(Insurance)	9300
	4	14/12/2018 17:24	4:45	BALCO MEDICAL CENTRE MEDCO	(MEDCO)		sa	Enhancement Initiated (Insurer)	12000
ns 👻	5	17/12/2018 13:0	0:24	Chhattisgarh PPD-INS(PPD-INSUR	ER)		NA	Enhancement Rejected by Insurer	2700
	6	17/12/2018 13:00	6:57	BALCO MEDICAL CENTRE MEDCO	(MEDCO)		s	Enhancement Initiated (Insurer)	12000
	7	17/12/2018 13:1	1:01	Chhattisgarh PPD-INS(PPD-INSUR	ER)		NA	PPD Reject	12000



System throws a confirmation message after revoking as shown below

national health agency	= Pradhan Mantri	Jan Arogya Yojana			🧾 💄 🐭 SHA Inusrer 🌣
Assigned Cases	Patient Details				Case No: CASE/HOSP22P00544/P1033
Pendency	Name: Pramila Baghel Case Status: PPD Reject Contact No:	Card No: P8I2LQG9P IP No: NA Age :	Registration No: 1205 IP Registered Date: 14/12/2018 Patient Adress:	Case No: CASE/HOSP22P00544/P1033 Actual Registration Date: 14/12/2018 15:56:08 Hospital Name:	
👷 Preauth 🔷	8719046253 Hospital Adress: RAIPUR , CHHATTISGARH	22 years 0 months 0 days Family ID: 22P54020421301912	JANJGIR-CHAMPA , CHHATTISGARH	BALCO MEDICAL CENTRE	
Cases For Review 115	Past History Preauthorization	Attachments Case Sheet Flag			
Payments	WWH Details	nas been Revoked Successefully			× 1
Claims	The Diag				OK

Page 46 of 79





# 15) Claims: Cases for Review

SHA will be able to view all the cases rejected by CPD and forwarded by ACO in this worklist as shown below.

This feature helps SHA to revoke the cases. Once SHA revoke the case, it will automatically get displayed in the CPD login where the case got rejected.

health authority	=		Pradhan Mantri . AYUSHMAN BHARAT	Jan Arogya Yoja	na			1	2 🍝 -	SHA
Dashboard										
Pendency	-	234	156	Gesearch	Grande	Displaying Red	cords: 1-10	Total no	of Records	-
Preauth	~ S.N	•	Case No	Claim No	Name	Card No	Case Status	Hospital Name	Registered Date	Reen
Cases Search		-	CASE/HS22024017/S592	TRUST/KAN/2018/381528/1	Sukaro	PC5G7V9QU	CPD Approved	a.d vaishnav smriti chikitsalay bhatgaon	18/10/2018	E
Payments	~ 2	-	CASE/HS22017008/M607	TRUST/SUR/2018/648537/1	daso bai	P96VF39E0	CPD Approved	District hospital	23/10/2018	
Claims	3	-	CASE/HOSP22P00544/P531	TRUST/JAN/2018/379402/1	Chitrarekha Yadav	PNS1TWDEB	CPD Approved	BALCO MEDICAL CENTRE	12/10/2018	
Claim Updation		-	CASE/HOSP22P00544/P530	TRUST/JAN/2018/379400/1	Chitrarekha Yadav	PNS1TWDEB	CPD Approved	BALCO MEDICAL CENTRE	12/10/2018	
MIS MIS	~ I					-		-	-	-

## Upon clicking" Revoke" button, system asks for confirmation as shown below

Dashboard	Patient Details	e and the second se		Case No: CASE	/11522024017/5592
Pendency	Name: Sulkaro Case Status: CPD Approved	Card No: PC5G7V9QU IP No: NA	Registration No: 698 IP Registered Date: 18/10/2018	Case No: CASE/HS22024017/S592 Actual Registration Date: 18/10/2018 21:01 03	å å
Preauth	Hospital Address:	Ape : 38 years 0 months 0 days Family ID:	Patient Address: KÄNKER . CHHATTISGARH Gender:	Hospital Name: a d vaishnav smrti chikitsalay bhatgaon Hospital type:	
Cases Search	CHHATTISGARH	2252214007008400000	1370044041180	Private	
Payments ~	Claims				
Claims +	Do you want to Rev	oke the Case ?			
Claim Not Updation				OK C	ancet
Cases For Review	10000	00008	20 8000		





System throws a confirmation message after revoking as shown below:

Dashboard	Patient Details			Case No: CASE	E/HS22024017/559		
Pendency	Name: Sultaro Case Status: CPD Approved Contact No:	Card No; PC5G7V9OU IF No; NA, Ape :-	Registration No: 698 IF Registered Date: 15/10/2018 Patient Address:	Case No: CASE/HS22024017/S592 Actual Registration Date: 18/10/2018 21 01 03 Hospital Name:	4	2	
Preauth	9407768279 Hospital Address: Bal ODa BažaB	38 years 0 months 0 days Family ID: 2252214507008400000	KANKER CHHATTISGARH Genden:	a d vaishnav smrtti chikitsalay bhatgaon Hospital type: Private			
Cases Search	Claims						
Payments	*				_		

# 16) Claims Not updated

This worklist consists of cases which does not have Bank Account details. SHA cannot perform any action on these cases.

### 17) Claims Updated

SHA will be able to view the cases with below statuses:

- 1. Claim Approved
- 2. Claim Raise Query
- 3. Claim Reject

Page 48 of 79





SHA can approve, raise query and reject the cases displayed in this worklist.

ealth authority	=		Pradhan Mantri .	Jan Arogya Yojan	a				
Pendency							by SHA InsurenH()	OF MEDICAL SCIENCES	
neauth	~	-	CASE/HS22019003/51952	TRUSTUA2019/3791226/1	NETRAM YADAV	PE92P4AGT	Claim Approved by SHA (nsurer(H)	CHC Nawagarh	16/01/20
Cases Search	•		CASE#4522019003781591	TRUST/DHA/2019/3771249/1	KHORBARARIN BAI	PAY4WFHEA	Claim Approved by SHA Insuren(H)	CHC Nawagarh	10/01/20
Payments	- 7	-	CASE/HS22011221/S3076	TRUST/BAL/2019/8461495/1	Nena Singh	2XH2NUT	Claim Approved by SHA insurer(H)	asarogya hospital	31/01/20
Claim Not Updation		antis .	CASE/HOSP22P00544/R489	TRUST/KON/2018/643312/1	Jamdhar	PC60349PC	Claim Forwarded by ACO	BALCO MEDICAL CENTRE	10/10/20
Cases For Review			CASE/HS22011221/S4583	TRUST/BAL/2019/6461875/1	Neha Singh	7XH7NUT	Claim Forwarded by ACO	asarogya hospitai	04/04/20
	-			Approve	Reject				

SHA should be able to approve the Claim as shown in the screen shot.

national health authority		Pradhan Ma	antri Jan Arogya Yoja <sup>AT</sup>	na		🗐 📤 ~ SHA
Dashboard		Final Approved Amount(Rs.) 60000.0	Remarks: Approved			11
Pendency		SHA Remarks				
Preauth	~	Approved Note: Only ()?,/ special character	rs are allowed for Remarks			12
Cases Search		G Work Flow				
	-	S.No Date & Time	Name	Remarks	Action	Approved Amount(Rs.)
Payments	~	1 04/04/2019 14:53:48	aaarogya hospital medco(MEDCO)	NA	Claim Initiated by MEDCO	80000.0
	-	2 04/04/2019 14:54:41	Chhattisgarh CEX(CEX)	NA	Claim Forwarded by CEX	80000.0
Claims	~	3 04/04/2019 14:55:12	Chhattisgarh CPD(CPD)	NA	CPD Approved	60000.0
Claim Not Updation (0)		4 04/04/2019 15:03:08	trust ACO(ACO)	Approved	Claim Forwarded by ACO	60000.0
Cases For Review 52		Action Type				
Claim Updation 6		Approve	<u>.</u>			
MIS	~ 4	Submit				

Page **49** of **79** 





System throws a confirmation message upon clicking "ok", as shown below

national health agency		AYUSHMAN BHARAT National Health Protection Mission	🔔 🕳 SHA
Check Balance		Claim Cases For Approval	
	~	Case Ni Claim Case has been Approved by SHA successfully Procede	OK
Claim Updation 🙆	~	QSearch Officer	
🧞 MIS	~	No Records Found	

SHA should be able to pending the Claim as shown in the screen shot.

authority	=	Pradhan	n Mantri Jan Arogya Y EHARAT	<i>(</i> ojana		😹 📥 - SHA -
5-D pastonard	8			0	12	- Personal and a second
		31/01/2019 13:26:41	aaarogya hospital medco(MEDCO)	NA	Claim Initiated by Medco(H)	13500.0
Pendency	2	31/01/2019 13:27:36	CEX Insurec(CEX)	NA.	Claim forwarded by CEX(H)	13500.0
💑 Preautr 👻	3	31/01/2019 13:28:14	Chhattisgarh CPD-INS(CPD- INSURER)	NA	Claim Approved by CPD Insurer(H)	1500.0
Cases Search	4	31/01/2019 13:29:36	Chhattisgarh CPD(CPD)	NA	Claim Approved by CPD Trust(H)	11000.0
	5	26/03/2019 16:24:00	ace insurer(ACO-INSURER)	ACO Forwarded	Claim request approved by ACO Insurer(H)	12500.0
a appricants	6	26/03/2019 18:38:07	Inust ACO(ACO)	ACO Forwarded	Claim Approved by ACO Trust(H)	12500:0
Ctaims 🗢	7	27/03/2019 13:09:30	SHA INSURER(SHA-INSURER)	SHA Approved	Claim Approved by SHA Insurer(H)	0.0
Claim Not Updation 💼	_					J
Cases For Review (55)	Rape	Cuery				
Claim Updation						
nis -	Sub	strut.				

Page **50** of **79** 





System will ask the user for confirmation as shown below:

Dashboard	Patient Details			Case No: CASE/HS2201	1221/5307
	Name:	Card No:	Registration No:	Case No:	10 C 40
	Neha Singh	7XH7NUT	1722	CASE/HS22011221/S3076	A 12.20
Pendency	Case Status:	IP No:	IP Registered Date:	Actual Registration Date:	1. 2. 1. 1. 1.
	Ctaim Approved by SHA Insuren(H)	A NA	31/01/2019	31/01/2019 12:58:38	and the second
	Contact No:	Age :	Patient Address:	Hospital Name:	
Preauth	9582598145	39 years 0 months 0 days	BALOD	asarogya hospitai	
	Hospital Address:	Family ID:	Gender	Hospital type:	
Cases Search	CHHATTISGARH	2252204005006600000	1220 F193ane	Private	
Payments	Claims				
Claims	Do you want to proc	eed for Pending?		.×	
Claim Not Updation				OK Cancel	100
					100
Cases For Review	10000	1000			
Clases For Review	13500	T MADE			

SHA should be able to reject the Claim as shown in the screen shot.

