TMS Payer Application User Manual









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Review By

Name of the Reviewer	Review Date	Description
Sheel Kant	06-09-2023	Document reviewed by Sheel





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1.0 Abbreviations

Abbreviation	Expansion
AB-PMJAY	Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana
ABDM	Ayushman Bharat Digital Mission
ACO	Accounts Officer
BIS	Beneficiary Identification System
CEX	Claims Executive
CPD	Claim Processing Doctor
СТ	Computerized Tomography
DAMA	Discharge Against Medical Advice
DRG	Diagnosis Related Groups
ECG	Electrocardiogram
EHR	Electronic Health Records
IPD	Inpatient Department
IRDAI	The Insurance Regulatory and Development Authority of India
ISA	Implementation Support Agency
JPEG	Joint Photographic Experts Group
LAMA	Leave Against Medical Advice
MEDCO	Medical Coordinator
MRI	Magnetic Resonance Imaging
MS	Medical Superintendent
NHA	National Health Authority
NHCX	National Health Claim Exchange (NHCX)
OPD	Outpatient Department

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ОТР	One Time Password
PDF	Portable Document Format
РНС	Primary Healthcare Center
PHR	Patient Health Records
PMAM	Pradhan Mantri Arogya Mitra
PPD	Preauthorization Processing Doctor
RSBY	Rashtriya Swasthya Bima Yojna
SECC	Socio-Economic Caste Census
SHA	State Health Agency
STG	Standard Treatment Guidelines
ТАТ	Turn Around Time
TMS	Transaction Management System
ТРА	Third Party Administrator/Agency
UHC	Universal Health Coverage
UIDAI	The Unique Identification Authority of India
WHO ICD-10/ICD-11	World Health Organization International Classification of Diseases





1.1 Introduction

Ayushman Bharat, a flagship scheme of Government of India was launched as recommended by the National Health Policy 2017, to achieve the vision of Universal Health Coverage (UHC). Ayushman Bharat is an attempt to move from sectoral and segmented approach of health service delivery to a comprehensive need-based health care service. Ayushman Bharat aims to undertake path breaking interventions to holistically address health (covering prevention, promotion, and ambulatory care), at primary, secondary and tertiary level.

PM-JAY2.0 is a step towards this, it will replace the existing PM-JAY1.0. NHA has initiated PM-JAY2.0 to offer a single integrated platform which is robust, scalable and sustainable in the long term and can keep pace with the changing end user, business and technology requirements. The new system will provide an enriching experience to all stakeholders by improving efficiency in delivery of all services and enhance transparency.

1.2 Purpose

The ultimate vision of this enablement is to ensure that patients will get timely treatment and providers/payers will be able to process the requests online without any delay. Crux of the solution lies in the National Health Claim Exchange (NHCX) which will route the request from Provider to Payer and vice versa. The PM-JAY2.0 IT Application Suite will enable easy and secure access to the Government schemes for various stakeholders including Patients, Doctors, Hospitals, Insurance companies, TPAs, ISAs, and Employees of SHAs and NHAs through its portal. The IT Application Suite will enable the end-to-end process flow from hospital empanelment to beneficiary enrolment and verification, patient verification, preauthorization, claim processing, hospital payments, etc.,

1.3 Scope of the application

The Transaction Management System (TMS) – Payer Application is designed for ISA/Insurer/SHA to process the claims lifecycle end-to-end.

It will incorporate features that can support strong Fraud waste and abuse management, medical audits, field verification of cases, etc, in addition to Pre-Authorization, Claims Processing, Payments and Settlement and Analytics and Reporting.

1.4 Features of TMS Payer

- Preauthorization Approval/Rejection/Query/Suspicious/Assign by PPD
- Claim Processing by CEX
- Claim Approval/Rejection/Query/Assign by CPD
- Claim Approval/Rejection/Query by Accounts Officer (ACO).
- Claim Approval/Verify/Query/Send Back by SHA





1.5 TMS Payer Roles

PPD	Pre-authorization Processing Doctor is responsible for processing of pre- authorization request.
CEX	Claim Executive's role involves the review the claim documents and non-technical checklist and forward it to the claim processing doctor (CPD).
CPD	Claim Processing Doctor verifies medical reports to ensure the treatment was done appropriately, and checks invoices to ensure the right amount is being claimed.
MEDICAL COMMITTEE	CPD and Medical committee have similar roles. The medical committee is the second level which verifies medical reports to ensure the treatment was done appropriately, and checks invoices to ensure the right amount is being claimed. This is a configurable role, state may or may not opt for this additional role.
ACO	Once the Claim Processing Doctor (CPD) approves the Claim, the claim will move to Accounts officer's bucket for further action. Accounts officer will check the claim and if found payable will forward the claim to SHA.
SHA-AFO	SHA-Anti Fraud Officer, identifies suspect cases of fraud and abuse perspective and then sends them for further review, investigation and medical audit to the states.
SHA	Post CPD and ACO review of claims, ACO will forward the claim to SHA who will verify the claim and take appropriate action.





1.6 TMS Payer Workflow







2.1 Login

1. Login as PPD using registered mobile number/user ID. Upon verification of the mobile number/user ID, the user will have a provision to authenticate using password/mobile OTP/aadhar OTP/aadhar fingerprint. If the authentication mode selected as 'password', the user will have a provision to enter his password followed by captcha. Upon which the login button gets enabled as shown in below screen shot.

2 A Street	Transaction Management System - Payer	
AND SEL	LOGIN	
	Registered Mobile No/User ID*	Clear All
	Type Here	VERIFY
	Authentication Mode*	
	Select	×
	LOGIN	
Welcome to Ayushman Bharat	If you don't have	an account, pleaseSIGN UP
Pradhan Mantri Jan Arogya Yojana Copyright © 2022 - All Rights Reserved - Official website of Pradhen Martri Jan Arogya Yojana (PM-JAV), Government of India		

Login Screen

2. Once the user clicks on 'login', a page will be displayed with the dashboard. Here, the user can view the list of cases based on case status as shown in PPD Worklist screen shot. PPD(Payer) user will act on pre-auth raised from Medco (Provider).





2.2 Pre-authorization process (PPD)

PPD user can login to the system with valid credentials and following screen will be displayed which shows dashboard worklist for PPD, PPD can start processing the case by selecting action button present next to Preauthorization Pending.

national heath authority	agement System - Payer	At	- A A-	Sahil Alam - PPD-Insurance	Switch Role 🔁
SHA-OPERATIONS					
Scheme PMJAY/HR/S	Self • Entity				
1 Cir Preauthorization Pending	207 Solution Approved	4 Preauthorization Rejected	₹ }	O Preauthorization Queried	₹ (1) (2)
					View More¥
Cases Status	Policy	Case Types		Rows per page	10~ < 1 >
Preauthorization Pending ~	PMJAY/HR/S/2022/R1	All Cases	~		
VINOD KUMAR Submission Date: 27/07/2023 14:50:14	Case ID: PMJAY/HR/S/2022 Hospital Name: GABA HOSI Treatment Plan: 100031	2/R1/1000005425 PITAL(HOSP6P01559)-JAGADHRI		Preauthorization Pending	>
				٥	

PPD Worklist

When user click on preauthorization pending action button as shown in PPD worklist screen shot. Then case details will be displayed in different section such as Medical Information, Treatment Details, Admission Information, Documents, Adjudication will be displayed as shown in PPD detailed case view screen shot.

nati hea auti	ional th hority	Transaction Man	agement System - Paye	er		A+ A) A - 📀	Sahil Alam - PPD-Insurance	Switch Role	Ç
6	C€	SHA-OPERATIONS	CASE PROFILE HO	SPITAL PROFILE	Case pending since	00 00 08 Days Hrs Mins \$	19 Time sper	nt on the case 00 Mins	13 Secs	₹⊔₽₽
Home	> Case Details	PMJAY/HR/S/2022/R1/10000	05425)							
	VINOD KU 24 Yr MA	MAR LE Normal	PMJAY ID Registrat PSCRWZ4KU 10000054	ion ID Wallet B 125 ₹ 4,76,13	alance Household 7.50 6S0610003	I ID 00330000028200017	Claim Submission 27/07/2023 14:50:1	Date Claimed 4 ₹23,862.5	Amount 50	
x		<u>></u>								ELOG
CHEME	Preauth Reque 02	ested (27/07/2023 50 PM)	Pending for Preau	ith Approval	Claim A	pproved		Claim Paid		CASE
	ICAL INFORMATIO	DN							\bigcirc	
	ATMENT DETAILS								$\overline{\mathbf{O}}$	
ADM	ISSION INFORMA	TION							0	
DOC	UMENTS								e	
	Static de	tails about procedure(s)							
	No.	Package Code	Package Type	Package Cost	Quantity	Adj Factor 🛈	Incentive ①	Amount Re	quested 🛈	
	1.	SG036A	Surgical	₹15,000.00	1	100%	15%		₹17,250.00	

PPD detailed case view





PPD can mark any case as "Approve/Reject/Query" from the Action dropdown present in actionable details, based on the selection from the Action dropdown, final action will be populated in the Action dropdown in Final PPD action screenshot.

	nat hea aut	tional ath thorit	y	🛞 Ti	ransaction Mana	igement Syst	em - Paye	r				A+	A A-		Sahil Alam - PPD-Insurance	swi	tch Role	t
	۵	C	←	SHA-	OPERATIONS	CASE PROFI	LE HO:	SPITAL P	PROFILE	Case pending since	00 Days	00 13 Hrs Mins	43 Secs	Time sp	ent on the case	05 37 Mins Secs		€₹ ∐₽₽ ₽
			Static	details abo	ut procedure(s)													
			No.	Pa	ckage Code	Package	Туре	F	Package Cost	Quantity	4	dj Factor 🛈	Ince	entive 🛈	Amo	unt Requested	0	
s			1.	SG036A		Surgical			₹15,000.00	1		100%		15%		₹1	7,250.00	100
CHEME U			2.	SG059A		Surgical			₹ 11,500.00	1		50%		15%		₹	6,612.50	CASI
TILIZATI		C	Act	ionable deta	ails													
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PPD Adjudication from actionable details tabs

	nat hea aut	ion ath hor	al ity	۲	Transac	tion Mana	gement Syst	em - Payer					A+	A A-		Sahil Alam 🔻		Switch R	ole 🗘
	â	C) (<]	SHA-OPERA	ATIONS	CASE PROFIL	HOSP	ITAL PROF	FILE	Case pending sinc	e 00 Days	00 14 Hrs Mins	19 Secs	Time spe	ent on the case	06 Mins	13 Secs	e₹∐₽I
			1.	SG036A		₹ 15,000.00	PAL.MK.AA	₹17,25	0.00	Approve	~	Not	available			Not available		Missing	
			2.	SG059A		₹ 11,500.00	None	₹6,61	2.50	Query	~		oth	er	~	···		Missing	
SCHEME UTILIZATION	NOLICATION		Acti Qu Rem Typ	on* Jery harks pe here									Total Preauth J	Total pac adjusted pa Total j	kage amour ckage amou payable amo N Pre: roved (After	t (without incenti nt (as per guideil unt (after incenti e-RUPI amou a-RUPI amou iscellareous am auth Amount Cial technical evaluar	ves) : nes) : ves) : ves) : ount : med : tion) : Charac	₹ 26,500 ₹ 20,750 ₹ 23,86 Not Availa ₹ 0,750 ₹ 23,86 ₹ 17,250	00 00 2.5 ble 2.5 00 0
														รเ	вміт		CANC	EL	

