



State Health Agency Kerala (SHA),
National Health Mission Compound,
General Hospital Junction,
Thiruvananthapuram - 695 035.
Ph: 0471- 230 1181, 230 2784
email: statehealthagencykerala@gmail.com

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Circular

To

All Superintendents of AB PM-JAY-KASP Empanelled Government Hospitals

Sub: SHA –KASP-PMJAY Scheme – Inclusion of Timelines for Claim Adjudication – reg.

Ref: 1.NHA OM No. S-12017/40/2019 on Timelines for addressing various components of Claim Adjudication Dated 25/05/2020

Kind attention to the references cited.

It is observed that the Empaneled Government hospitals under the AB PM-JAY-KASP need clarifications regarding Timelines for addressing various components of Claim Adjudication. The guidelines regarding the same are given below for a standardised documentation in the claim management.

Timelines for addressing various components of Claim Adjudication for Government Empaneled Health Care Providers (EHCP) under AB PM-JAY-KASP

- National Health Authority has approved the issue of guidelines related to the Timelines for addressing various components of Claim Adjudication for Government Empaneled Health Care Providers (EHCP) under AB PM-JAY-KASP. The Turn Around Time (TAT) is attached for the reference (Annexure-1).
- Where existing contractual obligations are not as per TAT placed in the Annexure-1, the SHA may decide the same as per extant contractual clauses.
- The Guidelines are applicable with prospective effect from 18th may 2020 vide this NHA OM No. S-12017/40/2019.
- Patient to be registered in TMS within 24 hours from the date of admission
- Pre Authorization to be taken prior to treatment initiation, unless treatment given was emergency procedure. For emergency treatments, Pre Authorization should be taken within first 24 hours of initiating treatment.

Annexure 2: TAT for Public EHCP

S #	Activities	TAT	Action
1	Pre-Auth initiation after Patient Registration (By EHCP)	72 hours post registration.	<ul style="list-style-type: none"> Reminders after 24 hours and 48 hours. Auto rejection after 72 hours. New registration shall be initiated once rejection due to non- initiation pre-authorizations
2	TAT for Pre-authorization Request	6 Hrs (as per threshold set in TMS)	<ul style="list-style-type: none"> Auto approval after 6 hours (working hours)
3	Response on PPD Query (By EHCP)	To submit ASAP but not later than 5 days	<ul style="list-style-type: none"> Reminders after 1st day, 3rd day and 4th day. Auto reject after 5 days due to non-submission of PPD Query. The rejected claim can be revoked by SHA on receiving proper justification from EHCP post 5 days. Reference shall be updated for Claims Adjudication manual in EHCP contract
4	Claim submission after Discharge (By EHCP)	<p>To submit ASAP but not later than 15 days post discharge,</p> <p>above 15th day- up to 30 days with SHA's written approval, above 30 days – up to 60 days with CEO SHA's written approval</p> <p>Beyond 60 days - not admissible</p>	<ul style="list-style-type: none"> First auto Reminders would be sent after 5th day and 7th day and final auto reminder would be sent on 12th day of Discharge. Claim beyond 15 days will move to SHA bucket. For reconsideration up to 30 days, Medco shall raise reconsideration request quoting reasons for delay Claim beyond 30 days will move to CEO SHA's bucket. For reconsideration up to 60 days, Medco shall raise reconsideration request quoting reasons for delay.
5	Response on CPD Query	To submit ASAP but not later than 15 days	<ul style="list-style-type: none"> First Auto reminder after 5th day, 7th day and 12th day. Auto reject after 15 days due to non-submission of response to CPD Query. The rejected claim can be revoked by SHA after receiving proper justification from EHCP post 15 days.

	(By EHCP)		
6	TAT for Claim payment	15 days within the state and 30 days for inter-state (potability)	<ul style="list-style-type: none"> • Present practice to continue.

Note:

- Existing contractual liability- In states where existing contractual obligation are not as per Turnaround Times placed above, the SHA may decide the same as per extant contractual clauses.
- Erroneous Claim (Partially Settled Claim): These are the claims where resettlement is requested by EHCP on partially settled amount. TAT for erroneous claims will be same as normal claim as above.

Yours faithfully,



Executive Director