Dashboard	Wor	k Flow				
Pendency	S.No	Date & Time	Name	Homaines	Action	Approved Amount(Rs.)
	- 3-	10/10/2018 18:44:39	BALCO MEDICAL CENTRE MEDCO(MEDCO)	gmj	Claim Initiated by MEDCO	5400.0
Preauth ~	2	10/10/2018 18:45:38	Chhattisgarti CEX(CEX)	jgh	Claim Forwarded by CEX	5400.0
Cases Search	з	10/10/2018 18:46:42	Chhattisgarh CPD(CPD)	CVXCV	Claim Kept Pending by CPD	5400.0
Payments ~	4	10/10/2018 18:47:51	BALCO MEDICAL CENTRE MEDCO(MEDCO)	chbw	Claim Pending Updated by MEDCO to CPD	5400.0
Claims	5	10/10/2018. 18:48:25	Crnattiegam CPD(CPD)	CVXCV	CPD Approved	5400.0
aim Not Updation	6	27/03/2019 19:38:56	trust ACO(ACO)	ACO Fonsarded	Claim Forwarded by ACO	5400.0
nes For Review						





System will ask the user for confirmation as shown below:

Dashboard	Patient Details	05P22P00544/R48				
Pendency	Name: Jamohar Case Status: Claim Forwarded by ACO Contact No:	Card No: PC60349PC IP No: NA: Ape :	Registration No: 587 IP Registered Date: 10/10/2018 Patient Address:	Case Not CASE/HOSP22P00544/R4E Actual Registration Date: 10/10/2018 12:59:11 Hospital Name:	4	2
Preauth	8269652385 Hospital Address:	74 years 0 months 0 days Family ID:	KONDAGAON CHHATTISGARH Gender:	BALCO MEDICAL CENTRE Hospital type:		
Cases Search	Claims				E	
Claims	Do you want to Reject?				- 1	
					-	
Claim Not Updation				OK Ca	and of the local data	

System throws a confirmation message upon clicking "ok", as shown below

Dashboard	Palient Details			Case No: CASE/HO	SP22P00544/R48
Pendency	Name: Jamdhar Case Status: Claim Forwarded by ACO	Card No: PC60349PC IP No: NA	Registration No: 587 IP Registered Date: 10/10/2018	Case No: CASE/HOSP22P00544/R4E Actual Registration Date: 10/10/2018 12:59:11	4 4
Preaulb 🗸	8269652385 Hospital Address:	Age : 74 years 0 months 0 days Family ID:	KONDAGAON . CHHATTISGARH Gender:	Hospital Name: BALCO MEDICAL CENTRE Hospital type:	
Cases Search	RAIPUR . CHHATTISGARH	22R22260300513000587	Male	Public	
Payments ~	Claims				
Payments	Claim Case has been R	ejected.by SHA successfully			
Payments ~	Claim Case has been Re	ejected by SHA successfully.			ок.
Payments ~ Claims ~ Claim Not Updation () Cases For Review (2)	Claim Case has been Re	evected by SHA successfully.	12522	,	ok.

Page 52 of 79





# **Fraud Functionality**

Login as SAFO with username and password. Upon login, the user (SAFO) has a provision to click on suspicious cases work list where the user has a provision to click on a particular case ID as shown below

national health authority	=	Pradit AYUSHM	nan Mantri Ja IAN BHARAT	n Arogya Yojana				8	🧅 SHA A	nti fraud officer ~
Suspcious Case WorkList	0				Suspicious Case Sea	rch				
Supprinte Case Secret	Ca	se Number		Case Status Confirm Fraud	+ -Select	ame	.÷.	Hospital Type Select		
Suspcious Case Search	Dis	trict -Select		Trigger Type —Select—	Case Type	-				
	1 S.No	Čase Id	Trigger Type	First Top 3 Trigger Reasons	CSearch Displaying Displaying Hospital Name(Hospital Type)	Records: 1-18 Total Last Triggered Date	no of Recor No.of Trigger Reasons	ds: 18 Go To	Risk Score	Suspicion Id
	1	P1027	1.Provider Fraud	1.Multiple Claims in the short span of time from the same member	BALCO MEDICAL CENTRE (Public)	2019-03-04 10:00:04	1-	Confirm Fraud	90	V2-052
	2	P563	1.Provider Fraud	1.Multiple Claims in the short span of time from the same member	BALCO MEDICAL CENTRE (Public)	2019-03-04 10:00:04	1	Confirm Fraud	90	V2-056
	3	P1023	1.Provider Fraud	1.Multiple Claims in the short span of time from the same member	BALCO MEDICAL CENTRE (Public)	2019-03-04 10:00:04	1)	Confirm Fraud	90	V2-057
	4	P1024	1.Provider Fraud	1.Multiple Claims in the short span of time	BALCO MEDICAL	2019-03-04 10:00:04	1	Confirm Fraud	90	V2-058

Upon clicking a particular case ID, the user (SAFO) has a provision to view the trigger details, enter remarks and based on the details provided the user clicks on any of the action button as shown below

Medical Audit: Sent to medical audit for further investigation.

**Sent for Field Verification:** Once the case is sent for Field investigation by SAFO, then the case will be available in the 'Kaizala' app where the case can be picked up by the field investigation officer for further verification. Field investigation officer has a provision to investigate all the transactions associated with that case and needs to furnish the field verification report in context to each transaction. Upon completing the field investigation, the field investigation officer is required to upload field investigation report and observation back to SAFO through Kaizala.

**Dismiss the Case:** Close the case as non-fraud.

nal h cy		TMS Approval User Manual	l Avustanan Bharat
national health authority	Pradhan Mantri Jan Arogya Yojana ayushman Bharat	a	SHA. Anti traud officer 🔹
Suspcious Case WorkList	Claim Paid Cate : 01K Nomder 01/11/2018 12:00:00 AM neft154653 Is New Born Baby Case : Yes		
Suspcious Case Search	Past History Presultionization Attachments Case Sheet	nvestigations	
	•	Trigger Details	
	Vendor Name         Trigger Ty 1.V1           1.V1         1.Provideri 2.Ven1	pe Trigger Id Fraud Others ny Fraud	Trigger Time 2019-03-25 10:00:04
	Trigger Reasons 1.Multiple Claims in the short span of time from the same member 2.Multiple Claims in the short span of time from the same member		
	Remarks"	16	
	Note: Only $H(\mathbf{R},\mathbf{r})$ special characters are allowed for Remarks and remarks are	mandatory	
	Action Type* Select Select Confirm Fraud Disroliter	Submít	
	Send for Field Verification		

On clicking the 'sent to field verification', the request will get navigated through mobile app' kaizala' where the concerned field investigation officer has a provision to take action as shown below



Page 54 of 79





On clicking the 'take action', the field investigation officer has a provision to start investigation and fill the details required and submit the form as shown below

← 🛃	Patient Investigation
C	lick Here to start investigation

ational ealth gency	TMS Approval User Manual
← 📝 Investigation Form	Agustiman Bharat PM-JN
ноѕрца мате	
BALCO MEDICAL CENTRE	
Hospital Address	
RAIPUR, RAIPUR, CHHATTISGARH	
Hospital Contact No	
SHA Details	
SHA Name	
Chaitanya	
SHA Contact No	
Investigation Findings	
Past History Details	
Investigation Remarks	
Culturat	
Submit	

Page 56 of 79

icg					her evaluation as sh	aun in coroon holo
pon submission,	the field investigation report r	needs to ge	et submitted bac	< to SAFO for furt	iner evaluation as si	iowinin screen belo
pational	_ Pradhan Mantri Jan Arogy	va Yojana				PM-JR
authority	AYUSHMAN BHARAT					
Suspcious Case WorkList	Past History Preauthonization Treatment/Dischar	ge Attachments	Case Sheet Flag	tions		
			-			
Suspcious Case Search	Vendor Name	Trigger Type		Trigger Id	Trigger Tir	10.00.04
	venz Trigger Reasons	Provider Fraud		Others	2019-03-04	10:00:04
	same member					
				D		
	-		Field investigation	Work Flow		
	S.No Date and Time		Role Name	Remarks		Action
	1 16/03/2019 21:02:09		SHA TRUST	investigation	Sent For Field Verification	
	Remarks					
	(exp)			II.		
	Select-			Submit		
pational	Pradhan Mantri Jan Arogy	<u>va Yojana</u>		Submit		🔊 🛔 🗻 SHA And Sevel of
national heach authority	Pradhan Mantri Jan Arogy Ayushman Bharat	v <u>a Yojana</u>		Submit		🧟 💄 🗻 SHA Anti fraud off
national heath authority Suspcious Case WorkList	Pradhan Mantri Jan Arogy AVUSHMAN BHARAT	<u>va Yojana</u>		Submit		🗐 🛔 🗻 SHA And Braud off
Suspcious Case Search	Pradhan Mantri Jan Arogy Ayushman Bharat     same member	<u>ya Yojana</u>	Field Investigation	Submit Report (2019-03-16 21:08:24 )		🧟 🚢 🗻 SHA Anti figuri off
national authority Suspcious Case WorkList Suspcious Case Search	Pradhan Mantri Jan Arogy Ayushman Bharat  same member  Case Id P1027	<u>va Yojana</u>	Field Investigation Patient Id 1204	Submit Report ( 2019-03-16 21-08.24 )	Patient Name Pramila Baghei	🔊 🌲 🤟 SHA Anti Read off
<b>Suspcious Case Search</b>	Pradhan Mantri Jan Arogy ArUSHMAN BHARAT  same member  Case Id P107 Gender 14-13-2018	v <u>a Yojana</u>	Field Investigation Patient Id 1204 Relation NA	Submit Report ( 2019-03-16 21:08:24 )	Patient Name Pramita Baghei Card PSI2LQG9P	in the second off
Suspcious Case Search	Prachan Mantri Jan Arogy AVUSHMAN BHARAT  same member	<u>va Yojana</u>	Field Investigation Patient Id 1204 Relation NA Patient Contact No 8719046253	Submit Report ( 2019-03-16 21:08:24 )	Patient Name Pramia Saghel Card PSI2LOG9P Hospital Name BALCO MEDICAL CENTRE	in the second off
Suspcious Case Search	Pradhan Mantri Jan Arogy, AYUSHMAN BHARAT  same member  Case Id P1027  Case Id P1027  Gender 14-12018  Patient Address JANJOR CHAATTISGARH  Hospital Address RJANDOR CHAHATTISGARH  Hospital Address RJANDOR CHAHATTISGARH	<u>va Yojana</u>	Field Investigation Patient Id 1204 Relation NA Patient Contact No 8719046253 Hospital Existence Y	Submit Report ( 2019-03-16 21:08:24 )	Patient Name Pramila Baghel Card PSIZLQG9P Hospital Name BALCO MEDICAL CENTRE SHA Name Chalanya	in the second of
Suspcious Case Search	Pradhan Mantri Jan Arogy, Arushman Bharat      sane member      Case Id     Plo27      Gender     1-12-2018      Patient Address     JaNuGR-CHMATTISGARH      Hospital Address     RAIPUR, RAIPUR, CHHATTISGARH      SHA Contact No.      S	<u>va Yojana</u>	Field Investigation Patient Id 1204 Relation NA Patient Contact No 3719040253 Hospital Existence Y Response from Hospital Co-operative	Submit.	Patient Name Pramia Baghei Cari PatzLogsp Hospital Name BALCO MEDICAL CENTRE SHA Name Chailanya No of Beds 100	in the second off
Suspcious Case Search	Prachan Mantri Jan Arogy Arughman Bharat  same member  same member  Rea ta pio27  Genter 14:12:2018  Partient Address JANJGIR-CHAMPA CHHATTISGARH  Hospital Address Raderse Rader	<u>va Yojana</u>	Field Investigation Patient Id 1204 Relation NA Patient Contact No 5719040253 Hospital Existence Y Response from Hospital Co-operative Pathology In House	Submit Report ( 2019-03-16 21:08:24 )	Patient Name Pramita Baghel Card PBI2LQG9P Hospital Name BALCO MEDICAL CENTRE SHA Name SHA Name No of Beds 100 Hospital Type Private	in the second off
Suspcious Case Search	Prachan Mantri Jan Arogy AYUBHMAN BHARAT  same member  Case Id P1027  Gender 14-22018  Patient Address JANJOR-CHARTISGARH  Hospital Address JANJOR-CHARTISGARH  Hospital Address Manuel RaiPur RaiPur Context Biogroupses Name of the treating doctor gethd	<u>va Yojana</u>	Field Investigation Patient Id 1204 Relation NA Patient Contact No 8719048253 Hospital Existence Y Response from Hospital Co-operative Pathology In House Speciality- bojh	Submit Report ( 2019-03-16 21-08.24 )	Patient Name Pramila Baghel Card PSIZLQCS9P Hospital Name BALCO MEDICAL CENTRE SHA Name Chaianya No of Beds 100 Hospital Type Private Doctor Reg.No. dbbbd	SHA Anti Baud off
Suspcious Case Search	Prachan Mantri Jan Arogy Arushman Bharat      same member      Case Id     P1027      Gender     14.2.018      Patient Address     RaiPUR, RaiPUR, CHHATTISGARH      Majoria CHMATTISGARH      Majoria CHMATTISGARH      Majoria Address     RaiPUR, RaiPUR, CHHATTISGARH      Matrix Mumber of Treating Doctor     gethid      Contact Humber of Treating Doctor	v <u>a Yojana</u>	Field Investigation Patient Id 1204 Relation NA Patient Contact No 719046253 Hospital Existence Y Response from Hospital Co-operative Pathology In House Speciality- bijn Date of Hospital Admission 2019-03-01	Submit.	Patient Name Pramila Baghel Card PSIZLOG9P Hospital Name BALCO MEDICAL CENTRE SHA Name Challanya No of Beds 100 Hospital Type Private Dotto Reg.No. dbdbbd Date of Hospital Olischarge 2019-03-16	in the second off
Suspcious Case Search	Pradhan Mantri Jan Arogy AVUSHMAN BHARAT  same member  same member  Real Gender 1-12-2018  Parta Address JANUGIR-CHAMTISGARH  Hospital Address Race Race Address Race Race Address Race Race Race Address Race Race Race Address Race Race Race Address Race Race Race Race Address Race Race Race Race Address Race Race Race Race Race Race Race Race	<u>va Yojana</u>	Field Investigation Patient Id 1204 Relation NA Patient Contact No Oriso4223 Hospital Existence Y Response from Hospital Co-operative Pathology In House Speciality beji Date of Hospital Admission 2019-03-01 Diagnosis	Submit Report (2019-03-16 21:08:24 )	Petiint Name Pramita Baghei Card P812LQG9P Hospital Name BALCO MEDICAL CENTRE SHÁ Name Chailanya No feds 100 Hospital Type Pirváe Doctor Reg.No. dibábid Doate of Hospital Discharge 2019-03-16	SHA Anti Sand of