Final PPD action





Each section can be expended and collapsed as per user's requirement by clicking on the arrow button present at the right side of every section as shown in Accordion collapsed view screen shot below.

	heation heath autho	nal Drity 🦉	Transaction Ma	nagement System - Pa	yer			A+ A	A-	Sahil Alam - PPD-Insurance	.	Switch Rol	e 🗘
	6	2 6	SHA-OPERATIONS	CASE PROFILE H	OSPITAL PROFILE	Case pen	ding since	00 00 08 Days Hrs Mins	19 Time spen	nt on the case	00 Mins S	13 Secs	¢₹∐₽₽₽
	Home >	 Case Details (F 	PMJAY/HR/S/2022/R1/10000	005425)									
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s													901
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JTILIZAT	MEDIC	AL INFORMATION	N									0	
TION	TREAT	MENT DETAILS										e	
	ADMIS	SION INFORMAT	ION									0	
	DOCUM	MENTS										0	
		Static det	ails about procedure(s)									
		No.	Package Code	Package Type	Package Cost	Qua	antity	Adj Factor 🛈	Incentive ①	Amou	int Reque	ested ()	
		1.	SG036A	Surgical	₹15,00	0.00	1	100%	15%			₹17,250.00)

Accordion collapsed view

2.2.1 Medical Information

User can see the medical information of the patient, such as General Examination, Personal History, Family History in the respective sections as shown in medical information screen shot below:

	nat hea aut	ional Ith hority	Transaction Mana	agement System -	Payer		A+ A A-	Sahil Alam - PPD-Insurance	Switch Role	2
	۵	C <	SHA-OPERATIONS	CASE PROFILE	HOSPITAL PROFILE	Case pending since	00 00 16 19 Days Hrs Mins Secs	Time spent on the case 08 Mins	13 Secs	₹⊔₽∥
		Preauth Requeste	ed (27/07/2023 PM)	Pending for	r Preauth Approval	Claim A	Approved	Claim Paid		
SCHEME UTILIZATION	IATION	General Exar Temperature 98.4 BMI 0 Oedema in Fe No	nination eet	Pulse Rate 78 Cyanosis No	Per Minute	Height(in CM) 170 Pallor No		Weight(in KG) 80 Malnutrition No		CASE LOG
	MEDICAL INFORM	No Family History Diabetes None Cancer None		Hypertens None Tuberculos None	ion	Heart Disease None Asthma None		Stroke None		0
	0	Personal His Appetite Normal Diet Normal	tory	Bowels Normal Habits/Ad	dictions	Nutrition Normal		Known Allergies No		0

Medical Information



national health authority

2.2.2 Treatment Details

User can see Diagnosis Details, Treatment Plan, Care Team Details in treatment details section. In Diagnosis details section diagnosis code, diagnosis type and diagnosis description can be seen. Under treatment plan details such as Speciality, procedure, stratification, No. of days/Units and amount can be seen. Details of respective care team can be seen under Care Team Details section as shown below in Treatment Details screenshot.

heatio heati autho	nal h ority	Transaction M	anagement System -	Payer		A+ A A-	Sahil Alam • PPD-Insurance	switch Role 🗲
<u>ه</u> (e (SHA-OPERATIONS	CASE PROFILE	HOSPITAL PROFILE	Case pending since	00 00 16 58 Days Hrs Mins Secs	Time spent on the case	08 52 Mins Secs €₹
	VINO 24 Yr	D KUMAR MALE Normal	PMJAY ID Reg PSCRWZ4KU 100	gistration ID 00005425	Wallet Balance Household I ₹ 4,76,137.50 6S06100030	D Claim S 0330000028200017 27/07/2	Submission Date Cla 2023 14:50:14 ₹ 2	aimed Amount 13,862.50
		0		0				
	Preauth F	Requested (27/07/2023 02:50 PM)	Pending for	Preauth Approval	Claim App	proved	Claim F	Paid
MEDIC	AL INFORM	IATION						♥
MEDIC	Diagnos	IATION sis Details Diagnosis	Code (ICD11)	Diagnosis Type	3	Diagnosis	Description	•
MEDIC	Diagnos	AATION sis Details Diagnosis MG26	Code (ICD11)	Diagnosis Type Primary	e Fever of othe	Diagnosis r or unknown origin	Description	▼
DETAILS	Diagnos No. 1.	AATION sis Details MG26 ent Plan	Code (ICD11)	Diagnosis Type Primary	e Fever of othe	Diagnosis r or unknown origin	Description	
NT DETAILS	AL INFORM Diagnos No. 1. Treatme No.	IATION is Details Diagnosis MG26 ent Plan Speciality	Code (ICD11)	Diagnosis Type Primary ocedure	e Fever of othe Stratification	Diagnosis r or unknown origin No. of Days/Units	Description ICHI Code	Amount
MENT DETAILS	AL INFORM Diagnos No. 1. Treatme No. 1.	AATION is Details Diagnosis MG26 ent Plan Speciality General Surgery	Code (ICD11) Pro Orchidectomy(SGf	Diagnosis Type Primary ocedure ead more	Fever of othe Stratification Not applicable	Diagnosis r or unknown origin No. of Days/Units 1	Description ICHI Code None	♦ Amount ₹ 6,612.5
REATMENT DETAILS	AL INFORM Diagnos No. 1. Treatme No. 1. 2.	AATION is Details Diagnosis MG26 ent Plan Speciality General Surgery General Surgery	Code (ICD11) Pr Orchidectomy(SGr Closure of Bursrea	Diagnosis Type Primary occedure ead more d more	e Fever of othe Stratification Not applicable Not applicable	Diagnosis r or unknown origin No. of Days/Units 1 1	Description ICHI Code None PALMK.AA	€ Amount ₹ 6.612.5 ₹ 17,250.00
TREATMENT DETAILS	AL INFORM Diagnos No. 1. Treatme No. 1. 2. Care Te	IATION is Details MG26 Int Plan Speciality General Surgery General Surgery am Details	Code (ICD11) Pn Orchidectomy(SGr Closure of Bursrea	Diagnosis Type Primary ocedure ead more d more	e Fever of othe Stratification Not applicable Not applicable	Diagnosis r or unknown origin No. of Days/Units 1 1	ICHI Code None PALMKAA	♥ Amount ₹ 6.612.5 ₹ 17.250.00
TREATMENT DETAILS	AL INFORM Diagnos No. 1. Treatme No. 1. 2. Care Ter No	AATION is Details Diagnosis MG26 ant Plan Speciality General Surgery General Surgery ant Details Doctor Name	Code (ICD11) Pr Orchidectomy(SGr Closure of Bursrea	Diagnosis Type Primary occedure ead more d more Doctor Qualification	e Fever of othe Stratification Not applicable Not applicable Registra	Diagnosis r or unknown origin No. of Days/Units 1 1 tion ID / HPR ID	Description ICHI Code None PALMK.AA Contat	► Amount ₹ 6.612.5 ₹ 17.250.00

Treatment Details

2.2.3 Admission Information

User can see details pertaining to admission such as Admission Date, Proposed Surgery Date, Admission Type, Medico Legal Case and Consent information in Admission Information Section as shown in Admission Information screen shot below:

	nation heat auti	onal th nority	Transaction Mar	nagement System	- Payer			A+	A A -	Sah	il Alam - -Insurance	Swite	ch Role 🤉	2
	۵ (c <	SHA-OPERATIONS	CASE PROFILE	HOSPITAL PROFILE	Case pend	ding since 00 Days	00 Hrs	19 02 Mins Secs	Time spent on t	the case 10	56 Secs	é	₹ <i>UPI</i>
	Home	> Case Details (PM	MJAY/HR/S/2022/R1/10000	05425)										
		VINOD KUMA 24 Yr MALE	AR Normal	PMJAY ID Re PSCRWZ4KU 10	egistration ID 000005425	Wallet Balance ₹ 4,76,137.50	Household ID 6S06100030033	00000282	Clain 00017 27/07	1 Submission Date 1/2023 14:50:14	Claimed ₹ 23,862	Amount .50		
SCHEME U		Preauth Requeste	ed (27/07/2023 0 PM)	Pending fo	or Preauth Approval		Claim Approv	ved			Claim Paid			CASE LOG
ITILIZAT	MEDI	CAL INFORMATION											•	
TION	TREA	TMENT DETAILS											0	
	IFORMATION	Admission Da 27/07/2023	ate	Proposed 27/07/202	Surgery Date	Adm PLA1	iission Type NNED			Medico I No	Legal Case			
	ADMISSION IN	Non-Aadhaa Remarks Ok	ar Preauthorization											0
	٥													

Admission Information





2.2.4 PPD Documents Checklist

User can see verification forms and STG Questionnaire and act accordingly and save the response as shown below in document verification screenshot.

Documents Checklist	All	SG059A	SG036A	
 tumour markers 	tumour mar	kers		
S X Ray/USG/ CT Abdomen				
S FNAC			Adobe Acrobat PDF Files	
Justification of orchidec			Adobe® Portable Document Format (PDF) is a universal file format that preserves all of the fonts, formating, colours and graphics of any source document, regardless of the application and platform used to create it.	
 Clinical notes 			Adobe PDF is an ideal format for electronic document distribution as it overcomes the problems commonly encountered with electronic file sharing.	
 USG of scrotum 			 Anyone, anywhere can open a PDF file. All you need is the free Adobe Acrobat Reader. Recipients of other file formats sometimes can't open files because they don't have the applications used to create the documents. 	
 Medical Superintendent De 			PDF files always print correctly on any printing device.	
Detailed discharge summar			 PDF files always display exactly as created, regardless of fonts, software, and operating systems. Fonts, and graphics are not lost due to platform, software, and version incompatibilities. 	
detailed operative notes			 The free Acrobat Reader is easy to download and can be freely distributed by anyone. 	
			 Compact PDF files are smaller than their source files and download a page at a time for fast display on the Web. 	
				1/11 >

PPD Document Verification checklist

2.2.5 Adjudication Section

User can see details pertaining to adjudication in "Static details about procedure(s)" and Actionable details tabs. In actionable details "Action" column user can select the relevant action as "Approve", "Reject", "Query" for the respective package as shown in below adjudication section 1 screen shot.

