

Pre-Bid Queries

Implementation of Karunya Arogya Suraksha Padhathi in Kerala

Sr. no.	Volume	Page no.	Point no.	Point	Queries / Request	SHA Reply
1	I	15		The GoK now intends to appoint a Third Party Administrator/implementation support agency through an open and competitive Bidding Process for implementing AB-PM-JAY-KASP in all 14 districts of Kerala for servicing the claims of the Public EHCP	Please provide district wise Public hospital details and month wise number of claims lodged for last one year	Details provided in SHA official website
2	I	15	1.9.a	Claims Processing, management of Public EHCPs which includes the pending claims from 1st July 2020 for which penalty based on KPIs are not applied.	Please provide count of pending claims. What is the deadline for adjudication of these pending claims	The pending claims till Nov/Dec 2020 will be taken care of by SHA for which NHA confirmation is awaited. TPA can however expect claims pending from 1st December 2020.
3				General	Please provide districtwise beneficiary count	Details provided in SHA official website
4				General	Whether TPA has to provide any services for BIS : on field or for approval	No
5				General	Whether TPA has to appoint Arogyamitra? If yes please confirm count	No

6				General	Whether TPA has to provide any services related to call center	No
7				General	What is requirement of staff at District level, please confirm	District Team is not specified. However, the audit requirements has to be fulfilled as per Tender for which TPA has to recruit staff so that the KPIs are not affected.
8	l	26	7.6.1.b	Service Fee	Whether both BoQ and Format specified as Form Fin-1 needs to be uploaded together	BoQ and Fin-1 both have separate slot for uploading in the etender website. Please follow the instructions in the etender website.