Once field investigation form gets uploaded in SAFO login, the user (SAFO) will have the option to 'dismiss the case' as non-fraud or can 'send the report to doctor' for further evaluation or 'confirm the fraud' as shown below

national health authority	Pradhan Mantri AYUSHMAN BHARAT	<u>Jan Arogya Yojana</u>			🧾 👗 🗸 SHA Anti basish ndikart
Suspcious Case WorkList	Past History Preauthorization	Attachments Case Sheet Investigations			
Suspcious Case Search	0		Trigger De	itails	
	Vendor Name 1.NA Trigger Reasons 1.bfvvc	Trigger Type 1.TPA fraud	Trig Oth	iger Id ers	Trigger Time 2019-04-03 19:20:58
	=		Field Investigation Report (	2019-04-04 15:35:23 )	
	0		Work Flo	we construction of the second s	
	S.No E	Date and Time	Role Name	Remarks	Action
	1 03/04/2019 19:21:03	Chhattisg	arh PPD	-NA	Sent For Field Verification
	2 04/04/2019 15:35:23	Field Ven	fication	NA	Field Verification Submitted
	Remarks*		-11.		
	Note: Only %()?, / special characters are a	liowed for Remarks and remarks are mandatory			
	Action Type* Select- Confirm Fraud Dismiss Send To Doctor			Submit	

Login as Fraud doctor with username and password. The user (fraud doctor) have a provision to select the particular case ID and can either 'confirm the fraud' or 'dismiss' the case as non fraud as shown below

Pradhan Mantri Jan Arogya Yojana								
Past History	Preauthorization Treatment/Dis	scharge Claims Attachments	Case Sheet Investigations					
			Trigger Detail	ISI				
Vendor Na	me	Trigger Type	Trigger	r Id	Trigger Time 2019-03-18 12:05:21			
Trigger Re 1.rtyryt	Trigger Reasons 1.rtyryt		NA					
Field Investigation Report ( 2019-03-18 12:19:36 )								
See Work Flow								
S.No	Date and Tim	e	Role Name	Remarks	Action			
1	18/03/2019 12:06:04	Chhattisgarh	CPD	NA	Field Verification Submitted			
2	18/03/2019 12:13:54	SHA TRUST		tfgyhty	Sent To Fraud Doctor			
Remarks*	Remarks*							
Note: Only %()?! special characters are allowed for Remarks and remarks are mandatory.								
Select	-			Submit				
Confirm Fra	aud			Submit				
Dismiss								
	Past History Past History Vendor Ne Vendor Ne Vendor Ne History Vendor Ne History No No No No No No No No No No No No No	Prachan Mantri Jan An AVUSHMAN BHARAT      Past Heloy Presublocization Treatment/OH      Vendor Name     NA     Trigger Reasons     triynt      No     Tigger Reasons     trynt      Onte and Tim     1 15/03/2019 12:05:04     2 15/03/2019 12:15:54      Remarks*      Note: Only %()?./ special characters are allowed for Rer      Action Type*    Select-     Select-     Continn Fraud     Date and     Continn Fraud     Continn Fraud	Prachan Mantri Jan Arogya Yojana     ArushMan BHARAT      PreseMan PreseMan Treatment/Discharge     Carrs     Attachment      PreseMan PreseMan      Trigger Type     Trigger Type     Trigger Reasons     triyri      PreseMan PreseMan      PreseMan	Predena Mantri Jan Arogya Yojana         AUUSHMAN BHARAT         Past History       Peaulborization       Treatment/Discharge       Carrs       Attachments       Trigger Delate         Vendor Name       Trigger Reasons       Trigger Reasons	Predeband Mantri Jan Acogya Yojana         Ausshaan BHARAT         Past Hintory       Presultionization         Teadment/Discharge       Carre         Attachments       Carre Sheet         Import Details         Imp	Predent Manteri Jan Arogya Mojana Aruseman         Pred History       Presubborcation       Treatment/Discharge       Clarers       Atlachments       Investigations         Pred History       Presubborcation       Treatment/Discharge       Clarers       Atlachments       Investigations         Pred History       Presubborcation       Treatment/Discharge       Clarers       Atlachments       Investigations         Pred History       Presubborcation       Treatment/Discharge       Clarers       Investigation         Pred History       Presubborcation       Trigger Type       Trigger Type       Trigger Type         Trigger Reasons       1.TPA fraud       Trigger Manteri Att 2019-03-18 12:19:26       2019-03-18 12:05:21         Pred History       Pred and Time       Role Name       Role Name       Action         1       10:03/2019 12:06:04       Chatalingam CPD       -HA-       Field Verification Submitteria         2       18:03/2019 12:13:54       SHA TRUST       Klowith       Sent         Mersion       Station       Station       Station       Sent         - Sent-       Station       Station       Station       Station		

Page 58 of 79





#### **Screens in PPD Login:**

Login as PPD with username and password. If a case is found to be suspicious the user (PPD) has a provision to send that particular case to field verification as shown below

**NOTE:** Once the case is sent for Field investigation by PPD, the request will come to SAFO for further evaluation. Processing of the case/work flow will not get affected till claim executive level though the case is sent for field verification.

Assigned Cases	Patient Details	😁 Patient Details				
	Name: SARASVTI	Ded No: BOMFOSX	Registration No: 2241	Case No: CASE/H322011221/34633		
endency	Case status: Madco Preauth initiated(insurance) Contact No:	Age :	P Registered Date: 04/04/2019 Patient Address:	Actual Registration Date: 04/04/2019 16/46/26 Hospital Name:		
reauth	99999999999 Hospital Address:	19 years 0 months 0 cays Family ID:	BALOD, CHHATTISGARH Geneke:	aaarogya hospitat Hospitat type:		
	Action Type					
	Select					
	Raze Guery Reject					
	Assign					

Upon clicking field verification, an alert 'case submitted successfully' will pop up as shown in screen

Assigned Cases	Patient Details				Case No: CASE/HS22011221/S
<sup>2</sup> endency <sup>2</sup> reauth	Name: SARASVTI Case Status: Medco Preauth Initiated(Insurance) Contact No: 9999999999 Hospital Address: RAIPUR, CHHATTISGARH	Card No: 80MPOSX IP No: Age : 19 years 0 months 0 days Family ID: 225221000871090030013300122	Registration No: 2241 IP Registered Date: 04/04/2019 Patient Address: BALOD, CHHATTISGARH Gender: Female	Case No: OASE/HS22011221/S4633 Actual Registration Date: 04/04/2019 16:46:26 Hospital Name: aaarogya hospital Hospital type:	
Cases Search	Past History Preauthorization A	uttachments Case Sheet			
	Name aaarog	fully			×

Page 59 of 79





#### Screens in CPD Login:

Login as CPD with username and password. If a case is found to be suspicious the user (CPD) has a provision to send that particular case to field verification as shown below

national health authority	E Pradhan Mantri J	an Arogya Yojana			🛢 🛎 - 9
Panel Doctor Status Report	2) Case Management Proven to be done	as per the Standard Treatment Protocols *			Yes ©No
	3) Evidence of the Therapy being Conde	ucted exists beyond Doubt *			Yes ONo
Assigned Cases	4) Mandatory Reports are Attached *			٠	Yes ©No
	Remarks:				
Pendency	Note: Remarks are mandatory while assigning	n. Only /12 / cnacial characters are allowed for Remarks			
	Hote. Remarks are mandatory write assignment	Wron A 11% aberial evaluations are allowed for identifica-			
Cases Search	Work Flow				
	S.No Date & Time	Name	Remarks	Action	Approved Amount(Rs.)
Claims 🗸	1 05/04/2019 16:54:27	aaarogya hospital medco(MEDCO)	NA	Claim Initiated by Medco(H)	2250.0
	2 05/04/2019 16:57:23	CEX Insurer(CEX)	NA	Claim forwarded by CEX(H)	2250.0
	3 05/04/2019 18:27:11	Chhattisgarh CPD-INS(CPD-INSURER)	NA	Claim Approved by CPD Insurer(H)	2250.0
	Action Type				
	Select				
	Approve Deira Orace				
	Reject				
	Assign				

Upon clicking field verification, an alert 'case submitted successfully' will pop up as shown below

national health authority	Pradhan Mant AYUSHMAN BHARAT	ri Jan Arogya Yojana			🧾 👗 🗸 cpd -
Panel Doctor Status Report	Patient Details	Case No: CASE/HS22011221/S898			
Assigned Cases	Name: Sukaro Case Status: Claim Forwarded by Insurer Contact No: 9407768279	Card No: PC5G7V9QU IP No: NA Age : 38 years 0 months 0 days	Registration No: 1070 IP Registered Date: 06/12/2018 Patient Address: KANKER, CHHATTISGARH	Case No: CASE/HS22011221/S898 Actual Registration Date: 06/12/2018 23:37:37 Hospital Name: aaarogya hospital	
Pendency	Hospital Address: RAIPUR , CHHATTISGARH	Family ID: 22S221400700840000013700002	Gender: Female	Hospital type: Private	
Claims 🗸	Prast History Preauthorization	freatment/Discharge Claims Attach	ments Case Sheet		OK

**NOTE:** Once the case is sent for Field investigation by CPD, the request will come to SAFO for further evaluation.





# Adjustments and recovery (Erroneous claims) Functionality

# Business Scenario: Adjustments/Erroneous

The claim case in a hospital has a partial payment done due to some valid reason and now the hospital wishes to get back the adjustment amount by providing the supportive documents that are necessary for validation. In this case, the there is a provision/feature made available in the application in order to get the remaining balance amount. There is a series of decision making process involved in different levels. SHA is the final authority.

## Example:

The claim paid amount	=	1 lakh
The claim initiated amount	=	1.5 Lakhs
Possible Adjustment amount	t =	50,000.

## Description:

Claims that requires adjustments are available in Medco Login under erroneous claims menu of the respective hospital. Medco shall be able to "initiate the request for adjustment" by providing the required information. The erroneous claims for approval menu is available in approver's login (CPD, ACO and SHA) to check these claims.

Adjustments workflow:

Medco (Initiates the adjustment claim) -> CPD (Approve/Reject/Pending) -> ACO (Forward) -> SHA (Approve/Reject/Pending)

Definition and Descriptions of terms used:

Erroneous Claims/ Adjustment= (Total claim initiated amount) - (Total claim paid amount).

- CPD- Claim Panel Doctor
- ACO- Accounts officer
- SHA- State Health Agency
- E- Erroneous





Points to be remembered

- The Claim status should be "Claim Paid".
- TDS or RF shall be reduced from the erroneous claim amount before paying it to the hospital.
- Initiated claim amount should be less than the claim paid amount
- Within 45 Minutes of approval from SHA, the amount will be paid to hospitals.
- The original case number will not be changed instead an extra demarcation such as "/E" is appended after claim number. **(e.g.** Original Case Number: S001; Adjustment claim number: S001/E)
- Once these claims are initiated the user shall be able to view the status from the case search menu.

# **Business Scenario: Recovery**

Background and Purpose of the scenario:

Recovery feature allows the system to get back the excess money paid to hospitals by deducting the amount from other approved cases of the same hospital.