	nat hea aut	tional ath thority	🛞 Tra	ansaction Ma	nagem	ent System - Pa	ayer				A+ A	A- (Sahil Alam - PPD-Insurance	swi	tch Role	\$
	۵	€ ←	SHA-0	OPERATIONS	CA	SE PROFILE	HOSPITAL PROFILE		Case pending since	00 Days	00 22 Hrs Mins	16 Tim	e spent on the case	14 10 Mins Secs		C₹LI PI
		Stat	ic details abou	ut procedure(s	5)											
		No.	Pac	kage Code		Package Type	Package Co	st	Quantity	Ad	j Factor 🛈	Incentive	I Amo	unt Requested	0	
s		1.	SG036A		Surg	ical	₹15,	000.00	1		100%	1	5%	₹1	7,250.00	90 I I
HEME U		2.	SG059A		Surg	ical	₹11,	500.00	1		50%	1	5%	₹	6,612.50	CASE
TILIZATI		A	tionable detai	ils								-				
Ñ		Na	Dealesse Cad	la Deeken	Cast	10111 Code	Amount		Action			Dessen	Domeska	Desumer	d Clatus	
		NO.	Раскаде Соо	е Раскад	COSL	ICHI Code	Approved ③		Acuon			Reason	Remarks	Documer	it status	
		1.	SG036A	₹15	,000.00	PAL.MK.AA	₹17,250.00	Appro	ve	~	Not avai	lable	Not available	CORRECT	(i)	
		2.	SG059A	₹11	,500.00	None	₹ 6,612.50	Appro	ve	~	Not avai	lable	Not available	CORRECT	0	٥
	ADJUDICATION					<u>.</u>	· · ·				Total a	Total package a djusted package Total payable	mount (without incenti amount (as per guideli amount (after incenti e-RUPI amoui Miscellaneous am	ives): ₹2 nes): ₹2 ives): ₹ nt@: Not/ ount: Not/	6,500.00 0,750.00 23,862.5 Available Available	_

Adjudication Section 1





Based on the selection of the "action" from the actionable details final "Action" will be prepopulated based on the algorithm and finally preauthorization can be adjudicated accordingly as shown in adjudication section 2 screen shot. Actions can be "Approve", "Reject" and "Query".

	nat hea aut	ional ith horit	y	۲	Transa	iction Manage	nent System -	Payer			Į	A+) (A	A- (Sahil Alam • PPD-Insuranc	e	Swit	ch Role	t
	۵	C	←		SHA-OPE	RATIONS	ASE PROFILE	HOSPITAL PROFILE	Case pending since	00 Days	00 Hrs) 23 Mins	50 Sec	6 Tir	ne spent on the case	15 Mins	50 Secs		e₹∐₽∥
			2.	SG059/	Ą	₹ 11,500.0	0 None	₹ 6,612.50	Approve	~		Not av	ailabl	le	Not available	CO	RRECT	0	
SCHEME UTILIZATION	ADJUDICATION		Action	1* rove							Pr	Total	Tot adjus Amou	tal package a sted package Total payab unt Approved	amount (without incent amount (as per guidel le amount (after incent e-RUPI amou Miscellaneous am Preauth Amount Clai (After technical evalua	ives) : ines) : ives) : nt ① : ount : imed : tion) :	₹ 26 ₹ 20 ₹ 2 Not A Not A ₹ 2 ₹ 2	5,500.00),750.00 23,862.5 wailable 23,862.5 23,862.5	CASE LOG
			Rema	rks															
			Туре	here												Charac	ter limit:	0/100	0
	0													SUBMI	•	CAN	CEL		

Adjudication Section 2





2.2.6 e-RUPI

The objective of using e-RUPI is to reduce the Out-of-Pocket Expenditures (OOPE) borne by the beneficiaries. The current requirement for the beneficiary is delivery of cashless diagnostic tests for IPD patients. Due to the lack of services at the hospitals, beneficiaries may be asked to get the required tests from diagnostic labs outside the hospitals where they may end up paying from their own pocket. An eRUPI voucher will facilitate the delivery of cashless services for beneficiaries both in outside lab and inhouse diagnostic centre.

Upon approval of the preauthorization request by PPD, case will be sent to Provider and initiation of voucher will happen.

	health authority	۲	Transaction	n Management System	- Payer			A+ A A	ırav Sharma -Trust	arma 👻 Switch Role 🗘			
	a C	←	SHA-OPERATIO	ONS CASE PROFILE	HOSPITAL PROFILE		Case pending since	00 00 05 Days Hrs Mins	12 Time spen	nt on the case	02 20 Mins Secs		€₹∐₽I
	e-Voucher												8
	ERupi												
SCHE	Sr.N) .	1	nvestigation Code		Investigation Name			Maxmultiplier			ity	ASELOG
ME UTILI	1.		MAND0003		Clinical notes	Clinical notes			Not av	ailable		3	
ZATION	2.		MAND0641		FNAC				Not av	ailable		1	2
	ERupi Voud	her Detai	ils										
	Sr.No.	r.No. Procedure Code Pr		Procedure Name	Investigation Name		Voucher Number	Issue Date	Redeeme	d Date	Redeem	ed Place	I)
	s	Static details about procedure(s											
		No. Package Code		Package Type	e Package Co	st	Quantity	Adj Factor 🛈	Incentive ⁽¹⁾	Am	nount Requester	10	
		1.	SG059A	Surgical	₹11,	200.00	1	100%	15%		₹	12,880.00	

e-RUPI





2.3 Claim Processing by Claim Executive (CEX)

After claim submission by Hospital from TMS Provider system, request will come to CEX login for the processing. Login as CEX and landing page will be displayed as shown in CEX Worklist screen shot.

national health authority	n Management System - Payer	A+ A A- Sahil Alam * Switch Role 🗲
SHA-OPERAT	ONS	
Scheme PMJAY/HR/S	Self • Entity	
1 Claims Pending	5 5 Claims Forwarded	
Cases Status Claims Pending	Policy Case Types V PMJAY/HR/S/2022/R1 All Cases	Rows per page 10 < 1 >
VINOD KUMAR Submission Date: 27/07/2023 15:21:39	Case ID: PMJAY/IR/S/2022/R1/1000005425 Hospital Name: GABA HOSPITAL(HOSP6P01559) - Treatment Plan: 100031	JAGADHRI Claims Pending
		۵

CEX Worklist

User can see Treatment Details, Medical Information, Documents, Adjudication sections as shown in CEX case details view screen shot.

	heatio heati autho	nal h prity	Transaction	n Management Syste	em - Payer			A+ A	A- Sahil Alam CEX-Insurance	e Switch Role	2
	<u>ه</u> (e (SHA-OPERATIC	INS		Cr	ase pending since	00 00 03 4 Days Hrs Mins Se	0 Time spent on the case	00 16 Mins Secs	
	Home :	> Case Detai	ls (PMJAY/HR/S/2022/R1/	1000005425)							
		VINOD I 24 Yr 1	KUMAR MALE Normal	PMJAY ID PSCRWZ4KU	Registration ID 1000005425	Wallet Balan ₹ 4,76,137.50	Household II 68061000300	D 0330000028200017	Claim Submission Date Cl 27/07/2023 15:21:39 ₹	aimed Amount 23,862.50	
SCHEME U		Preauth Red	uested (27/07/2023 02:50 PM)	Preauth Approved (27/ 02:50 PM)	/07/2023	•	F	Pending for Claim Appr (27/07/2023 02:50 F	roval PM) Claim I	Paid	CASE LOG
TILIZATI	TREAT	MENT DETAIL	LS							0	
Ŷ	ADMIS	SION INFORM	ATION							0	R
	DOCU	MENTS								\bigcirc	
		Details	about procedure(s)								
		No.	Package Code	Package Type	Package Cost	Quantity	Adj Factor 🛈	Incentive ①	Amount Requested 🛇	Document Status	
		1.	SG036A	Surgical	₹15,000.00	1	100%	15%	₹17,250.00	ALL MISSING ()	
		2.	SG059A	Surgical	₹ 11,500.00	1	50%	15%	₹6,612.500	ALL MISSING ①	

CEX case details view



national health authority

2.3.1 CEX Documents Non-Technical Checklist

User can fill the non-checklist and verify the forms by clicking "Documents" section as shown in CEX document checklist verification screen shot. And mark documents Correct and Incorrect. Correct and Incorrect button will be enabled when user scroll to the bottom of document.

Documents Checklist	All	SG036A	SG059A	
 tumour markers 	tumour mark	kers		
X Ray/USG/ CT Abdomen				
S FNAC			Adobe Acrobat PDF Files	
Justification of orchidec			Adobe® Portable Document Format (PDF) is a universal file format that preserves all of the fonts, formating, colours and graphics of any source document, regardless of the application and platform used to create it.	
Oetailed discharge summar			Adobe PDF is an ideal format for electronic document distribution as it overcomes the problems commonly encountered with electronic file sharing.	
 Clinical notes 			 Anyone, anywhere can open a PDF file. All you need is the free Adobe Acrobat Reader. Recipients of other file formats sometimes can't open files because they don't have the applications used to create the documents. 	
✓ USG of scrotum			 PDF files always print correctly on any printing device. 	
Medical Superintendent De			 PDF files always display exactly as created, regardless of fonts, software, and operating systems. Fonts, and graphics are not lost due to platform, software, and version incompatibilities. 	
 Hospital Bill 			 The free Acrobat Reader is easy to download and can be freely distributed by anyone. 	
			 Compact PDF files are smaller than their source files and download a page at a time for fast display on the Web. 	
			Compact PDF files are smaller than their source files and download a page at a time for fast display on the Web.	1/17

CEX document verification checklist

2.3.2 Adjudication by CEX

CEX can verify the details in Adjudication section such as Details about the procedure(s), Admission Date, Discharge Date, Hospital Bill Date, CEX observation and Length of Stay as shown in screen shot.

	itional alth ithority	۲	Transaction	Management Syste	em - Payer			A+ A	A- Sahil	I Alam ▼ Insurance	Switch Role ᅻ
۵	C (€ /	SHA-OPERATIO	NS		С	ase pending since	00 00 09 3 Days Hrs Mins Se	7 Time spent on th	he case 06 Mins S	13 Jecs
	D	etails ab	out procedure(s)								
	N	۹o.	Package Code	Package Type	Package Cost	Quantity	Adj Factor 🛈	Incentive ©	Amount Requested	1 © Doci	ument Status
		1. :	SG036A	Surgical	₹ 15,000.00	1	100%	15%	₹17,	250.00 CORF	RECT 🕜
	:	2.	SG059A	Surgical	₹ 11,500.00	1	50%	15%	₹ 6,6	12.500 CORF	RECT ①
					<u> </u>				2		
			Verification Paramet	ter	Date entered t	oy Hospital		Date as per Do	cument	Status	
			Admission Date			27/0	17/2023		27/07/2023	Matchee	d
			Discharge Date			27/0	17/2023		27/07/2023	Matche	d
ATION			Hospital Bill Date	•		27/0	17/2023		27/07/2023	Matche	d
DIUDIC											
A		Overall	observations on the	documents by CEX-In	isurance:				Correct (With few	v documents mis	ssing)
		LOS ma	atching with approve	ed treatment plan :							Yes

Adjudication by CEX 1





CEX can forward the case to CPD by Action button as shown in Adjudication by CEX 2 screen shot.

	nat nea aut	ional ith horitį	, 📀	Transaction Management	System - Payer			A+ A A-	Sahil	Alam * Switch Role (t
	۵	C	€	SHA-OPERATIONS		Case pendin	g since 00 Days	00 11 07 Hrs Mins Secs	Time spent on th	te case 07 43 Mins Secs	
				Admission Date		27/07/2023			27/07/2023	Matched	
				Discharge Date		27/07/2023			27/07/2023	Matched	
SCHE	ATION			Hospital Bill Date		27/07/2023			27/07/2023	Matched	ASE LOG
EUTILIZATION	INLUA		Overall LOS ma	observations on the documents by C tching with approved treatment plar	CEX-Insurance:			C	Correct (With few	y documents missing) Yes	SOT
		Í	Forward							~	
		F	Remarks								
			Type here							ß	0
										Character limit: 0/100	
-								SU	вміт	CANCEL	

