



സ്റ്റേറ്റ് ഹെൽത്ത് ഏജൻസി  
കരുതലിന്റെ കൈത്താണ്ട്

No. 66/2020/HNQA/SHA

20.08.2020

To

**The Medical Superintendents,  
All AB PM-JAY-KASP Empanelled Hospitals**

Sub: SHA –KASP-PMJAY Scheme – Compliance of TAT in closure of claims –reg.

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

Kind attention is invited to the reference cited.

As per the Government decision, the implementation of AB PMJAY-KASP in the State of Kerala has been taken over from the Insurance Company by the newly constituted State Health Agency (SHA) starting 1st July 2020. In Private EHCPs (Empanelled Health Care Providers) the scheme will be implemented with the support of a Third Party Administrator, HealthIndia TPA Services Pvt. Ltd. To ensure seamless transition in to the new mode of implementation, the full cooperation of EHCP is necessary. We appreciate all EHCP for being a valued partner in implementing AB PM-JAY-KASP whereby the priority group in the society are provided access to free quality care.

Considering a sudden transition into a new mode of implementation of scheme from insurance to assurance mode where lot of IT changes were made in the back-end by the National Health Authority (NHA) in customising the scheme as per State needs. Due to unforeseen glitches in the IT system which were beyond the control of the TPA and SHA, TPA was unable to process the claims within the TAT. With constant follow-up with the NHA, the issues were resolved by 21st July 2020. It may also be noted that we have resolved all other issues pertaining to Claim Adjudication. All the pending claims are now being cleared by TPA and we assure you that all the approved claims would be honoured within the end of August 2020.

Anticipating constant support of EHCP for effective implementation of services under AB PMJAY KASP.

Yours faithfully,

  
Executive Director