Example:

Recovery amount	=	11akh
Case 1 claimed amount	=	30000
Case 2 claimed amount	=	25000
Case 3 claimed amount	=	75000

Here in the case 3, the amount deducted w.r.t recovery will be 20,000 and then the remaining amount will be paid to the hospital.

# Description:

All the hospitals are available in CAO login under payments in "Hospital Amount Recovery" sub-menu. ACO shall be able to "submit the request for recovery" by providing the required information. Then SHA shall approve or reject the request. In case, SHA approves the request, the recovery shall start from the next case coming from the hospitals for payment. The amount shall be deducted until the total recovery amount is nullified. SHA is the final authority.

Page 62 of 79





Recovery workflow:

national health agency

ACO (Submit) -> SHA (Approve/Reject)

Definition and Descriptions of terms used:

Recovery Amount= (Amount from Case 1 + Case 2+ Case 3+ ....).

Amount is deducted till it reaches the recovery amount.

- TDS- Tax deducted at source
- RF- Revolving Fund
- ACO- Accounts officer
- SHA- State Health Agency

#### Points to be remembered

- Claim status will be shown as paid even though the amount is deducted.
- Example:

If in case the recovery amount initiated by ACO is 1.5Lakh. There are two claim cases that got approved by SHA with following amounts (case 1: 1lakh, case2: 1.5lakh)

Now the system shall deduct a full amount from case1 (i.e: 1 lakh). Then the remaining 50,000 is recovered from the case2.

In case 1: The claim will not be sent to bank and directly the status changes to "Claim Paid" after SHA approval.

In case2: The claim will be sent with the deducted amount (i.e:1.5 lakh - 50000= 1Lakh). An amount of 1Lakh will be paid to bank after deducting the 50,000.





# Erroneous claims Process/Workflow

There is a separate sub-menu named "erroneous claims" under Claims menu of Hospital **Medco login** as shown below

	-	(		Errs	Erroneous Claim Initiation				
Register in Kaizala	Cas	se Number	Card Nu	mber	Category -Select		P	-Select	
Preauth ~	Rej	gistered From Date	Register	ed To Date					
Cases Search				QSe	arch Okeset				
Payments ~	S.No	Cose No	Claim No	Case Status	Displaying Red	Registered	Claim Initiated	Go To Claim Approved Amount	Erroneous Amount
Claims ~	1	CASE/H522011221/M543	TRUST/JAN/2018/379423/1	Claim Ack Recieved by Bank(Insurance)	aaarogya hospital	15/10/2018	10800	10750	50.0
laim Initiation 🚳	2	CASE/H522011221/5662	TRUST/SUR/2018/648613/1	Claim Amount Paid by Bank(Insurance)	aaarogya hospital	01/11/2018	6300	6250	50.0
laim Query Updation									
rroneous Claim Updation									
Payments									

Upon clicking the case number the claims details of the case are shown as below. Medco shall be able to give the erroneous claim amount and remarks.

national health authority	Pradhan Mante Ayushman Bharat	ri Jan Arogya Yojana		9	
and the second s	Patient Details			Case No: CASE/H:	522011221/5662
	Name:	Card No:	Registration No:	Case No:	
Register in Kaizala	Case Status:	POVZLELBU IP No:	796 IP Registered Date:	CASE/H522011221/S662 Actual Registration Date:	6
	Claim Amount Paid by	NA	01/11/2018	01/11/2018 13:11:16 Photo	
Preauth ~	Contact No:	Communication Contact No:	Patient Address:	Communication Address Availabl	te
	9009964553 Hospital Name:	9009964553 Hospital Address:	SURAJPUR , CHHATTISGARH Hospital type:	SURAJPUR , CHHATTISGARH Family ID:	
Cases Search	aaarogya hospital Claim Paid Date :	RAIPUR , CHHATTISGARH UTR Number	Private	225220200401060000021000058	
	13/01/2018 12:00:00 AM	utgs234234	5 3 ann 2 5 5 5 1	and the second se	
Payments ~	Gender:	Age :	Is Aadhaar Beneficiary:	Biometric Verified:	
Claim Initiation (5)					
Claim Query Updation	Claim Details	and a second			
Erroneous Claims	Preauth Approved Amount(Rs.): 6300	Preauth Date: 02/11/2018 22:29:52 PM	Claim Submitted Dat 02/11/2018 22:41:30	Penalty Amount(Rs.):	
Erroneous Claim Updation	Claim Amount(Rs.): 6300	Bill Amount(Rs.)*: 6300	Bill Date:		
Payments	Erroneous Claim Details.				
	Claim Initiated Amount:	Claim Paid Amount:	Erroneous Amount:	Erroneous Initiate Amount *	r-
MIS ~	6300	6250.0	50.0	50	
	Remarks:*				
	ddddd				





Medco select the initiate erroneous claims from the drop down as shown below.

	A CONTRACTOR OF THE OWNER	ALC: NO	Conversion of the local sector	and the second se	No. of Concession, Name	
5.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs)	) Claim Rejection Re
1	02/11/2018 22:37:18	aaarogya hospital medco(MEDCO)	NA	Claim Initiated by MEDCO	6300.0	NA
2	02/11/2018 22:38:52	Chhattisgarh CEX(CEX)	NA	Claim Forwarded by CEX	6300.0	NA
з	02/11/2018 22:39:49	Chhattisgarh CPD(CPD)	NA	Claim Forwarded by Trust	6300.0	NA
4	02/11/2018 22:40:31	Chhattisgarh CPD-INS(CPD-INSURER)	NA	Claim kept pending by CPD(Insurance)	6300.0	NA
5	02/11/2018 22:41:30	aaarogya hospital medco(MEDCO)	NA	Claim Pending updated by Medco(Insurance)	6300.0	NA
6	02/11/2018 22:43:02	Chhattisgarh CPD-INS(CPD-INSURER)	NA	CPD Insurer Approved(Insurance)	6300.0	NA
7	02/11/2018 22:46:40	aco insurer(ACO-INSURER)	Approved	Claim Forwarded by ACO Insurer(Insurance)	6300.0	NA
8	12/11/2018 18:24:04	SHAInsurer Insurer(SHA-INSURER)	SHA Approved	Claim Approved by SHA Insurer(Insurance)	6300.0	NA
9	12/11/2018 18:37:51	Payments Scheduler	Claim Ready For Payment	Claim Ready for Payment(Insurance)	6300.0	NA
10	12/11/2018 18:52:51	Payments Scheduler	Claim sent to bank for payment	Claim Sent TO Bank(Insurance)	6300.0	NA
11	13/11/2018 00:49:48	Payments Scheduler	Payment Done	Claim Amount Paid by Bank(Insurance)	null	NA
Action	Туре					
Initat	e Erroneous Claim	· •.				
	5. No 1 2 3 4 5 6 7 8 9 10 11 Action	S.No         Dare & Time           1         02/11/2018 22:37:18           2         02/11/2018 22:39:49           3         02/11/2018 22:39:49           4         02/11/2018 22:40:31           5         02/11/2018 22:40:31           6         02/11/2018 22:40:40           8         12/11/2018 22:46:40           8         12/11/2018 18:24:64           9         12/11/2018 18:24:54           9         12/11/2018 18:24:54           10         12/11/2018 18:24:54           11         13/11/2018 18:24:54           12         12/11/2018 18:24:54           13         12/11/2018 18:24:54           14         13/11/2018 18:24:54           15         12/11/2018 18:24:54           16         12/11/2018 18:24:54           17         12/11/2018 18:24:54           11         13/11/2018 00:49:48           Action Type         Initiate Erroneous Claim	S.No         Date & Time         Name           1         02/11/2018 22:37:18         exercegive hospital medco(MEDCO)           2         02/11/2018 22:38:52         Chhartisgerh CEX(CEX)           3         02/11/2018 22:38:52         Chhartisgerh CPD(CPD)           4         02/11/2018 22:39:46         Chhartisgerh CPD-INS(DPD-INSURER)           5         02/11/2018 22:48:130         exercegive hospital medco(MEDCO)           6         02/11/2018 22:48:42         Chhartisgerh CPD-INS(CPD-INSURER)           7         02/11/2018 22:48:40         exo insurer(ACO-INSURER)           8         12/11/2018 18:24:64         SHAlinsurer insurer(SHA-INSURER)           9         12/11/2018 18:25:51         Payments Scheduler           10         12/11/2018 18:52:551         Payments Scheduler           11         13/11/2018 00:49:48         Payments Scheduler           11         13/11/2018 00:49:48         Payments Scheduler	S.Ma         Date & Time         Name         Remarks           1         02/11/2018 22:37:18         searcgys hospital medco(MEDCO)         NA           2         02/11/2018 22:38:52         Chhartisgarh CEK(CEX)         NA           3         02/11/2018 22:38:52         Chhartisgarh CEK(CEX)         NA           4         02/11/2018 22:48:03         Chhartisgarh CPD(NSURER)         NA           5         02/11/2018 22:43:03         Chhartisgarh CPD-INS(CPD-INSURER)         NA           6         02/1/1018 22:43:03         chartisgarh CPD-INS(CPD-INSURER)         NA           7         02/11/2018 22:43:04         chhartisgarh CPD-INSURER)         NA           7         02/11/2018 22:43:04         sci naurer(ACO-INSURER)         Approved           8         12/11/2018 18:22:40:43         SHAInsurer Insurer(SHA-INSURER)         SHA Approved           9         12/11/2018 18:32:51         Payments Scheduler         Claim Ready For Payment           10         12/11/2018 18:52:51         Payments Scheduler         Claim sent to bank for payment           11         13/11/2018 00:49:48         Payments Scheduler         Payment Done	S.No         Date & Time         Name         Remarks         Action           1         02/11/2018 22:37:18         aserogye hospital medce(MEDCO)         NA         Claim Initiated by MEDCO           2         02/11/2018 22:38:52         Chhattisgarh CEX(CEX)         NA         Claim Forwarded by CEX           3         02/11/2018 22:39:49         Chhattisgarh CEX(CEX)         NA         Claim Forwarded by Trust           4         02/11/2018 22:39:49         Chhattisgarh CPD(CPD)         NA         Claim Forwarded by Trust           5         02/11/2018 22:43:03         chartosgarh CPD-INS(CPD-INSURER) NA         Claim Pending updated by Medco(Insurance)           5         02/11/2018 22:43:03         casongaye hospital medco(MEDCO)         NA         Claim Pending updated by Medco(Insurance)           6         02/11/2018 22:43:03         casongaye hospital medco(MEDCO)         NA         Claim Pending updated by Medco(Insurance)           7         02/11/2018 22:43:04         SHAInsurer Insurer(SPA-INSURER)         NA         Claim Forwarded by ACD Insurer(Insurance)           8         12/11/2018 18:24:04         SHAInsurer Insurer(SM-INSURER)         SHA Approved         Claim Ready for Payment(Insurance)           9         12/11/2018 18:32:31         Payments Scheduler         Claim Ready for Payment; Claim Sent TO Bank(Insurance)	S.No         Date & Time         Kame         Remarks         Action         Approved Amount(Rs)           1         02/11/2018 22:37:18         asarogya hospital medco(MEDCO)         NA         Claim Initiated by MEDCO         6300.0           2         02/11/2018 22:37:18         asarogya hospital medco(MEDCO)         NA         Claim Forwarded by CEX         6300.0           3         02/11/2018 22:39:49         Chhattisgarh CEX(CEX)         NA         Claim Forwarded by Trust         6300.0           4         02/11/2018 22:40:31         Chhattisgarh CPD(CPD)         NA         Claim Forwarded by Trust         6300.0           5         02/11/2018 22:40:30         chhattisgarh CPD-INS(CPD-INSURER) NA         Claim Pending updated by Medco(Insurance)         6300.0           6         02/11/2018 22:40:30         asarogya hospital medco(MEDCO)         NA         Claim Pending updated by Medco(Insurance)         6300.0           6         02/11/2018 22:40:40         asarogya hospital medco(MEDCO)         NA         Claim Reproved(Insurance)         6300.0           7         02/11/2018 22:40:40         calo insurer(ACO-INSURER)         NA         Claim Forwarded by ACO Insurer(Insurance)         6300.0           8         12/11/2018 18:20:41         SHAInsurer(Insurance)         6300.0         6300.0         6300.0