Adjudication by CEX 2

2.4 Claim Processing by Claim Processing Doctor (CPD)

After non-technical check list, documents verification by CEX the case will be displayed on CPD login for the processing. Login as CPD and landing page will be displayed as shown in CPD worklist screen shot.

health authority	ion Management Syste	em - Payer		A+ A A-	Sahil Alam * CPD-Insurance	Switch Role 🗘
a C SHA-OPERA	TIONS					
Scheme PMJAY/HR/S	~	Self entity				
9 🗔	2	6	1	R	3	E?
Claims Pending	Claims Appro	oved	Claims Rejected		Claims Queried	
						View More∛
Corres Chathan	Dellas		Core Trans		Rows per pa	ge 10▼ < 1 >
Claims Pending	PMJAY/HR/	′S/2022/R1 🗸	All Cases	~	APPLY FILTER	
CHHJJU RAM Case ID: PMJAY/HR/S/2022/R1/10000054 Hospital Name: GABA HOSPITAL(HOSP6PC Submission Date: 27/07/2023 14:58:37 Treatment Plan: 100031	27 1559)-JAGADHRI	VINOD KUMAR Case ID: PMJAY/HR/S/2022/R1/10 Hospital Name: GABA HOSPITAL(H Submission Date: 27/07/2023 15:2 Treatment Plan: 100031	00005425 IOSP6P01559)-JAGADHRI 1:39			
Claims Pending	>	Claims Pending	>			đ

CPD worklist





User can see Medical Information, Treatment Details, Admission Information, Documents, Adjudication sections as shown in accordion collapsed view screen shot.

	heatio heati autho	nal h ority	📀 Tran	saction Manag	ement System -	Payer			A+ A (A- Sahil Alam CPD-Insurance	Switch Role	Ç
	<u>ه</u> (c (SHA-OP	ERATIONS	CASE PROFILE	HOSPITAL P	PROFILE	Case pending since	00 00 17 10 Days Hrs Mins Secs	Time spent on the case	00 09 Mins Secs	
	Home :	> Case De	ails (PMJAY/HR/S/2	2022/R1/100000542	25)							
		VINO 24 Yr	D KUMAR MALE Normal	PM PSC	JAY ID Re CRWZ4KU 10	gistration ID 00005425	Wallet Ba ₹ 4,76,13	Alance Househol 7.50 6S061000	ld ID 0 300330000028200017 2	Claim Submission Date Cl 7/07/2023 15:21:39 ₹	laimed Amount 23,862.50	
SCHEME U		Preauth F	equested (27/07/20)23 Preaut	h Approved (27/07/2 02:50 PM)	023	•		Pending for Claim Approv (27/07/2023 02:50 PM	yal Claim	Paid	CASE LOG
TILIZAT	MEDIC	AL INFORM	IATION								O	
ĪŌN	TREAT	MENT DET	AILS								O	SOI
	ADMIS	SION INFO	RMATION								O	
	DOCUM	MENTS									0	
		Stati	c details about	procedure(s)								
		No.	Package Code	Package Type	Package Cost	Quantity	Adj Factor 🛈	Incentive [©]	Amount Requested	CEX-Insurance (Observation)	Document Status	
		1.	SG036A	Surgical	₹15,000.00	1	100%	15%	₹17,250.00	Forward	CORRECT ①	

Accordion collapsed view

2.4.1 CPD Documents Checklist

CPD can verify the details in checklist and verify the forms as shown in CPD document verification checklist screen shot.

Documents Checklist	All	SG036A	SG059A		
CPD-I CEX-I	detailed ope	rative notes			
📀 🥥 tumour markers					
📀 🥥 X Ray/USG/ CT Abdomen					
S FNAC					
🥑 🥑 justification of orchidec					
 Detailed discharge summar 					
Clinical notes					
SG of scrotum					
Medical Superintendent De					
A Hospital Pill					

CPD document verification checklist





2.4.2 Adjudication Section

User can see details pertaining to adjudication in "Static details about procedure(s)" and Actionable details tabs. In actionable details "Action" column user can select the relevant action as "Approve", "Reject", "Query" for the respective package as shown in Static details about procedure(s) screen shot.

4	he he au	tional alth thority	🛞 Trai	nsaction Manag	jement System -	Payer				A+ A A- Sahil Alam - CPD-Insurance					ch Role	z
(۵	C (SHA-OF	PERATIONS	CASE PROFILE	HOSPITAL F	PROFILE	Case pending si	ince 00 Days	00 21 Hrs Mins	08 Secs	Time spent on the ca	se 04 Mins	07 Secs		
	000															
		Stati	c details about	procedure(s)												
		No.	Package Code	Package Type	Package Cost	Quantity	Adj Factor 🛈	Incentive ①	Amo	ount Requeste ©	ed	CEX-Insurance (Observation)	D	ocument	Status	g
SCHEME		1.	1. SG036A Surgical 2. SG059A Surgical			1	100%	15	%	₹ 17,250.	00	Forward	co	RRECT	0	CASE LO
UTILIZA		2.	SG059A	Surgical	₹ 11,500.00	1	50%	15	%	₹ 6,612.5	00	Forward	co	RRECT	0	
TION			Verification Parameter			Date ente	red by Hospital			Date as p	er Docur	nent		Status		R
			Admissio	n Date			:	27/07/2023	27/07/2023				,	Natched		
			Discharge Date						27/07/2023 27/0		27/07/2023	,	Vatched			
			Hospital Bill Date			27/07/2023						27/07/2023	,	Natched		
		Ove	rall observations	on the document	s by CEX-Insurance	e:						Correct (With fey	v docume	nts miss	sing)	

Static details about procedure(s)

2	nati hea auti	onal th hority	۲	Transaction	n Managem	ent System	ı - Payer			A+ A (A-	il Alam 👻 I-Insurance	Switch Role	Ç
6	2)	C (-	SHA-OPERATIO	ONS CA	SE PROFILE	HOSPITA	L PROFILE	Case pending sind	ce 00 00 23 17 Days Hrs Mins Secs	Time spent on	the case 06	16 Secs	
		A	ctionabl	e details										
		No.	Package Code	Package Cost	ICHI Code	Approved Quantity	Deductions	Deducted Amount	Amount Approved ③	Action	Reason	Remarks	Document Status	
		1.	SG036A	₹15,000.00	PAL.MK.AA	1	No †	₹ 0.00	₹17,250.00	Approve ~	Not available	Not available	CORRECT ()	0 I BOND
	NOI	2.	SG059A	₹11,500.00	None	1	No †	₹0.00	₹ 6,612.50	Approve 🗸	Not available	Not available	CORRECT ()	
	ADJUDICAT									Tota Total adjuste T	package amount (with d package amount (as otal payable amount (a e-F	out incentives) per guidelines) fter incentives) IUPI amount ①	₹ 26,500.00 ₹ 20,750.00 ₹ 23,862.5 Not Available	901
										A Claim amoun	Miscella mount claimed by hosp approved (After techn	ineous amount ital (as per bill) ical evaluation)	Not Available ₹ 23,862.5 ₹ 23,862.5	6
			Overall findings on the documents by CPD-Insurance: Correct (With few documents m									missing)		
			LOS matching with approved treatment plan :									Yes		

Adjudication by CPD 1





Deduction can be added by CPD as shown in below deduction screen shot. Select appropriate Deduction Type, amount and reason and save.

	nat hea aut	ional Ith hority	۲	Tran	saction Management System - Payer A+ A A 🖉	Sahil Alam * C PD-Insurance	Switch Role 🗘	
		C (3	SHA-OF	PERATIONS CASE PROFILE HOSPITAL PROFILE Case pending since 00 00 25 02 Time spent	on the case 08	01 s Secs	
		0	verall obse	rvations	on the documents by CEX-Insurance: Correct	With few docum	ents missing)	
			Actionable	e details				
sc		No.	Package Code	Packa	Deductions	Remarks	Document Status	E LOG
HEME UTILI		1.	SG036A	₹1:	Deduction Type Amount Reason* Select 0 Type here	Not available	CORRECT ①	CAS
ZATION	NO	2.	SG059A	₹11		Not available	CORRECT ()	so
	DICATI				Note: Please click on save to reflect the changes	nout incentives)	₹ 26,500.00	_
	NULUA				SAVE CANCEL	per guidelines) after incentives)	: ₹ 20,750.00 : ₹ 23,862.5	
						RUPI amount 🛈	Not Available	
					Miss	ellaneous amount	Not Available	
					Claim amount approved (After te	chnical evaluation)	: ₹23,862.5	2
			Overall fir	ndings on	the documents by CPD-Insurance: Correct (With	few documents	missing)	
			LOS mate	ching with	approved treatment plan :		Yes	

Deduction Screen

2.4.3 LOS Alert

CPD can see the Length of Stay by clicking on LOS button present next to CASE LOG button as shown in LOS Alert screen shot.

	nal ne au	tional alth thorit	y 🙆	Transaction Manag	jement	System - Payer	A+ (A A-	Sahil Alam CPD-Insurar	- ICe	Switch Role	\$
		C	ϵ	SHA-OPERATIONS	CASE P	ROFILE HOSPITAL PROFILE						
	CATIC		Diagnosis i	is supported by evidence :			Yes					
	Idnro		Case mana	agement is as per the Stand	ard Treat	ment Guidelines (STG) :	Yes					
	A		Whether du	uration of treatment matche	ed with S	IG instead of treatment protocol :	Yes					
SCHEME UTILIZATIO					ľ	Length of Stay Alert Indicative length of stay as per STG :	0	Total packa djusted pack Total pa Amount	age amount (without ince kage amount (as per guid yable amount (after ince e-RUPI amo Miscellaneous a claimed by hospital (as p	ntives) : elines) : ntives) : punt ① : mount : per bill) :	₹ 11,500.00 ₹ 11,500.00 ₹ 13,225.00 Not Available Not Available ₹ 13,225.00	CASE LOG
Ň						Length of stay as per document :	1	mount appro	oved (After technical evalu	uation) :	₹13,225.00	ΓŎ
			Overall f	findings on the documents	by CPD-Ir	isurance:					None	
			LOS ma	tching with approved treatr	nent plan						Yes	
												0
	0									BACK	(
				Copyrig	ht © 2023	- All Rights Reserved - Official website of Pradhan Mantri Jan Arogy	ya Yojana (PM-JAY), Go	vernment of In	ıdia			

LOS Alert





2.4.4 CASE LOG

CPD can see the Case log by clicking on CASE LOG button present next to LOS button as shown in Case Log screen shot.

health authority	۲	Transaction Manage	ment System -	Payer		A+ A A] 🔊 🖁	Sahil Alam - CPD-Insurance	Switch Role Ç
6 C (← SH.	A-OPERATIONS	CASE PROFILE	HOSPITAL PROFILE					
Case Lo	g								8
 Status - Prea Role - Sy 	authorization Subm stem	itted Stage - Preautho	orization Typ	e - New	Remarks - NA	Amount - ₹ 13	3,225.00	31/07/2023	03:30 PM
S.No	Package Code	Quantit Requested	y Modified	Amour Requested	nt Modified	Action		Reason	
1	SG059A	1		₹ 11,500.00	₹11,500.00	Ri	equest acknowled ocessing.	iged and accepted	l for further
Status - Prea Role - PP	authorization Appro	Stage - Preautho	orization Typ	e - New	Remarks - NA	Amount - ₹ 13	3,225.00	31/07/2023	03:30 PM
S.No	Package Code	Quantit	y Modified	Amoun	nt Modified	Action		Reason	