Upon clicking add and view attachments, Medco shall have the feature to upload the erroneous claims attachments as shown below:

national health authority	Pradhan Mantri Ja AYUSHMAN BHABAT	an Arogya Yojana		j aaarogya h	📥 🛫 MEDCO 🛩 ospital(HS22011221)
Register in Kaizala	Claim Al Scould View All Inactive Attachments Claim Al Scould View All Inactive Attachments Claims	nents	@	-@@	
Cases Search	Claim In Glaim In 3600	Attachment Name Erroneous Attachments	View	Upload upload	
Claims				Previous Next	Reason
Erroneous Claim Updation	2 0) 2			Clo	se

Page 65 of 79

national health authority	Pradhan Man	tri Jan Arogya Yojana			aaarogya ho
Register in Kaizala Preauth Cases Search Payments Claims	Patient Details Name: Kurni Case Status: Claim Amount Paid by Bank(Insurance) Consect No: 9009964553 Hospital Name: aaarogya hospital Claim Paid Date : 13/01/2018 12:00:00 AM Gender: Pemale	Card No: POVZLFLEU IP No: NO Communication Contact No: 9009964553 Hospital Address: RAIPUR, CHHATTISGARH UTR Number ugs234234 Age: 24 years 0 months 0 days	Registration No: 795 If Registered Date: 01/11/2018 Patient Address: SURAPUR, CHHATTISGARH Hospital Type: Private Is Aadhaar Beneficiary: No	Case Io CASE No: CASE/H522011221/S662 Actual Registration Date: 01/11/2018 13:11116 Communication Address SURAJPUR, CHHATTISGARH Family ID: 225220200401060000021000058 Biometric Verified: No	Photo Photo Not Available
Claim Initiation (8) Claim Query Updation (10) Erroneous Claims Erroneous Claim Updation Payments	IP Details Past History Cir Preasts Erroneous Claim Initia 6300 Claim At 6300	ted by Medco(Insurance)	atment/Discharge Claims Attachmen	ts Cane Sheet	C

There is a separate sub-menu named "erroneous claims" under Claims menu of **CPD-login** as shown below: In this screen, CPD shall be able to view the details given by medco during initiating the erroneous calms.

Arrighted Cares	Patient Details			Case No: CASE/HS220	11221/5
Assigned Cases	Name:	Card No:	Registration No:	Case No:	
	kunti.	POVZLFL3U IP.No.	796	CASE/HS22011221/5662	
Pendency	Erroneous Claim Initiated by	NA	01/11/2018	01/11/2018 13:11:16	Negation Negation
	Contact No:	Communication Contact No:	Patient Address:	Communication Address	
Claims	9009964553 Hospital Name:	9009964553 Hospital Address:	SURAJPUR, CHHATTISGARH Hospital type:	SURAJPUR , CHHATTISGARH Family ID:	
rroneous Claims	aaarogya hospital Claim Paid Date :	RAIPUR , CHHATTISGARH UTR Number	Private	225220200401060000021000058	
	13/01/2018 12:00:00 AM	utgs234234	100 m 2 m 2		
laim Updation 📵	Gender:	Age :	Is Aadhaar Beneficiary:	Biometric Verified:	
	Past History Preauthorization	Treatment/Discharge Claims At	achments Case Sheet		
	Past History Preauthorization	Treatment/Discharge	achments Case Sheet		
	Past History Preauthorization	Treatment/Discharge Claims Att	achments Case Sheet		
	Pest History Preautherization	Preauth Date:	Achments Case Sheet	te: Penalty Amount(Rs.):	
	Pract History Presuthorization	Preauth Date: 02/11/2018 22:29:52 PM	Claim Submitted Da	ite: Penalty Amount(Rs.): 10 PM 0	
	Claim Amount(Bs.): 6300	Preauth Date: 02/11/2019 22:29:52 PM Bill Amount(Rs.)*	Claim Submitted Da 02/11/2018 22:41/j Bill Date:	te: Penalty Amount(Rs.): 00 PM 0	
	Prest History Presuborization	Preauth Date: 02/11/2018 22/29/52 PM Bill Amount(Rs.) <sup>4</sup> , 6300	Claim Submitted Da 02/11/2018 22:411 Bill Date:	te: Penaty Amount(Bs.): DI PM 0	
	Claim Details  Presuth Approved Amount(Rs.): 6300  Claim Amount(Rs.): 6300  Erroneous Claim Details	Preaum Dare: 02/11/2018 22:29:52 PM Bill Annount(Rs.)* 6300	claim Submitted Do 02/11/2018 22:41: Bill Date:	re: Penalty Amount(Rs.): IO PM O	
	Claim Initiated Amount: Claim Initiated Amount:	Preauth Date: 02/11/2016 2:2:29:52 PM Bill Amount(Rs.) <sup>41</sup> 6:300	Claim Submitted Da O2/11/2018 22:41: Bill Date: Etroneous Amount:	te: Penalty Amount(Bs.): 10 PM 0 Erroneous Initiated Amount:	
	Claim Initiated Amount Claim Initiated Amount Claim Initiated Amount Claim Initiated Amount Claim Initiated Amount G00	Preauth Date: 02/11/2018 22/20/52 PM Bill Amount(Rs.) <sup>4</sup> , 6300	Claim Submitted D O2/11/2018 22:41: Bill Date: Erroneous Amount: 50.0	te: Penaty Amount(Bs.): 0 PM 0 Erroneous Initiated Amount: 50.0	
	Claim Initiated Amount Claim	Claim Pard Amount: 6250.0 Bemarks:*	Claim Submitted D 02/11/2018 22:41: Bill Date: Erroneous Amount: 50.0	te: Penalty Amount(Rs.): 0 PM 0 Erroneous Initiated Amount: 50.0	

Page 66 of 79





**CPD** shall be able to act on the claims by selecting the list of options available (Approve/Reject/Raise Query) in the action drop down as shown below: In case of approve, the cases shall move to next level i.e. CEX

In case of reject, it is final rejection.

In case of Raise Query, the case shall move to Hospital for erroneous claim query updation.

pational health authority	=	Pradhar ayushman b	n Mantri Jan Arogya Yoj <sup>HARAT</sup>	ana			🎒 📥 🗸 CPD-INSURER 🗸
Assigned Cases	8	12/11/2018 18:24:04	SHAInsurer Insurer(SHA-INSURER)	SHA Approved	Claim Approved by SHA Insurer(Insurance)	6300.0	NA
Pendency	9	12/11/2018 18:37:51	Payments Scheduler	Claim Ready For Payment	Claim Ready for Payment(Insurance)	6300.0	NA
🦶 Claims 🗸 🗸	10	12/11/2018 18:52:51	Payments Scheduler	Claim sent to bank for payment	Claim Sent TO Bank(Insurance)	6300.0	NA
Erroneous Claims	11	13/11/2018 00:49:48	Payments Scheduler	Payment Done	Claim Amount Paid by Bank(Insurance)	null	NA
Claim Updation 🧃	12	29/05/2019 14:20:34	aaarogya hospital medco(MEDCO)	ddddd	Erroneous Claim Initiated by Medco(Insurance)	50.0	NA
	Action Raise Sele Reje Appi	n Type s Query ct ct rove e Query					

System shall throw a confirmation message as shown below

authority	Pradhan Mantri J	Jan Arogya Yojana		<i>₿</i> & ↓ CPD-IN
Assigned Cases	Past History Preauthorization T	اللہ اللہ اللہ اللہ اللہ اللہ اللہ اللہ	nts Case Sheet	
Pendency		· ·		
Claims	Clase Presente     Do you want to Raise Query	/ Erroneous Claim?		
rroneous Claims	Claim Ar			OK Cancel
rroneous Claims	Claim Ar 6300			OK Cancel
rroneous Claims laim Updation 📵	Claim Ar 6300			OK Cancel
rroneous Claims Iaim Updation (3)	Claim Ar 6500			OK Cancel
rroneous Claims laim Updation 3	Claim Ar 6300 Erroneous Claim Details Claim Initiated Amount: 6300	Claim Paid Amount: 8350 0	Efroneous Amount:	OK Cancel
rroneous Claims Jaim Updation (3)	Claim Ar 6300 Erroneous Claim Details Claim Initiated Amount: 6300	Claim Paid Amount: 6250.0	Effoneous Amount: 50.0	CK Cancel
irroneous Claims Claim Updation 3	Claim Ar 6300 Erroneous Claim Details Claim Initiated Amount: 6300 Erroneous Approve Amount ** : 50	Claim Paid Amount: 6250.0 Remarks. <sup>ch</sup>	Efforceous Amount: 50.0	CK Cancel Erroneous Initiated Amount: 50.0
rroneous Claims laim Updation 3	Claim Ar 6300 Erroneous Claim Decails Claim Initiated Amount: 6300 Erroneous Approve Amount ** : 50	Claim Paid Amount: 6250.0 Remarks. <sup>44</sup> Erromeous	Efroneous Amount: 50.0	OK Cancel Erroneous Initiated Amount: 30.0
roneous Claims aim Updation (3)	Claim Ar 6300 Erroneous Claim Decails Claim Initiated Amount: 6300 Erroneous Approve Amount **: 50	Claim Paid Amount: 6250.0 Remarks:** Erromebus	Efroneous Amount: 50.0	CK Cancel Erroneous Initiated Amount: 30.0

Page 67 of 79

national health agency

TMS Approval User Manual



Upon clicking "Ok" the case shall move into Hospital Medco login under claims with submenu named "Erroneous claim updation" as shown below. Now Medco shall update this claim details accordingly and submit the case.

national health authority	Pradhan M	Mantri Jan Arogya <sup>IRAT</sup>	a Yojana				aaarogya	A v MEDCO
	•		Erroneous Cla	aim Cases for Updation	n (			
Register in Kaizala	Case Number	Card N	lumber	Category Select		Proc.	edure Name Select	÷
🧞 Preauth 🗸 🗸	Registered From Date	Registe	ered To Date					
🔂 Cases Search			QSearch	⊖Reset				
	1			Displaying Records	a 1 Total no	of Records: 1 Go To	0	
Payments V	S.No Case No	Claim No	Case Status	Hospital Name	Registered Date	Claim Initiated Amount	Claim Approved Amount	Erroneous Amount
🔩 Claims 🔹 👻	1 CASE/H522011221/56	562 TRUST/SUR/2018/648613/	1 Erroneous Claim Kept Pending by CPD(Insurance)	aaarogya hospital	01/11/2018	6300	6250	50.0
Claim Initiation 🗿								
Claim Query Updation 🔟								
Erroneous Claims								
Erroneous Claim Updation								
Pavments								

Medco shall be able to click on the case number in-order to view the details of the case as shown below. Here Medco can view the remarks accordingly.

	Patient Details			Case No: CASE/	HS22011221/S6
	Name:	Card No:	Registration No:	Case No:	
Register in Kaizala	kunti	P0VZLFL3U	796	CASE/H522011221/5662	
	Case Status:	IP No:	IP Registered Date:	Actual Registration Date:	
	CPD(Insurance)	NA	01/11/2018	Phot Not	•
Preauth ~	Contact No:	Communication Contact No:	Patient Address:	Communication Address Availa	ble
	9009964553	9009964553	SURAJPUR, CHHATTISGARH	SURAJPUR, CHHATTISGARH	
Control establish	Hospital Name:	Pospital Address:	Private	225220200401050000021000058	
Cases Search	Claim Paid Date :	UTR Number	Filler	225220200401000000021000050	
	13/01/2018 12:00:00 AM	utgs234234	and the second		
Payments	Gender:	Age :	Is Aadhaar Beneficiary:	Biometric Verified:	
Claims	IP Details Past History Clinical	Notes Preauthorization Treate	nent/Discharge Claims Attachments	Case Sheet	
Claim Initiation 🚯	Claim Details				
			Ciplins Following of Data		
Claim Query Updation 💷	Preauth Approved Amount(Rs.):	Preauth Date:	Claim submitted Date	Penalty Amount(R5.):	
Claim Query Updation 🐽	Preauth Approved Amount(Rs.): 6300	02/11/2018 22:29:52 PM	02/11/2018 22:41:30	PM 0	
Llaim Query Updation 100	Preauth Approved Amount(Rs.): 6300 Claim Amount/Rs.):	02/11/2018 22:29:52 PM	02/11/2018 22:41:30	Penalty Amount(Rs.): PM 0	
Claim Query Updation 🐽	Preauth Approved Amount(Rs.): 6300 Claim Amount(Rs.): 6300	02/11/2018 22:29:52 PM Bill Amount(Rs.)*: 6300	02/11/2018 22:41:30 Bill Date:	: Penaty Amount(Rs.): PM 0	
Claim Query Updation (10) Frroneous Claims Frroneous Claim Updation	Preauth Approved Amount(Rs.): 6300 Claim Amount(Rs.): 6300	Preauth Date: 02/11/2018 22:29:52 PM Bill Amount(Rs.)*: 6300	O2/11/2018 22:41:30 Bill Date:	: Penalty Amount(Ks.): PM 0:	
Claim Query Updation 🐽 Proneous Claims Proneous Claim Updation Payments	Preauth Approved Amount(Rs.): 6300 Claim Amount(Rs.): 6300	Preauth Date: 02/11/2018 22:29:52 PM Bill Amount(Rs.)*: 6300	Claim submitted Date 02/11/2018 22:41:30 Bill Date:	: Penaity Amount(its.): PM 0	
laim Query Updation 🐽 rroneous Claims rroneous Claim Updation Payments	Preauth Approved Amount(Rs.): 6300 Claim Amount(Rs.): 6300 Erromeous Claim Details Claim Initiated Amount:	Claim Paid Amount	Calm submittee Date 02/11/2018 22:41:30 Bill Date:	PARTY Amount (Ks.): PM 0	

Page 68 of 79





After giving remarks Medco can submit Update action type as shown below:

		18:24:04					adarogya nospital(h3220
Cases Search	9	12/11/2018 18:37:51	Payments Scheduler	Claim Ready For Payment	Claim Ready for Payment(Insurance)	6300.0	NA
Payments •	10	12/11/2018 18:52:51	Payments Scheduler	Claim sent to bank for payment	Claim Sent TO Bank(Insurance)	6300.0	NA
	11	13/11/2018 00:49:48	Payments Scheduler	Payment Done	Claim Amount Paid by Bank(Insurance)	null	NA
Claims ~	12	29/05/2019 14:20:34	aaarogya hospital medco(MEDCO)	dddd	Erroneous Claim Initiated by Medco(Insurance)	50.0	NA
aim Initiation (5) aim Query Updation (10)	13	29/05/2019 14:31:17	Chhattisgarh CPD-INS(CPD- INSURER)	Erroneous	Erroneous Claim Kept Pending by CPD(Insurance)	0.0	NA
rroneous Claims		435					
rroneous Claim Updation	Select	Type t	*				
and the second se	Upda	ite					

	6	02/11/2018 22:43:02	Chhattisgarh CPD-INS(CPD- INSURER)	NA	CPD Insurer Approved(Insurance)	6300.0	NA
egister in Kaizala	7	02/11/2018 22:46:40	aco insurer(ACO-INSURER)	Approved	Claim Forwarded by ACO Insurer(Insurance)	6300.0	NA.
eauth ~	8	12/11/2018 18:24:04	SHAInsurer Insurer(SHA-INSURER)	SHA Approved	Claim Approved by SHA Insurer(Insurance)	6300.0	NA
ses Search	9	12/11/2018 18:37:51	Payments Scheduler	Claim Ready For Payment	Claim Ready for Payment(Insurance)	6300.0	NA
vments 🗸	10	12/11/2018 18:52:51	Payments Scheduler	Claim sent to bank for payment	Claim Sent TO Bank(Insurance)	6300.0	NA
	11	13/11/2018 00:49:48	Payments Scheduler	Payment Done	Claim Amount Paid by Bank(Insurance)	null	NA.
ims 🗸	12	29/05/2019 14:20:34	aaarogya hospital medco(MEDCO)	ddddd	Erroneous Claim Initiated by Medco(Insurance)	50.0	NA
n Initiation 🚯 N Query Updation 📶	13	29/05/2019 14:31:17	Chhattisgarh CPD-INS(CPD- INSURER)	Erroneous	Erroneous Claim Kept Pending by CPD(insurance)	0.0	NA.
neous Claims	Actio	n Type					
neous Claim Updation	Upd	ate	τ.				
yments	50	bmit Add	/View Attachments				

Page **69** of **79** 





System throws a confirmation message as shown below after successful updation as shown below:

national health authority	Pradhan Mant	ri Jan Arogya Yojana			A - MEDCO
Register in Kaizala	aaarogya hospital Claim Paid Date : 13/01/2018 12:00:00 AM Gender: Female	RAIPUR, CHHATTISGARH UTR Number utgs234234 Age : 24 years 0 months 0 døys	Private Is Aadhaar Beneficiary: No	22522020040106000 Biometric Verified: No	0021000058
🧞 Preauth 🗸 🗸	IP Details Past History Clin	and the second s	atment/Discharge	ments Case Sheet	
Cases Search	G die busie				
Payments v	Claim Ar 6300	ted by Medco to CPD(Insurance)			OK
Claim initiation (5)	Erroneous Claim Details				
Claim Query Updation 📶	Claim Initiated Amount: 6300	Claim Paid Amount: 6250.0	Erroneous Am 50.0	ount;	Erroneous Initiate Amount * : 50.0
Erroneous Claims	Remarks:*				
Erroneous Claim Updation	remarks				
Payments	G Work Flow				
ans 🗸	5.Na Date & Time	Name	Remarks	Action	Approved Claim Rejection Amount(Rs.) Reason
	1 02/11/2018 aaarog 22:37:18	gya hospital medco(MEDCO) NA	Claim Initiated by	MEDCO	6300.0 NA

Now CPD shall be able to view the updated cases in Claim erroneous cases under claims

national health authority	Pradhan Ma	ntri Jan Arogya	Yojana					8	🗸 CPD-INSURER
Assigned Cases	0		Erroneous Clain	Cases for /	Approval				
Pendency	Case Number Registered From Date	Card Ni Registe	rd Number		Category Select		Procedure Name Select		4
Liaims 🔹			Qsearch	Reset					
Erroneous Claims	1 2			Displaying	Records: 3	Total no of Recor	ds: 3 Go To		
	S.No Case No	Claim No	Case Status	Hospital Name	Registered Date	Claim Initiated Amount	Claim Approved Amount	Erroneous Amount	Erroneous Initiated Amount
	3 CASE/H522011221/5662	RUST/SUR/2018/648613/1	Erroneous Claim Updated by Medco to CPD(Insurance)	aaarogya hospital	01/11/2018	6300	6250	50.0	50

Page 70 of 79

	Pradhan Mantri	an Arogya Yojana			🗐 👗 🗸 CPD-INSURER
Se duthority	AYUSHMAN BHARAT				BR ND CASELES 2001 221/SDD2
Assigned Cases	Name: kunti Case Status:	Card No: P0VZLFL3U IP No:	Registration No: 796 IP Registered Date: 01/11/2018	Case No: CASE/HS22011221/5662 Actual Registration Date: 01/11/2019 43:01146	
Claims	Contact No: 9009964553	NA Communication Contact No: 9009964553	Patient Address: SURAJPUR , CHHATTISGARH	Communication Address SURAJPUR , CHHATTISGARH	Availate Availate
Erroneous Claims	Hospital Name: aaarogya hospital Claim Paid Date :	Hospital Address: RAIPUR, CHHATTISGARH UTR Number	Hospital type: Private	Family ID: 225220200401060000021000058	
Claim Updation 📵	Gender: Female	Age : 24 years 0 months 0 days	Is Aadhaar Beneficiary: No	Biometric Verified: No	
	Past History Preauthorization	reatment/Discharge	achments Case Sheet		
	Claim Details				
	Claim Details Preauth Approved Amount(Rs.): 6300	Preauth Date: 02/11/2018 22:29:52 PM	Claim Submitted D 02/11/2018 22:41:	ate: Penalty Am 30 PM 0	iount(Rs.):

# CPD can act on the case as shown below:

national health authority	=	Pradhar AYUSHMAN B	n <mark>Mantri Jan Arogya Yo</mark> <sup>SHARAT</sup>	ojana			🗐 💄 🗸 CPD-INSURER 🤸
Assigned Cases	9	12/11/2018 18:37:51	Payments Scheduler	Claim Ready For Payment	Claim Ready for Payment(Insurance)	6300.0	NA
Pendency	10	12/11/2018 18:52:51	Payments Scheduler	Claim sent to bank for payment	Claim Sent TO Bank(Insurance)	6300.0	NA
. Chine	11	13/11/2018 00:49:48	Payments Scheduler	Payment Done	Claim Amount Paid by Bank(Insurance)	null	NA
	12	29/05/2019 14:20:34	aaarogya hospital medco(MEDCO)	dddd	Erroneous Claim Initiated by Medco(Insurance)	50.0	NA
Erroneous Claims Claim Updation 🗿	13	29/05/2019 14:31:17	Chhattisgarh CPD-INS(CPD- INSURER)	Érroneous	Erroneous Claim Kept Pending by CPD(Insurance)	0.0	NA
	14	29/05/2019 14:35:16	aaarogya hospital medco(MEDCO)	remarks	Erroneous Claim Updated by Medco to CPD(Insurance)	50.0	NA
	Action Selec Selec App Raise Reje	n Type tt tt toye e Query ct ance Wallet Amoun me Wallet Amoun	vnt: Rs.0 tr: Rs.431,150				

Page **71** of **79** 

<b>Jional</b> alth ency			TN	MS Approval Us	er Manual
The system thr	ows a confirmat	ion message afte ntri Jan Arogya Yojana	r submitting the	action type as sl	nown below:
Assigned Cases	AYUSHMAN BHARAT aaarogya hospital Claim Paid Date : 13/04/2010 12/06/00 AM	RAIPUR , CHHATTISGARH UTR Number	Private	2252202004010600000210000	58
Pendency	Gender: Female	Utgs234234 Age : 24 years 0 months 0 days	Is Aadhaar Beneficiary: No	Biometric Verified: No	
Liaims	Past History Preauthorization	on Treatment/Discharge Claims	Attachments Case Sheet		
Erroneous Claims	C Clan Bunch				
Claim Updation 🧃	Preauth 6300 Claim Ar 6300	rove Erroneous Claim?			OK Cancel
	Erraneous Claim Desaits Claim Initiated Amount:	Claim Paid Amount:	Erroneous Amou	nt: Erron	sus Initiated Amount:

Upon clicking "OK" the case shall move to the next level i.e. ACO (Accounts officer). These claims are shown in erroneous claims under Claims menu of ACO login as shown below:

Pradhan Mantri Jan Arogya Yojana AYUSHMAN BHARAT										- ALO-II	NSURER		
Erroneous Claim Cases for Approval													
Pendency Registered From Date			Card Number			Category Select			Procedure Name -Select				-
				Search	ORese	Ŧ							
			_		Displayi	ng Records	:1 Total	no of Recor	ds: 1 Go To				_
Case No	Claim No	Case Status	Hospital Name	Registered Date	Claim Initiated Amount	Claim Approved Amount	Erroneous Amount	Erroneous Initiated Amount	Hospital Account No	Hospital IFSC Code	Tds Percentage	RF Percentage	CPE Appro Amour (RS.
ASE/H522011221/5662	TRUST/SUR/2018/648613/1	Erroneous Claim Approved by CPD(Insurance)	aaarogya hospital	01/11/2018	6300	6250	50.0	50	5522255222	2	10		1 C
	Number tered From Date Case No :ASE/H522011221/5662	Number Card Nu tered From Date Register Case No Claim No CASE/HS22011221/5662 TRUST/SUR/2018/648613/1	Number Card Number tered From Date Registered To Date Case No Claim No Case Status (ASE/HS22011221/S662 TRUST/SUR/2018/648612/1 Erroneous- Claim Approved by CPD(Insurance)	ASE/HS22011221/S662 TRUST/SUR/2018/648612/1 Erroneau- Case No Claim No Case Status Hospital ASE/HS22011221/S662 TRUST/SUR/2018/648612/1 Erroneau- Case Status Hospital Approved by CPD(Insurance)	Case No Claim No Case Status Hospital Registered Date Case No Claim No Case Status Hospital Name Registered Date Case Status Hospital Registered Date Case Status	Case No Claim No Case Status Hospital Case Status Approved by CPD(Insurance) 01/11/2018 6300	Erroneous Claim Cases for Approva         Number       Card Number       Category         tered From Date       Registered To Date       -Select-         Case No       Claim No         Case Status       Hospital Name       Registered Date       Claim Initiated Approved Amount       Claim Case Status       Hospital Name       Registered Date       Claim Amount       Claim Amount         rASE/HS22011221/S662       TRUST/SUR/2018/648613/1       Erroneous Approved by CPD(Insurance)       asarogya       01/11/2018       6300       6250	Erroneous Claim Cases for Approval         Number       Card Number       Category         tered From Date       Registered To Date       -Select         Case No       Claim No       Case Status       Registered To Date         Case No       Claim No       Case Status       Registered To Date         Amount CPD(Insurance)	Erroneous Claim Cases for Approval           Number         Card Number         Category -Select-           tered From Date         Registered To Date         Cases for Approval           QSearch         Citeset         Displaying Records: 1         Total no of Records: 1           Case No         Claim No         Case Status         Hospital Name         Registered Date         Claim Initiated Amount         Gain Amount         Erroneous Amount           rASE/HS22011221/5662         TRUST/SUR/2018/648613/1         Erroneous Erroneous         saarogya         01/11/2018         6300         6250         50.0         50	Erroneous Claim Cases for Approval         Number       Card Number       Category -Select-       Proce -Select-       Proce -Select-         tered From Date       Registered To Date       Category -Select-       ************************************	Erroneous Claim Cases for Approval         Number       Card Number       Category -Select-       Procedure Nam -Select-         To Date         Case No       Registered To Date         Case Status       Procedure Nam -Select-         Case No         Case Status         Name         Name         Displaying Records: 1       Total no of Records: 1       Go To         Case No         Claim No       Case Status       Hospital Name       Registered Date       Claim Initiated Approved Amount       Hospital Amount       Hospital Amount       Amount Amount       Hospital Amount       Hospital Amount       Sol       5522255222         CPD(Insurance)	Erroneous Claim Cases for Approval         Number       Card Number       Category	Erroneous Claim Cases for Approval         Number       Card Number       Procedure Name         -Select-       Procedure Name         -Select-       Procedure Name         -Select-       Procedure Name         -Select-       -Select-         Case No       Claim No       Case Status       Procedure Rame         Case Status       Procedure Rame       -Select-         Case No       Claim No       Case Status       Procedure Ramount Amount Amoun


TMS Approval User Manual



Pendency       Name:       Card No:       Registration No:       Case No:       Communication Contact No:       Pattern Address:       Communication Address:       Communication Address:       Case No:       Case No:       Communication Address:       Case No:       Case No: <td< th=""><th>Assigned Cases</th><th>🧧 Patient Details</th><th></th><th></th><th></th><th>Case No: CASE/HS22011221/</th></td<>	Assigned Cases	🧧 Patient Details				Case No: CASE/HS22011221/
Pendency       Kunst       PVZLFL3U       796       CASE/H-52.011221/5662         Payments       Case Statis:       IP No:       IP Registered Date:       CASE/H-52.011221/5662         Payments       Payments       01/11/2018       01/11/2018       01/11/2018       01/11/2018         Claims       Claims       Gene Statis:       Communication Contact No:       Patient Address:       Communication Address         Claims       000964553       900964553       SURAJPUR, CHHATTISGARH       BulkapUR, CHHATTISGARH       SURAJPUR, CHHATTISGARH         Claims       Rait Date:       UTR Number       Hospital Address:       Biometric Verified:       Escandard         1301/2018 12:00:00 AM       urgg:24234       Gender:       Age:       Is Aadhaar Beneficiary:       Biometric Verified:       Escandard         1301/2018 12:00:00 AM       urgg:24234       Gender:       Age:       Is Aadhaar Beneficiary:       Biometric Verified:       Escandard         Erroneous Claims       Claim Not Updation       Treauthorization       Treauthorization       Treauthorization       Treauthorization       Case Sheet       Prest History       Penalty Amount(Rs.):         6300       02/11/2018 22:25:25 PM       02/11/2018 22:41:30 PM       0/11/2018 22:41:30 PM       0         6300       63		Name:	Card No:	Registration No:	Case No:	10.00
Payments       Proneous Claim Approved by CODJinvarace) Contact No:       NA       01/11/2018       01/11/2018 13:11:16       Image: Claim C	Pondoncy	kunti Case Status:	P0VZLFL3U IP No:	796 IP Registered Date:	CASE/HS22011221/S662 Actual Registration Date:	
Payments       Contact No::       Communication Contact No::       Patient Address:       Communication Address         000964553       900964553       SURAPUR, CHHATTISGARH       SURAPUR, CHHATTISGARH       SURAPUR, CHHATTISGARH         1clains       earrogya hospital       RAIPUR, CHHATTISGARH       Private       2252202040106000021000058         13/01/2018 12:00:00 AM       urgs234234       earder:       Is Aadhaar Beneficiary:       Biometric Verified:         13/01/2018 12:00:00 AM       urgs234234       earder:       1s Aadhaar Beneficiary:       Biometric Verified:         13/01/2018 12:00:00 AM       urgs234234       earder:       24 years 0 months 0 days       No       No         Mis       Image:       24 years 0 months 0 days       No       No       No         Mis       Image:       13/01/2018 12:00:00 AM       urgs2342:4       Earder:       Image:	Pendency	Erroneous Claim Approved by	NA	01/11/2018	01/11/2018 13:11:16	Nec Nec Availatie Availatie
Payments       9009964553       9009964553       SURAPUR, CHHATTISGARH       SURAPUR, CHHATTISGARH         Hospital Mame:       Hospital Address:       Hospital Address:       Hospital Marge:       22522020401060000021000058         claims       Hospital Marge:       UTR Number       22522020401060000021000058         aim Not Updation 1       Ital Diage:       UTR Number       2252020401060000021000058         aim Not Updation 1       Ital Diage:       UTR Number       225200000 AM         aim Not Updation 1       Ital Diage:       Ital Address:       Ital Address:         MIS       Presult Marge:       Presulthorization       Treatment/Discharge       Claims       Actachments       Case Sheet         MIS       Claim Address::       Bill Amount(Rs.):       Presulth Address:       Presulth Date:       Penalty Amount(Rs.):         6300       02/11/2018 22:29:52 PM       02/11/2018 22:41:30 PM       0         Claim Address::       Bill Amount(Rs.)*:       Bill Amount(Rs.)*:       Bill Date:       300         6300       6300       5300       Erroneous Claim Details       Erroneous Claim Details		Contact No:	Communication Contact No:	Patient Address:	Communication Address	
claims       aarogys hospital       PA/PUR, CHHATTISGARH       Private       225220200401660000021000058         aim Not Updation 1       130/12/018 12:00:00 AM       urgs 234234       is Aadhaar Beneficiary:       Biometric Verified:         roneous Claims       aim Updation 1       Treauthorization       Treauthorization       Treauthorization       Treauthorization       Treauthorization       Treauthorization       Treauthorization       Treauthorization       Claims       Actachments       Case Sheet         MIS       Claim Approved Amount(Rs.):       Presuth Date:       Claim Submitted Date:       Penalty Amount(Rs.):       Penalty Amount(Rs.):       Bill Amount(Rs.):       Bill Amount(Rs.):       Bill Date:       Sign 20011/2018 22:41:30 PM       0         Claim Amount(Rs.):       Bill Amount(Rs.):       Bill Amount(Rs.):       Bill Amount(Rs.):       Bill Date:       Sign 20011/2018 22:41:30 PM       0	Payments	9009964553 Hospital Name:	9009964553 Hospital Address:	SURAJPUR, CHHATTISGARH Hospital type:	SURAJPUR , CHHATTISGARH Family ID:	
Claims aim Not Updation 1 aim Not Updation 1 aim Not Updation 1 mis Mis Mis Claim Amount(Rs.): Presuth Date: Claim Submitted Date: Penalty Amount(Rs.): 6300 02/11/2018 22:29:52 PM 02/11/2018 22:41:30 PM 0 Claim Amount(Rs.): Bill Amount(Rs.): Bill Amount(Rs.): Bill Amount(Rs.): 6300 6300 Erroneous Claim Details Fromeous Claim Det		aaarogya hospital Claim Paid Date :	RAIPUR , CHHATTISGARH	Private	22522020040106000002100005	8
Sim Not Updation       Female       24 years 0 months 0 days       No       No         roneous Claims       aim Updation       Image: History       Presuthorization       Treatment/Discharge       Image: Attachments       Case Sheet       Image: Claim Sheet<	Claims	13/01/2018 12:00:00 AM Gender:	utgs234234 Age :	Is Aadhaar Beneficiary:	Biometric Verified:	
roneous Claims aim Updation 13 MIS Claim Approved Amount[Rs,]: 6300 Claim Amount[Rs,]: 700 Claim Amo	aim Not Updation 👩	Female	24 years 0 months 0 days	No	No	
Altrachments Case Sheet  Presuth Approved Amount(Rs.): Bill	roneous Claims		ė, 📖			
MIS       Preauth Approved Amount(Rs.):     Preauth Date:     Claim Submitted Date:     Penalty Amount(Rs.):       6300     02/11/2018 22:29:52 PM     02/11/2018 22:41:30 PM     0       Claim Amount(Rs.):     Bill Amount(Rs.)*:     Bill Date:       6300     6300	aim Updation 📵	Past History Preauthorization	Treatment/Discharge Claims A	ttachments Case Sheet		
Claim Details         Preauth Approved Amount(Rs.):       Preauth Date:       Claim Submitted Date:       Penalty Amount(Rs.):         6300       02/11/2018 22:29:52 PM       02/11/2018 22:41:30 PM       0         Claim Amount(Rs.):       Bill Amount(Rs.)*:       Bill Date:       0         6300       6300	1415	-				
Preauth Approved Amount(Rs.):     Preauth Date:     Claim Submitted Date:     Penalty Amount(Rs.):       6300     02/11/2018 22:29:52 PM     02/11/2018 22:41:30 PM     0       Claim Amount(Rs.):     Bill Amount(Rs.)*:     Bill Date:     0       6300     6300	MIS	Claim Details				
6300 02/11/2018 22:29:52 PM 02/11/2018 22:41:30 PM 0 Claim Amount(Rs.): Bill Amount(Rs.)*: Bill Date: 6300 6300		Preauth Approved Amount(Rs.):	Preauth Date:	Claim Submitted D	ate: Penalty	Amount(Rs.):
Claim Amount(Rs.)*: Bill Amount(Rs.)*: Bill Date: 6300 6300 Erroneous Claim Details		6300	02/11/2018 22:29:52 PM	02/11/2018 22:41:	30 PM 0	
6300 6300		Claim Amount(Rs.):	Bill Amount(Rs.)*:	Bill Date:		
Erroneous Claim Details		6300	6300			
Claim Initiated Amount: Claim Paid Amount: Erroneous Amount: Erroneous Amount: Erroneous Amount:		Erroneous Claim Details				
6300 6250.0 50.0 50.0		Claim Initiated Amount:	Claim Paid Amount:	Erroneous Amount	: Erroneo	us Initiated Amount:
		Claim Initiated Amount: 6300	Claim Paid Amount: 6250.0	Erroneous Amount 50.0	: Erroneo 50.0	us Initiated Amount:

### ACO shall check the details and give remarks before forwarding the case to next level as shown below:

Assigned Cases	8	12/11/2018	SHAInsurer Insurer(SHA-INSURER)	SHA Approved	Claim Approved by SHA Insurer(Insurance)	6300.0	NA	
Pendency	9	12/11/2018 18:37:51	Payments Scheduler	Claim Ready For Payment	Claim Ready for Payment(Insurance)	6300.0	NA	
	10	12/11/2018 18:52:51	Payments Scheduler	Claim sent to bank for payment	Claim Sent TO Bank(Insurance)	6300.0	NA	
Payments	11	13/11/2018 00:49:48	Payments Scheduler	Payment Done	Claim Amount Paid by Bank(Insurance)	null	NA	
Claims ~	12	29/05/2019 14:20:34	aaarogya hospital medco(MEDCO)	dddd	Erroneous Claim Initiated by Medco(Insurance)	50.0	NA	
Claim Not Updation	13	29/05/2019 14:31:17	Chhattisgarh CPD-INS(CPD- INSURER)	Erroneous	Erroneous Claim Kept Pending by CPD(Insurance)	0.0	NA	
Claim Updation (13)	14	29/05/2019 14:35:16	aaarogya hospital medco(MEDCO)	remarks	Erroneous Claim Updated by Medco to CPD(Insurance)	50.0	NA	
🐉 MIS 🗸 🗸	15	29/05/2019 14:40:52	Chhattisgarh CPD-INS(CPD- INSURER)	erroneous approved	Erroneous Claim Approved by CPD(Insurance)	50.0	NA	
	sura	Type ard mit	• nt: Rs-0 : Rs-331.150					