User can verify the recommendations given by CEX and fill the questionnaire and select the appropriate action from Actionable details as shown in Adjudication by CPD 2 screen shot.

	nat hea aut	ional Ith hority	۲	Transaction Mana	gement System -	Payer			A+ (A A-		Sahil Alam 🔻 CPD-Insurance		Switch Role 🔁
	۵	C (←	SHA-OPERATIONS	CASE PROFILE	HOSPITAL PROFILE	Case pending since	00 Days	00 26 Hrs Mins	37 Secs	Time spent	on the case	09 Mins	36 Secs
			Overall t LOS ma	findings on the documents tching with approved treatr	by CPD-Insurance: nent plan :						Correct (With	h few docum	ents mi	ssing) Yes
SCHEME UT			Diagnos Case m	sis is supported by evidence anagement is as per the Sta	e : andard Treatment (Guidelines (STG) :						• Ye	s () s ()	CASE LO No
ILIZATION			Whethe	r duration of treatment mat	ched with STG inst	ead of treatment protocol	:					() Ye	s O	No
		A	ction*											
			Approve											~
		Re	emarks											
			Type here										Characte	r limit: 0/100
										su	IBMIT		CANCE	:L

Adjudication by CPD 2





Based on the selection of the "action" from the actionable details final "Action" will be prepopulated based on the algorithm and finally preauthorization can be adjudicated accordingly as shown in Adjudication by CPD 3 screen shot. Actions can be "Approve", "Reject" and "Query".

	nat hea aut	ional ith horitų	, (۲	Transaction Man	agement System -	Payer			A	+ /	A		Sahil Alam CPD-Insura	- ICe	Swit	ch Role 🗲
	۵	C	←		SHA-OPERATIONS	CASE PROFILE	HOSPITAL PROFILE	Case pending since	00 Days	00 Hrs	26 Mins	37 Secs	Time spe	nt on the case	09 Min	36 s Secs	
SCHEME UTILIZATION			Ov LO Dia Ca Wh	erall f S mat agnos se ma	indings on the documen tching with approved trea is is supported by evider anagement is as per the r duration of treatment m	is by CPD-Insurance: atment plan : ice : Standard Treatment (atched with STG insi	Suidelines (STG) : ead of treatment protocol :						Correct (W	ith few docu () () () () () ()	ments Yes Yes Yes	r missing) Yes O No O No O No	s CASE LOG
2		A	Action*														S
			Appro	ve													~
		A	temark	s													
			Type I	ICI C											Chara	acter limit:	0/100
												s	UBMIT		CAN	ICEL	

Adjudication by CPD 3

2.5 Claim Processing by Medical Committee

After CPD adjudication the case will be displayed on MC (Medical Committee) login for the processing. Login as Medical Committee and landing page will be displayed as shown in Medical Committee worklist screen shot.

health authority	Transaction Man	agement Syste	em - Payer		A+ A A- 🧕	Sahil Alam - Medical Committee-Insurance	switch Role 🗘
a C	SHA-OPERATIONS						
Scheme	PMJAY/HR/S	~	Self • Entity				
5	R	7	5	0	R	3	E?
Claims Pending	ٹ	Claims Appro	oved 🛃	Claims Rejected	<u>ل</u>	Claims Queried	<u>*</u>
Cases Status		Policy		Case Types		Rows per pag	e 10▼ < 1 >
Claims Pending	~	PMJAY/HR/	/S/2022/R1 🗸	All Cases	~	APPLY FILTER	# #
ANJU BALA Case ID: PMJAY/HR/S Hospital Name: GABA Submission Date: 24/0 Treatment Plan: 10003	5/2022/R1/1000005397 LHOSPITAL(HOSP6P01559)-JAC 07/2023 22:09:37 31	ADHRI	VINOD KUMAR Case ID: PMJAY/HR/S/2022/R1/ Hospital Name: GABA HOSPITAL Submission Date: 27/07/2023 15 Treatment Plan: 100031	'1000005425 L(HOSP6P01559)-JAGADHRI 5:21:39			
Claims Pending		>	Claims Pending		>		
					_	C	
	Сор	rright © 2023 - All R	ights Reserved - Official website of Pra	adhan Mantri Jan Arogya Yojana	a (PM-JAY), Government of In	dia	

Medical Committee worklist





User can see Medical Information, Treatment Details, Admission Information, Documents, Adjudication sections as shown in Accordion collapsed view screen shot.

	nation pealth autho	ial rity	🛞 Tran	saction Manage	ement System -	Payer			A+ A A-	Sahil Alam - Medical Committee-In	nsurance Switch Role	t
6) [C	; (-	SHA-OP	ERATIONS	CASE PROFILE	HOSPITAL F	PROFILE	Case pending since	00 00 43 25 Days Hrs Mins Secs	Time spent on the case	00 49 Mins Secs	
Ho	ome >	Case Det	ails (PMJAY/HR/S/	2022/R1/100000542	5)							
	3	VINOI 24 Yr	O KUMAR MALE Normal	PM. PSC	JAY ID Re RWZ4KU 10	gistration ID 00005425	Wallet Ba ₹ 4,76,13	Alance Househo 7.50 6S06100	old ID 0300330000028200017 2	Claim Submission Date Cl 27/07/2023 15:21:39 ₹	laimed Amount 23,862.50	
SCHEME U		Preauth R	equested (27/07/20	123 Preauth	Approved (27/07/2 02:50 PM)	1023	•		Pending for Claim Approv (27/07/2023 02:50 PM	val n) Claim	Paid	CASE LOG
TILIZAT	MEDICA	L INFORM	IATION								\bigcirc	
Ξ Ţ	REATN	IENT DET	AILS								O	
A	DMISS		RMATION								<u></u>	
D	OCUM	ENTS									<u></u>	
		Statio	c details about	procedure(s)								
		No.	Package Code	Package Type	Package Cost	Quantity	Adj Factor 🛈	Incentive [©]	Amount Requested ©	CPD-Insurance (Observation)	Document Status	
		1.	SG036A	Surgical	₹ 15,000.00	1	100%	15%	₹17,250.00	Approve	CORRECT ①	

Accordion collapsed view

2.5.1 Medical Committee Documents Checklist

Medical Committee can verify the details in checklist and verify the forms as shown in Medical Committee document verification checklist screen shot.

Documents Checklist	All	SG036A	SG059A		
MC-I CPD-I	detailed ope	erative notes			
🥑 🔮 tumour markers					
🖉 🔮 X Ray/USG/ CT Abdomen					
S FNAC					
⊘ ⊘ justification of orchidec					
 Detailed discharge summar 					
🥑 🥑 Clinical notes					
🕑 🔮 USG of scrotum					
A Haspital Dill					

Medical Committee document verification checklist



national health authority

2.5.2 Adjudication Section

User can see details pertaining to adjudication in "Static details about procedure(s)" and Actionable details tabs. In actionable details "Action" column user can select the relevant action as "Approve", "Reject", "Query" for the respective package as shown in below Adjudication by Medical Committee 1 screen shot.

	na Pe au	tional alth thority	🛞 Trar	nsaction Manag	ement System -	Payer			A+ A A-	Sahil Alam - Medical Committee	-Insurance Switch Role	Ç
	۵	€ €	SHA-OF	PERATIONS	CASE PROFILE	HOSPITAL I	PROFILE	Case pending sinc	e 00 00 44 30 Days Hrs Mins Secs	Time spent on the case	01 54 Mins Secs	
		Statio	c details about	procedure(s)								
		No.	Package Code	Package Type	Package Cost	Quantity	Adj Factor 🛈	Incentive ⁽¹⁾	Amount Requested	CPD-Insurance (Observation)	Document Status	
SCH		1.	SG036A	Surgical	₹15,000.00	1	100%	15%	₹17,250.00	Approve	CORRECT 🕤	SE LOG
IEME UTI		2.	SG059A	Surgical	₹ 11,500.00	1	50%	15%	₹ 6,612.50	Approve	CORRECT 🕕	CA
JZATION			Verification F	Parameter		Date ente	ered by Hospital		Date as per Do	ocument	Status	
			Admissio	n Date			:	27/07/2023		27/07/2023	Matched	
			Discharg	e Date			:	27/07/2023		27/07/2023	Matched	
			Hospital B	Bill Date			2	27/07/2023		27/07/2023	Matched	٥
		Over	rall observations sing)	on the document	s by CEX: Correct ((With few doc	uments	Overall finding	s on the documents by C	PD: Correct (With few docu	iments missing)	

Adjudication by Medical Committee 1



Adjudication by Medical Committee 2





	nat nei aut	ional ith ihority	۲	Transaction	Managem	nent System	- Payer			A+ A A-	Sahil Alaı Medical Co	m - ommittee-Insu	rance Switch Rol	le 🗘
	۵	C	€	SHA-OPERATIO	NS C/	ASE PROFILE	HOSPITAL PROFILE	Case p	ending since	00 00 46 Days Hrs Mins S	13 Time spent or	the case	03 37 lins Secs	
		No	Package Code	Package Cost	Approved Quantity	Deductions	Deducted Amount	Amount Approved ①		Action	Reason	Remarks	Document Statu	IS
		1.	SG036A	₹15,000.00	1	No †	₹ 0.00	₹ 17,250.00	Approve	~	Not available	Not available	CORRECT ()	
SCH		2.	SG059A	₹11,500.00	1	No †	₹ 0.00	₹ 6,612.50	Approve	~	Not available	Not available	CORRECT ()	SE LOG
IE UTILIZATION										Total adji Claim ami	otal package amount (wit isted package amount (a Total payable amount (e Miscel Amount claimed by hos punt approved (After tech	hout incentive s per guideline after incentive RUPI amount (laneous amou pital (as per bi nical evaluatio	s): ₹26,500.0(s): ₹20,750.0(s): ₹23,862.1 D: Not Available nt: Not Available II): ₹23,862.1 n): ₹23,862.1	0 0 5 e e 5 5 5
			Overall f	ndings on the docu	uments by N	Nedical Comm	nittee-Insurance:						None	0
			Diagnos	is is supported by e	evidence :							• Yes	O No	
			Case ma	inagement is as pe	r the Standa	ard Treatment	Guidelines (STG) :					🔘 Yes	O No	
			Whether	duration of treatm	ent matche	d with STG ins	stead of treatment prot	pcol :				Yes	O No	

Adjudication by Medical Committee 3

	nat hea aut	ional th horit	y 🛞	Transaction Mana	gement System -	Payer		A+ A A-	Sahil Alam - Medical Committee-Inst	rance Switch Role	Ç
	۵	C	€	SHA-OPERATIONS	CASE PROFILE	HOSPITAL PROFILE	Case pending since	00 00 50 14 Days Hrs Mins Secs	Time spent on the case	07 38 Mins Secs	
10			Diagnos Case ma Whether	is is supported by evidenc anagement is as per the S r duration of treatment ma	e : andard Treatment (tched with STG inst	Suidelines (STG) : ead of treatment protocol :			 Yes Yes Yes Yes 	0 No 0 No 0 No	100
CHEME UTILIZATION			Action* Approve Remarks Type here							~	CASE
	Ð							-	си с	naracter limit: 0/100	0
				Соругі	ght © 2023 - All Rights	Reserved - Official website of Pra	adhan Mantri Jan Arogya Yo	ojana (PM-JAY), Governme	nt of India		