Page 73 of 79



Upon clicking the case number SHA shall be able to view the case details and act ion the case accordingly as shown below: In case of approve, the claim shall be sent to bank for payment. In case of reject, it is final rejection and SHA should give the rejection reason.

n case of Raise	Query, the case sl	hall move to Ho	spital for errone	ous claim quer	y updatio	on.
health authority	Pradhan Mantri	Jan Arogya Yojana			81	, SHA-INSURER
	Patient Details				Case No: CASE/HS2	2011221/5662
Assigned Cases	Name: kunti Case Status:	Card No: POVZLFL3U IP No:	Registration No: 796 IP Registered Date:	Case No: CASE/HS22011221/S662 Actual Registration Date:	2	2
Pendency	Erroneous Claim Updated by Medco to SHA(Insurance) Contact No: 9009964553	NA Communication Contact No: 9009964553	01/11/2018 Patient Address: SURAJPUR , CHHATTISGARH	01/11/2018 13:11:16 Communication Address SURAJPUR , CHHATTISGARH	ANYCOMA	Ayatiaten
Preauth 🗸	Hospital Name: aaarogya hospital Claim Paid Date :	Hospital Address: RAIPUR, CHHATTISGARH UTR Number	Hospital type: Private	Family ID: 22522020040106000002100005	58	
Cases Search	Gender: Female	utgs234234 Age : 24 years 0 months 0 days	Is Aadhaar Beneficiary: No	Biometric Verified: No		
Payments 🗸 🗸	Past History Preauthorization	Freatment/Discharge	achments Case Sheet			
Claims 🗸	Claim Details					
	Preauth Approved Amount(Rs.):	Preauth Date:	Claim Submitted Date	Penalty	Amount(Rs.):	_
Claim Not Updation 💿		02/11/2018 22:25:52 PM	Bill Date:	PMI 0		
Claim Not Updation 💿	Claim Amount(Rs.):	Bill Amount(Rs.)*:				
Claim Not Updation 👩 Erroneous Claims Cases For Review 🚳	Claim Amount(Rs.): 6300	Bill Amount(Rs.)*: 6300				
Claim Not Updation 0 Erroneous Claims Cases For Review (4) Claim Updation 1	Claim Amount(Rs.): 6300 Erroneous Claim Details	Bill Amount(Rs.)*: 6300				_

## SHA shall select the action type as shown below

national health authority	=	Pradhar AYUSHMAN E	n Mantri Jan Arogya Yo <sup>SHARAT</sup>	ojana		8	📇 🗸 SHA-INSURER ~
S. S. Law	11	13/11/2018 00:49:48	Payments Scheduler	Payment Done	Claim Amount Paid by Bank(Insurance)	null	NA
Assigned Cases	12	29/05/2019 14:20:34	aaarogya hospital medco(MEDCO)	dddd	Erroneous Claim Initiated by Medco(Insurance)	50.0	NA
Pendency	13	29/05/2019 14:31:17	Chhattisgarh CPD-INS(CPD- INSURER)	Erroneous	Erroneous Claim Kept Pending by CPD(Insurance)	0.0	NA
🛃 Preauth	~ 14	29/05/2019 14:35:16	aaarogya hospital medco(MEDCO)	remarks	Erroneous Claim Updated by Medco to CPD(Insurance)	50.0	NA
Cases Search	15	29/05/2019 14:40:52	Chhattisgarh CPD-INS(CPD- INSURER)	erroneous approved	Erroneous Claim Approved by CPD(Insurance)	50.0	NA
	16	29/05/2019 14:45:11	aco insurer(ACO-INSURER)	mr	Erroneous Claim Forwarded by ACO(Insurance)	50.0	NA
Payments	* 17	29/05/2019 15:16:44	SHA INSURER(SHA-INSURER)	remarks	Erroneous Claim Kept Pending by SHA(Insurance)	50.0	NA
	~ 18	29/05/2019 15:21:54	aaarogya hospital medco(MEDCO)	dddd	Erroneous Claim Updated by Medco to SHA(Insurance)	50.0	NA
Claim Not Updation 💿 Erroneous Claims Cases For Review 🚳 Claim Updation 🚯	Actie Apr Stu Sche	on Type prove Ibmit rance Wallet Amoun	• #NE R6.0 ct R6.431,150				

Page **75** of **79** 

y	Constitution of 1 1	TMS Appr	oval User Manual	Land Carlor A	
national Prac	ITITMATION AS Shown below		🗐 💄 🗸 Sha-insurer	Ayushana Bharat PM-JON	
Assigned Cases	reauthorization Treatment/Discharge Claims Attachments	Ease Sheet			
Pendency	I want to Approve Erropeous Claim?		*		
reauth Claim Ar			OK		
Cases Search	leim Derails	1			
Payments Claim Initiated A 6300 Erroneous Appro	ount: Claim Paid Amount: 6250.0 ed Amount: Remarks.**	Erroneous Amount: 50.0	Erroneous Initiated Amount: 50.0		
Claims -	ddd				
im Not Updation (0)				1	
roneous Claims S.Na Date &	Time Name Remarks	Action	Approved Claim Rejection Amount(Rs.) Reason		
1 02/11/20 22:37:18	aaarogya hospital medco(MEDCO) NA	Claim Initiated by MEDCO	6300.0 NA		
on clicking on "OK",	a message is displayed on the	screen as shown l	below. After the approva	l, the claim is sent to bank for pa	iyment.
heath authority	nan Mantri Jan Arogya Yojana <sup>Ian Bharat</sup>		🗐 💄 🗸 Sha-Insurer		
Assigned Cases	reauthorization Treatment/Discharge Claims Attachments	Case Sheet			
Prendency Preauth Error	ous Claim Approved by SHA(Insurance)				
Preauth Claim Ar 6300			ОК		
Cases Search	leim Derails				
Payments Claim Initiated A 6300 Erroneous Appro	claim Paid Amount: 6250.0 ed Amount: Remarks:*	Erroneous Amount: 50.0	Erroneous Initiated Amount: 50.0	]	
Claims ~	didd				
im Not Lindation					

Erroneous Claims

Page **76** of **79** 



TMS Approval User Manual



# Recovery Process/Workflow

Recovery: ACO shall be able to view all the hospital as shown below. ACO shall click on the hospital id in order to initiate the recovery

national health authority	=	Pradhan Mant	ri Jan Arogya Yojana				🗐 🛓 🗸 ACC
Assigned Cases	•			Hosp	ital Details		
	Hospit	tal Code	Hospitals select	÷.	Type select	Distri	ct
Generate Pay Check				QSearch	OReset		
Payments 🗸 🗸	12 3	4 5 6 7 8 9 Next			Displayin	g Records: 1-50 Total n	o of Records: 1548
and the second se	S.No	Hospital Code		Name		Туре	District
Schedular	1	H524017098	CHC Kalol			Public	PANCH MAHALS
Hospital Amount Recovery	2	H522011221	aaarogya hospital			Private	RAIPUR
Payment Rejected Cases	3	HOSP22011395	AGRAWAL HOSPITAL			Private	RAIPUR
Panel Doctor Payments	4	H524007163	Sai Womens Hospital			Private	AHMADABAD
Panel Doctor Payments Updation	5	H524003155	NAVAKAR EYE HOSPITAL			Private	PATAN
The second	6	H524001086	Gupta Hospital			Private	КАСНСНН
Claims *	7	HOSP24P10469	Tristar Hospital			Private	SURAT
	8	H524016079	Haard Surgical Hospital			Private	KHEDA
	9	H524014111	GARG ORTHOPAEDIC HOSPITAL			Private	BHAVNAGAR

### Upon clicking on the hospital id, the following screen is shown

national health authority	=	Pradhan Mantri Jar AYUSHMAN BHARAT	n Arogya Yojar	na			🖉 📥 🗸 AC
Assigned Cases				CHC Naw	agarh 🚺		
Generate Pay Check	Hosp	ital Details					
denerate ray encer	Hos	Hospital Code: H522019003 Name: CHC Nawagarh			Type: Public Email: sathish.adepu@tcs.		
Payments	City	BEMETARA	District: BEMETARA		State: CHHATTISGARH	Phone No:	9505466103,9550541732
	Bed	Strength: NA	Total Amount Raise	d for recovery:			
chedular	Enter	Amount					
ayment Rejected Cases fanel Doctor Payments Panel Doctor Payments Jodation		elect file		1	Raise Recovery		
	Audit			2			
	S.no	Acted Date	Amount	Status	Acted User	Remarks	Attachments
	1	2019-05-31 14:39:27.739	50000	INITIATED	CHH003479(ACO)	test	2.jpg
	2	2019-05-31 14:42:32.344	50000	APPROVED	CHH003484(SHA)		
	3	2019-05-31 14:48:29.868	490	INITIATED	CHH003479(ACO)	test	93803690.pdf

Page 77 of 79



TMS Approval User Manual



Note: ACO should enter the amount to be recovered and remarks accordingly in the given fields and then click on "Raise Recovery" button. System throws a confirmation message upon initiating recovery as shown below

health authority	= Pra	dhan Mantri Jai HMAN BHARAT		<b>8</b> • -			
Assigned Cases				CHC Naw	agarh 📷		
Generate Pay Check	Nate Rec	overy initiated Successfully					ОК
Payments 🗸 🗸	Hos.	TARA	District: BEMETARA		State: CHHATTISGARH	Phone N	a: 6505466103,6550541732
Schedular	Bed Stren	gth: WA	Total Amount Raise	ed for recovery:			
Hospital Amount Recovery	Audit						
Payment Rejected Cases	Sina	Acted Date	Атоыт	Status	Acted User	Remarks	Attachments
Panel Doctor Payments	1 201	15-05-31 14:39:27.739	50008	INITIATED	CHH003479(ACO)	test	12JAS
Panel Doctor Payments	2 20	15-05-31 14:42:32:344	50000	APPROVED	CHH003484(SHA)		
Updation	3 30	9-05-31 14:48:29.868	490	INITIATED	CHH003479(ACO)	test	193803690.pof
Claims 🔹 🗸	4 20	15-05-31 14:43:25.51	490	REJECTED	CHH003484(5HA)		

After clicking on "Ok" the request shall be moved to "Amount Recovery worklist" menu under Payments in SHA login for approval as shown below

authority	E Pradhan M	1antri Jan Arogya Mat	a Yojana				🗐 🛔 - SH			
Dashboard	9	Hospital Amount Recovery Worklist								
	Hospital Code	Hospitals select		Type select		District				
Admin Tools 🛛 🗸			QSearc	Reset						
Assigned Cases	1			D	isplaying Records: 1	Total no of Records: 1	-			
	5.No Hospital Code	Name	Initiated Date	Amount	Remarks Attach	ments	Action			
Pendency	1 H522019003	CHC Nawagarh 2	019-06-13 17:53:19.848	200	test	Appr	ove Reject			
Preauth 🗸										
Cases Search										
👌 Payments 🗸 🗸										
Schedular										
Amount Recovery Worklist										
Payment Files										
Payment Rejected Cases										

Page 78 of 79



### Recovery status can be seen under MIS in SHA login as shown below

health authority	= 1	Pradhan Ma	antri Jan <sup>T</sup>	Arogya Y	ojana				2	å - s₩ -
🧞 Preauth 🗸	Case Nu	mber		Recovery From	Reco n Date	overy Claims Report Recovery To I	Date	Hospitals		
Cases Search	1				Q Search	eset Download Re	port As:	ds: 1-1 Total no of F	Records: 1	
Payments 🗸 🗸	S.No	Case Number	Hospital Id	Hospital Name	Claim Initiated Amount	SHA Approved Amount	Recovered Amount	Recovered Date	ls Partial Recovery	Remarks
🦶 Claims 🗸 🗸	1 CASI	E/HS22019003/5558	0 H522019003	CHC Nawagarh	150000	150000	50000	03/06/2019 02:06:52	YES	Recovery Done
🧞 MIS 🗸 🗸										
Recovery Cliams Report										
Hybrid Payments Report										
Payments Report										
Hospital Bank Report Claim Paid Report										

Page **79** of **79**