Adjudication by Medical Committee 4





2.6 Recovery Section (ACO)

Login as ACO to select the cases of a particular hospital on which recovery needs to be initiated as shown in recovery screenshot.

national headh duthority	A+ A A- Sahil Alam - ACO-Insurance	Switch Role 🗘
Home > Recovery Initiated Cases		
Hospital		
Select 🗸		
PAYER PROFILE		
CHC MAINPAT		
DNA CRITICAL CARE HOSPITAL		
SHRI RAM DANT CHIKITSALAYA		
UPHC KHOKHOPARA		
TRIPATHI DANT CHIKITSALAYA		
RAMKRISHNA SEVA SADAN		
SRI SRI HOSPITAL		
Copyright © 2023 - All Rights Reserved - Official website of Pradhan Mantri Jan Arogya Yojana (PM-JAY), Government of India	

Recovery Screen

After selection of hospital respectively cases will be displayed as shown in recovery-initiated cases screenshot.

heath authorit	y 😨 Transaction Management Syste	em - Payer		A+ A A-	Sahil Alam - ACO-Insurance
Home > R	ecovery Initiated Cases				
Hospital AADHA	AR HEALTH INSTITUTE		Û		INITIATE RECOVERY
No.	Case No.	PMJAY ID	Amount Approved	Recovered Amount	Amount Initiated Date
1.	PMJAY/HR/S/2022/R1/1000003313	P7T0UWI7Q	₹ 12,650.00	₹ 10,000.00	18/05/2023 04:56 PM
2.	PMJAY/HR/S/2022/R1/1000003313	P7T0UWI7Q	₹ 12,650.00	₹ 10,000.00	18/05/2023 04:57 PM
3.	PMJAY/HR/S/2022/R1/1000003313	P7T0UWI7Q	₹ 12,650.00	₹ 1,000.00	18/05/2023 09:47 PM
4.	PMJAY/HR/S/2022/R1/1000003318	PIXIMEFIX	₹ 12,650.00	₹ 11,000.00	19/05/2023 12:28 AM
5.	PMJAY/HR/S/2022/R1/1000003313	P7T0UWI7Q	₹ 12,650.00	₹ 12,650.00	19/05/2023 11:29 AM
6.	PMJAY/HR/S/2022/R1/1000003313	P7T0UWI7Q	₹ 12,650.00	₹ 10,000.00	19/05/2023 11:49 AM
7.	PMJAY/HR/S/2022/R1/1000003313	P7T0UWI7Q	₹ 12,650.00	₹ 10,000.00	19/05/2023 11:54 AM
8.	PMJAY/HR/S/2022/R1/1000003313	P7T0UWI7Q	₹ 12,650.00	₹ 10,000.00	19/05/2023 12:05 PM

Recovery Initiated Cases

ладчин чиса РМ-ЛРЧ



Click on initiate recovery button as shown in recovery-initiated cases screenshot, and initiate recovery screen will be displayed as shown in initiate recovery 1 screenshot. Click on the action button and particular case will be opened for which recovery needs to be initiated as shown in initiate recovery 2 screenshot.

health authorit	y 🛞 Transaction Manag	ement System - Payer	A+ (A A- Nam	nbari Saikumar - Insurance	vitch Role 🧲
<u>ක</u> ල	SHA	-OPERATIONS				
Home > R	ecovery Initiated Cases > Initiate Recovery					
	Search by Case ID					
	SHREE PRASUTI	AND SHISHU MANDIR 🗸 🗸	Search by Case ID	SEA	ARCH	
		Please select t	he Hospital and enter the value to be searched			
						: ::
Sr.No.	Case No.	Hospital Nam	Case Status	Care Plan	Approved Amount	Action
1.	PMJAY/HR/S/2022/R1/1000003733	SHREE PRASUTI AND SHISHU	MANDIR Claim Insurance Approved	By SHA 100031	₹ 8,050.00	>
2.	PMJAY/HR/S/2022/R1/1000003736	SHREE PRASUTI AND SHISHU	MANDIR Claim Insurance Approved	By SHA 100031	₹ 8,050.00	>
3.	PM IAV/HR/S/2022/R1/1000003705		MANDIR Claim Insurance Approved	By SHA 100031	₹ 8,050.00	>
	1 10000003703	SHILLE FILASO FI AND SHISHO				
4.	PMJAY/HR/S/2022/R1/1000003737	SHREE PRASUTI AND SHISHU	MANDIR Claim Insurance Approved	By SHA 100031	₹ 8,050.00	>
4. 5.	PMJAY/HR/S/2022/R1/1000003737 PMJAY/HR/S/2022/R1/1000003735	SHREE PRASUTI AND SHISHU SHREE PRASUTI AND SHISHU SHREE PRASUTI AND SHISHU	MANDIR Claim Insurance Approved MANDIR Claim Insurance Approved	By SHA 100031 By SHA 100031	₹ 8,050.00	>

Initiate Recovery 1

User can fill the Amount to be recovered, penalty, upload supporting documents and remarks (if any) and submit the case for recovery.

authorit	y 🛞 Transaction Ma	nagement System - Payer	A+ A A-		urance	witch Role 🧲
a c	;	SHA-OPERATIONS				
Home > R	ecovery Initiated Cases > Initiate Recove	ery				
	Search by Case I	D				
	SHREE PRAS	UTI AND SHISHU MANDIR 🗸 Searc	sh by Case ID	SEARC	сн	
		Please select the Hospi	tal and enter the value to be searched			
						: :
Sr.No.	Case No.	Hospital Name	Case Status	Care Plan	Approved Amount	Action
Sr.No.	Case No. PMJAY/HR/S/2022/R1/1000003733	Hospital Name SHREE PRASUTI AND SHISHU MANDIR	Case Status Claim Insurance Approved By SHA	Care Plan 100031	Approved Amount ₹8,050.00	Action
Sr.No. 1. Select Re	Case No. PMJAY/HR/S/2022/R1/1000003733 pason	Hospital Name SHREE PRASUTI AND SHISHU MANDIR Amount to be Recovered	Case Status Claim Insurance Approved By SHA Penalty if any	Care Plan 100031 Total amo	Approved Amount ₹ 8,050.00 pount to be Recovered	Action
Sr.No. 1. Select Re Select	Case No. PMJAY/HR/S/2022/R1/1000003733 2ason	Hospital Name SHREE PRASUTI AND SHISHU MANDIR Amount to be Recovered 8050.00	Case Status Claim Insurance Approved By SHA Penalty if any Enter amount	Care Plan 100031 Total amo 8050.00	Approved Amount ₹8,050.00 punt to be Recovered	Action
Sr.No. 1. Select Re Select Upload S	Case No. PMJAY/HR/S/2022/R1/1000003733 eason	Hospital Name SHREE PRASUTI AND SHISHU MANDIR Amount to be Recovered 8050.00 Remarks ①	Case Status Claim Insurance Approved By SHA Penalty if any Enter amount	Care Plan 100031 Total amo 8050.00	Approved Amount ₹ 8,050.00 pount to be Recovered	Action
Sr.No. 1. Select Re Select Upload S	Case No. PMJAY/HR/S/2022/R1/1000003733 sason support Document trupport Document	Hospital Name SHREE PRASUTI AND SHISHU MANDIR Amount to be Recovered 8050.00 Remarks ① Type remarks here	Case Status Claim Insurance Approved By SHA Penalty if any Enter amount	Care Plan 100031 Total amo 8050.00	Approved Amount ₹8,050.00 pount to be Recovered SUBMIT	Action

Initiate Recovery 2





2.6.1 Adjudication by Account Officer (ACO)

After check list and documents verification by CPD the case will be displayed on ACO login for the processing. Login as ACO and landing page will be displayed as shown in ACO worklist screenshot.

Image: Constrained Databased Image: Constrained Databased <th>health authority</th> <th>Transaction Ma</th> <th>nagement Sys</th> <th>stem - Payer</th> <th></th> <th></th> <th>A+ A A-</th> <th>Sahil Alam - ACO-Insurance</th> <th>Switch Role 🗘</th>	health authority	Transaction Ma	nagement Sys	stem - Payer			A+ A A-	Sahil Alam - ACO-Insurance	Switch Role 🗘
Scheme PMJAY/HR/S Self Entity 8 0 3 0 0 Claims Pending Claims Queried by SHA Claims Approved 0 Claims Query Updated to SHA Claims Pending Claims Queried by SHA Claims Approved Claims Query Updated to SHA Claims Query Updated to SHA Cases Status Policy Case Types Rows per page 10 v < 10 Claims Submitted No. Name Case ID Beneficiary Card Hospital Name Submission Date Claim Submitted Sele VNOD GABA HOSPITAL (HOSPAPO1555) 27/07/2023 18321 Claim Submitted Sele	a C ←	Operational Dashboard	🛣 Pendencies & P	enalties Worklist			SHA-OPERATIO	ONS	
8 0 1 3 1 0 1 Claims Pending Claims Queried by SHA Claims Approved Claims Query Updated to SHA Claims Query Updated to SHA Claims Query Updated to SHA View More Cases Status Policy Case Types All Cases Rows per page 10<	Scheme	PMJAY/HR/S	~	Self 🗨 🌒	Entity				
Claims Pending Claims Queried by SHA Claims Approved Claims Query Updated to SHA Claims Pending Policy Case Types Rows per page 10 • < 10 Claims Pending PMJAY/HR/S/2022/R1 All Cases Image: Claim Submitsion Date Claim Submitted Amount No. Name () Case ID () Beneficiary Card Hospital Name Submission Date Claim Submitted Amount Sele VINOD Image: Claim Submit Solution Claim Submit Solution 27/07/2023 (10321) Image: Claim Submit Solution Sele	8	R	0		:?	3	5	0	53
View Mort Cases Status Policy Case Types Claims Pending PMJAY/HR/S/2022/R1 Cases Cases Cases Cases No. Name ◊ Case ID ◊ Beneficiary Card Number Hospital Name Submission Date Claim Submitted Amount Sele VINOD 0.000 0.000 0.000 27/07/2023 (0.321) Claim Submitted	Claims Pending	⊻	Claims Qu	eried by SHA	⊻	Claims Approved	<u>ب</u>	Claims Query Updated to	SHA 🖌
Cases Status Policy Case Types Claims Pending PMJAY/HR/S/2022/R1 All Cases No. Name () Case ID () Beneficiary Card Number Hospital Name Submission Date Claim Submitted Amount Sele VINOD 0.000 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>View More¥</td>									View More¥
Clases Status Policy Case Types Claims Pending PMJAY/HR/S/2022/R1 All Cases No. Name () Case ID () Beneficiary Card Hospital Name Number Submission Date VINOD Case ID ()								Rows per pag	e 10• < 1 >
No. Name () Case ID () Beneficiary Card Number Hospital Name Submission Date Claim Submitted Amount Sele Sele VINOD CASE ID () CARDA HOSPITAL (HOSPSPO1550). 27/07/2023 [13:21] Communication Communicatio	Claims Pending	~	Policy PMJAY/F	IR/S/2022/R1	~	All Cases	~		
VINOD GARA HOSPITAL/HOSP6P01559). 27/07/2023 [03:21	No. Name 🗘	Case ID :	¢	Beneficiary Card Number		Hospital Name	Submission Date	Claim Submitted Amount	Select
1. KUMAR PMJAV/HR/S/2022/R1/1000005425 PSCRWZ4KU JAGADHRI PM ₹23,862.50 >	VINOD	PMJAY/HR/S/2022/F	1/1000005425	PSCRWZ4KU	GABA JAGAI	HOSPITAL(HOSP6P01559)- DHRI	27/07/2023 03:21 PM	₹ 23,862.5	50 >

ACO Worklist

User can see Hospital Profile, Case Profile, Treatment Details, Admission Information, Adjudication sections as shown in accordion expanded view screenshot and adjudication by ACO 1 screenshot.

<u>\$</u>	natio heat auth	onal h ority	Transaction Manag	ement System - Pa	yer			A	- A A-	Sahil	Alam - Insurance	Switch Role 🗘
۵	<u>م</u> (c ()	SHA-OPERATIONS	CASE PROFILE	HOSPITAL PROFILE	Case pe	ending since OC Day	o 00 s Hrs	53 48 Mins Secs	Time spent on th	ne case OC Min	s Secs
F	Home	> Case Detai	ils (PMJAY/HR/S/2022/R1/10000054	25)								
(3	VINOD 24 Yr	KUMAR PM MALE Normal PSG	JAY ID Registr CRWZ4KU 100000	ration ID Wallet I 15425 ₹ 4,76,1	Balance 37.50	Household ID 6S06100030033	00000282	Clain 200017 27/07	n Submission Date 7/2023 15:21:39	Claime ₹ 23,862	d Amount 2.50
SCHEME UT		Preauth Re	quested (27/07/2023 Preaut 02:50 PM)	h Approved (27/07/2023 02:50 PM)	1		Pen (23	ding for (7/07/202	Claim Approval 3 02:50 PM)		Claim Paid	CASE LOG
ILIZATI		Diagnosis	Details			_						
2	ETAILS	No. 1.	MG26	(10011)	Primary		Fever of other o	r unkno	Diagnos wn origin	is Description		LOS LOS
	MENT D	Treatmen	t Plan									
	EATP	No.	Speciality		Procedure		Stratifi	cation		No. of Days/Units		Amount
	TRE	1.	General Surgery	Closure of Bursn	ead more		Not applicable				1	₹ 17,250.00
		2.	General Surgery	Orchidectomy(SG	read more		Not applicable				1	₹ 6,612.5
	FORMATION	Admissi 27/07/20	on Date 123	Proposed Surg 27/07/2023	gery Date	Ac PL	Imission Type ANNED			Medico L No	egal Case	

Accordion expanded view





	atior eath utho	nal 1 prity	Tr	ansaction Man	agement Syster	n - Payer			A+	A A- Sahil Ala	arn * Irance Switch Role 🛫
۵) [? ←	SHA-	OPERATIONS	CASE PROFILE	HOSPIT	AL PROFILE	Case pending sinc	e 00 00 56 Days Hrs Mins	20 Time spent on the ca	ase 02 44 Mins Secs
	ī	Stat	ic details abo	ut procedure(s)							
		No.	Package Code	Package Type	Package Cost	Quantity	Adj Factor 🛈	Incentive ⁽⁾	Amount Requested ①	Medical Committee-Insuranc (Observation)	e Document Status
		1.	SG036A	Surgical	₹15,000.00	1	100%	15%	₹ 17,250.00	Approve	CORRECT ①
		2.	SG059A	Surgical	₹11,500.00	1	50%	15%	₹ 6,612.50	Approve	CORRECT ①
			Verificatio	n Parameter		Date	entered by Hospital		Date as	per Document	Status
			Admission Date					27/07/2023		27/07/2023	Matched
			Discharge Date					27/07/2023		27/07/2023	Matched
			Hospita	I Bill Date				27/07/2023		27/07/2023	Matched
		Ove	erall observatior ssing)	is on the docume	nts by CEX: Corre	ct (With few o	documents	Overall finding	s on the documents	s by CPD: Correct (With few do	cuments missing)

Adjudication by ACO 1

User can select appropriate action from "Action" mentioned in the Actionable details section. Options would be "Approve","Reject","Query"

nati hea auti	ional ith horit	y 🤮	Transac	tion Manage	ement Syste	n - P	ayer			A+	•	A -		Sahil Alam ACO-Insuran	~ xe	Switch F	tole 🕻
ا ھ	C	€	SHA-OPERA	TIONS (CASE PROFILE) (HOSPITAL PROFILE	Case pending since	00 Days	00 Hrs	57 Mins	20 Secs	Time spe	nt on the case	03 Mins	44 Secs	
		Overall of missing)	servations on th	ne documents	by CEX: Corre	ct (W	lith few documents	Overall findings	on the	docum	nents	by CPD: (Correct (Wi	th few docur	nents r	nissing)	
		Medical C	ommittee-Insu	urance (Obse	ervation)												
		Diagnosis	is supported by	/ evidence :					,	/e s							
		Case mar	nagement is as p	per the Standa	rd Treatment	Guide	lines (STG) :		,	/es							
		Whether (duration of treatr	ment matched	d with STG ins	ead c	of treatment protocol :		,	′e s							
		Adjudic	ation details b	y Medical C	ommittee-Ir	sura	nce						TAT ap	oplied 🌒	TAT	not applie	d
		No. I	Package Code	Package Ty	rpe Quar	tity	Approved Quantity	Deduction Details	De	ducted /	Amour	nt	Amount Rec	juested 🛈	Do	cument Statu	IS
z		1. S	G036A	Surgical		1	1	No			₹0.	00	4	17,250.00	COR	RECT O	
DICATIO		2. S	G059A	Surgical		1	1	No			₹0.	.00		₹ 6,612.50	COR	RECT O	
DULC							-										

Adjudication by ACO 2





Based on the selection of the "action" from the actionable details final "Action" will be prepopulated based on the algorithm and finally preauthorization can be adjudicated accordingly as shown in adjudication by ACO 4 screen shot. Actions can be "Approve", "Reject" and "Query".

	nat hea aut	tional ath thority	. 📀	Transaction Mana	gement System	Payer			A+ A	A- Sahil Alam Aco-Insuran	ze	Switch Ro	le 🗘
	۵	C	€	SHA-OPERATIONS	CASE PROFILE	HOSPITAL PROFILE	Case pending since	00 Days	01 41 38 Hrs Mins Secs	Time spent on the case	00 Mins	37 Secs	
			ACO Obs	servations									
			Bank Acc	count Details as per HEM r	ecords Bank Acc	count No : 62486222001	IFSC Code : SBIN00	20226		Correct	01	ncorrect	
SC			TDS deta	ails as per HEM records	TDS% : Y					Correct	01	ncorrect	E LOG
HEME L			Is this a d	duplicate bill Bill No: 454	654 Date: 27	07/2023					() Yes	No No	CAS
JTILIZA			Recovery	/ amount adjusted						🔿 Not Appli	cable	• Yes	_
TION		А	ction*										SOI
			Approve									~	
		R	emarks										
			ok										
												10	0
											Charact	er limit: 2/100	
	۲									SUBMIT	CANC	EL	

Adjudication by ACO 4

2.6.2 Green Channel Log

Green Channel log can be verified by clicking on the green channel log button available on right side as shown in green channel log screen shot.

	healti healti autho	nal h ority		n Management S	ystem - Payer			A+ A	A-	2	Nambari Saikumar - ACO-Insurance	Swit	ch Role 🧲	2
	6	C ←		SHA-OPERAT	TIONS									
	Home :	> Case Details (PM	IJAY/HR/S/2022/R1	/1000003798)			Case pending	since Da	0 00 09 ays Hrs Mins	11 Secs	Time spent on the case	00 Mins	38 Secs	
	8	Green Channe	el Log									6	3	
UTILIZATION INFO	H Date o Not A	Case Id : PMJ/ Status : GC Pa Payment Send Paid Date : No	AY/HR/S/2022/ yment Initiated I Date : 10/05/2 t Applicable	R1/1000003798		G	reen Chanr ransaction	iel Amount : : Id : PMJAY/H	3500 IR/S/2022/	R1/100	00003798/Normal/G(2	7	CASE LOG
SCHEME		Green Chann	el Log											IEL LOG
	Suspi Not Av	Sr.No.		Date		Payment Statu	5	Rema	rks		Transaction Amount			ENCHANN
		1	10/05/202	3 12:42:38			Initiated	NA				3150		GREE
	Prea	auth Submitted (10/	05/2023 12:27 PM) Preauth	Approved (10/05/2023	12:27 PM) Pen	ding for Claim .	Approval (10/05/:	2023 12:27 PN	Л)	Claim Appro	ved		
	Past	History											\odot	
	Sr.No.	Name	Ca	se ID	Beneficiary Card Number	Hospital Name	sul	omission Date	Claim Subi Amou	mitted nt	Status		tion	
							ND 29	04/20221			Claim Incurance			

Green Channel Log





2.6.3 Scheme Utilization Information

Scheme utilization information can be verified by clicking on scheme utilization information button present on the left side as shown in scheme utilization information screenshot.



Scheme utilization information

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2.6.3 ACO Operational Dashboard

ACO dashboard view will be displayed on clicking Operational Dashboard button available on the landing page of ACO view.

Count and Amount, information pertains to Preauthorization Approved, Claims Submitted, Claim Paid, Claims Sent For Payment, Funds Received, Funds Available, Funds Required and Fund Requested will be displayed on dashboard.

Apart from that live graph for Claims and Preauthorization, portability case specific to each state with respective to inward and outward cases are also available.







2.6.4 ACO Pendencies and Penalties Dashboard

ACO Pendencies and Penalties dashboard will be visible on clicking Pendencies and Penalties button available on the landing page of ACO view.

User can select Scheme, Policy, From Date, To Date and Hospital from the dropdowns and accordingly details pertains to Pendencies Status for CEX, CPD, ACO, SHA and Hospital will be displayed in respective sections.

national heath authority	Transaction Management	System - Payer		At	• A A- 🕘	Sahil Alam - Switch Role 🗘
	Operational Dashboard	s & Penalties 🔠 Worklist			SHA-OPERATIONS	
Scheme PMJAY/HR/S	Policy PMJAY/HR/S/2022	From Date DD/MM/YYYY	Clear To Date	Clear M/YYYY	Hospital Select	~
Pendency Status	Pendency Status					TAT Penalty for ISAs
Count #0 Total Amount ₹0	e cex 10 Jan Feb Mar	• CPD Apr May	Jun Jul	ACO Aug Sep	Oct Nov	BHA ₹0 Penathy for delay at PPD processing ₹0 Penathy for delay at CEX processing
CEX Count #0 Amount ₹000	24 Days Average TAT	0 0-10 days	0 10-15 daya	0 15-30 days	0 +30 days	₹0 Penalty for delay at CPD processing TAT Penalty for
Count #13 CPD Amount ₹179,945	24 Days Average TAT	0 0-10 days	0 10-15 days	0 15-30 daya	0 +30 days	₹ 0 Penalty for delay in payment
Count #5 ACO Amount ₹104,720	24 Days Average TAT	0 0-10 days	0 10-15 days	0 15-30 daya	0 +30 days	
Count #5 SHA Amount ₹120,780	24 Days Average TAT	0 0-10 days	0 10-15 days	0 15-30 days	0 +30 days	
Count #7 Hospital Amount ₹61,602	24 Days Average TAT	0 0-10 days	0 10-15 days	0 15-30 deys	0 +30 days	
Penalty for EHCPs ≢ 0	₹Û	TDS	∓O		₹O	Recovery ≢787790 ∓ 787790
Penalty for delay in claim submiss	CO Penalty for delay in Claim query response Copyright © 202	3 - All Rights Reserved - Official 1	CU Penalty for delay in payment website of Pradhan Mantri J	ian Arogya Yojana (PM-JAY)	Amounta recovered	Amounts to be Total recovered





2.7.1 Adjudication by State Health Authority (SHA)

After adjudication by ACO the case will be displayed on SHA login for the processing. Login as SHA and landing page will be displayed as shown in Worklist SHA screenshot.

Scheme	PMJAY/HR/S	~	Self 🕒 Ent	ity			
4 Claims Pendine	R L	17 Claims Appr	oved 2	Claims Rejected	<mark>€</mark> ×	2 Preauthorization Pending	Qî ₹
Cases Status Claims Pendii	ng ~	Policy PMJAY/HR/	/S/2022/R1	Case Types	~	Rows per page	
No. Name	Case ID 🔇	>	Beneficiary Card Number	Hospital Name	Submission Da	te Claim Submitted Amount	Select
1. VINOD KUMAR	PMJAY/HR/S/2022/R	1/1000005425	PSCRWZ4KU	GABA HOSPITAL(HOSP6P01559) JAGADHRI)- 27/07/2023 03: PM	21 ₹ 23,862.50	>

Worklist SHA

Click on select button as shown in Static details about procedure(s) screenshot.

10-46	heatio heati auth	nal h (ority	📀 Transac	tion Managemen	t System - Payer			Ā	A+ A A- (Sahil A SHA-In:	lam - surance	Switch Role	1
(<u>ه</u> (c (SHA-OPERA	TIONS CASE	PROFILE	AL PROFILE	Case pendin	g since 00 01 Days Hrs	59 23 Tir	ne spent on the	case 00 Mins	07 Secs	
	Home :	> Case Deta	ails (PMJAY/HR/S/2022	/R1/1000005425)									
		VINOD 24 Yr	KUMAR MALE Normal	PMJAY ID PSCRWZ4K	Registration ID U 1000005425		Wallet Balance ⊢ ₹ 4,76,137.50 6	lousehold ID \$06100030033000002	Claim Subn 8200017 27/07/2023	nission Date 15:21:39	Claimed ₹ 23,862.	Amount 50	
SCHEME UT		Preauth Re	equested (27/07/2023 02:50 PM)	Preauth Appro 02:	ved (27/07/2023 50 PM)		•	Pending for (27/07/20	r Claim Approval 123 02:50 PM)		Claim Paid		CASE LOG
TILIZATI	DOCU	MENTS										e	
2		Static	details about pro	cedure(s)									
		No.	Package Code	Package Type	Package Cost	Quantity	Adj Factor 🛈	Incentive ①	Amount Requeste	A ©t	CO-Insurance	e (Observation)	
		1.	SG036A	Surgical	₹15,000.00	1	100%	15%	₹ 17,2	50.00 App	rove		
		2.	SG059A	Surgical	₹ 11,500.00	1	50%	15%	₹ 6,6'	12.50 App	rove		
			Verification Param	leter	Date	entered by Hospi	tal		Date as per Document			Status	
			Admission Date	e			27/07/2023			27/07/2023		Matched	

Static details about procedure(s)





SHA can do the adjudication based on the recommendation of CEX, CPD and ACO and select appropriate action from the drop down such as "Approve", "Query to CPD", "Query to ACO" as shown in Adjudication by SHA screenshots.

	nation pealth autho	ial rity ⁽	📀 Transac	tion Managemen	t System - Payer			Į.	A+ A A- 📀	Sahil Alam * SHA-Insurance	
۵) [; (SHA-OPERA	TIONS	PROFILE	AL PROFILE	Case pendir	ng since 00 02 Days Hrs	2 00 03 Mins Secs Time spe	nt on the case 00 47 Mins Secs	
		Static	details about pro	cedure(s)							
		No.	Package Code	Package Type	Package Cost	Quantity	Adj Factor 🛈	Incentive ^①	Amount Requested ①	ACO-Insurance (Observation)	
2		1.	SG036A	Surgical	₹ 15,000.00	1	100%	15%	₹ 17,250.00	Approve	DOL
CHEME U		2.	SG059A	Surgical	₹ 11,500.00	1	50%	15%	₹ 6,612.50	Approve	CASE
TILIZATIO			Verification Param	leter	Date	entered by Hospit	al	1	Date as per Document	Status	
			Admission Dat	9			27/07/2023		27/07	7/2023 Matched	
		Discharge Date					27/07/2023		27/07	7/2023 Matched	
			Hospital Bill Da	le			27/07/2023		27/07	7/2023 Matched	0
		Overa miss	all observations on th ing)	e documents by CE	X: Correct (With few	documents	Overall fi	ndings on the doci	uments by CPD: Correct (W	th few documents missing)	0

Adjudication by SHA 1

	nat hea aut	tional ath thorit	iy 🛞	Transaction Man	agement System -	Payer			A+	A A -		Sahil Alam SHA-Insurar	÷ ice	Switch R	ole 🗘
	۵	C	€	SHA-OPERATIONS	CASE PROFILE	HOSPITAL PROFILE	Case pending since	00 Days	02 Hrs	00 38 Mins Secs	Time spe	ent on the case	01 Mins	22 Secs	
			Medical Co	ommittee-Insurance (O	bservation)										
			Diagnosis	is supported by evidence				Y	es						
			Case mana	agement is as per the Sta	ndard Treatment Gui	delines (STG) :		Ye	es						
SCHI			Whether d	uration of treatment matc	hed with STG instea	d of treatment protocol :		Y	es						SELO
ME UTILIZATION			ACO Obser Bank Accou	rvations unt Details as per HEM red	cords (Bank Acco	unt No : 62486222001	IFSC Code : SBIN0	02022	6)					Corre	ct
			TDS details	as per HEM records (TDS% :Y)									Corre	ct
			Is this a dup	plicate bill (Bill No : 454	654 Date : 27/07/2	023)								Ν	ю
			Recovery an	mount adjusted										Ye	es

Adjudication by SHA 2





	nat hea aut	ional ith hority	۲	Transaction Mar	nagement Sys	tem - Payer			A+ A	A- (Sahil Alam SHA-Insuran	ce Switch Role 🗘]
	۵	c (← s	HA-OPERATIONS	CASE PROF	ILE HOSPITAL	PROFILE	Case pending since	00 02 01 0 Days Hrs Mins Se	4 Time	spent on the case	01 48 Mins Secs	
	N		Adjudicatio	n details by Medic	al Committee	-Insurance							
	UDICATIO	No	. Packa Code	ge Package e Type	Quantity	Approved Quantity	Deduction Details	Deducted Amount	Amount Requested ①	Action	Reason	Document Status	
SCH	ADJ	1	SG036A	Surgical	1	1	No	₹0.00	₹ 17,250.00	Approve	Not available	CORRECT ①	SE LOG
EME UTI		2	SG059A	Surgical	1	1	No	₹0.00	₹ 6,612.50	Approve	Not available	CORRECT	ď
IZATION													
			Actionable (details									
		No.	Package Code	Package Cost	Approved Quantity	Deductions	Deducted Amount	Amount Approved ③	Action	ı	Reas	on Remarks	
		1.	SG036A	₹15,000.00	1	No †	₹ 0.00	₹ 17,250.00	Approve	\sim	Not available	Not available	0
		2.	SG059A	₹11,500.00	1	No †	₹ 0.00	₹ 6,612.50	Approve	\sim	Not available	Not available	
									To Total adjus	tal package amo sted package am Total payable a	ount (without incen nount (as per guide mount (after incen	tives): ₹26,500.00 lines): ₹20,750.00 tives): ₹23,862.5	

Adjudication by SHA 3

	nat hea aut	ional th hority	۲	Transaction Ma	nagement Sys	tem - Payer			A+ A A- (Sahil Alam - SHA-Insurance	Switch Role 🔁
	۵	C (-) s	HA-OPERATIONS	CASE PROF	ILE HOSP	ITAL PROFILE	Case pending since	00 02 01 29 Tim	e spent on the case 02 Mins	13 Secs
		A	ctionable	details							
		No.	Package Code	Package Cost	Approved Quantity	Deductions	Deducted Amount	Amount Approved ③	Action	Reason	Remarks
SCHEN		1.	SG036A	₹15,000.00	1	No †	₹ 0.00	₹ 17,250.00	Approve	Not available	Not available
IE UTILIZ <i>I</i>		2.	SG059A	₹11,500.00	1	No †	₹ 0.00	₹6,612.50	Approve ~	Not available	Not available
TION									Total package an Total adjusted package a Total payable	nount (without incentives) : mount (as per guidelines) : amount (after incentives) : e-RUPI amount () : Miscellancous emput :	₹ 26,500.00 ₹ 20,750.00 ₹ 23,862.5 Not Available
									Amount claim Claim amount approved (/	ed by hospital (as per bill) : After technical evaluation) : TAT penalty (Calculated) :	₹ 23,862.5 ₹ 23,862.5 Not applicable
									R Amount Pa	ecovery Amount Adjusted : yable (After adjustments) : Net Payable Amount : TDS Deduction :	Not applicable ₹ 23,862.5 ₹ 21,476.25 ₹ 2,386.25

Adjudication by SHA 4





	nati hea auti	ional th horitų	y	۲	Transaction M	anagement System	Payer			ľ	•	A A-	Sahil Alam - SHA-Insurance	Sw	itch Role 🧲	; ;
	6	C	€]	SHA-OPERATIONS	CASE PROFILE	HOSPITAL PROFILE	Case pending since	00 Days	02 Hrs	01 Mins	57 Secs	Time spent on the case	41 s Secs		
SCHEME UTILIZATION	0		Actic Se Ap Re Qu	ect ject ery to CP ery to AC	20 20						Claim a	Am Su	roved (After technical evaluation) TAT penalty (Calculated) Recovery Amount Adjusted ount Payable (After adjustments) Net Payable Amount TDS Deduction	: र र : Not a: : Not a: : र र : र र : र : र : र : र : र :	23,862.5 pplicable 23,862.5 1,476.25 2,386.25	
					c	opyright © 2023 - All Rights	Reserved - Official website of	f Pradhan Mantri Jan Arogya Yo	jana (P	'M-JA	Y), Gov	ernment of	India			

Adjudication by SHA 5





2.7.2 SHA Operational Dashboard

SHA dashboard view will be displayed on clicking Operational Dashboard button available on the landing page of SHA view.

Count and Amount, information pertains to Preauthorization Approved, Claims Submitted, Claim Paid, Claims Sent For Payment, Funds Received, Funds Available, Funds Required and Fund Requested will be displayed on dashboard.

Apart from that live graph for Claims and Preauthorization, portability case specific to each state with respective to inward and outward cases are also available.







2.7.3 SHA Pendencies and Penalties Dashboard

SHA Pendencies and Penalties dashboard will be visible on clicking Pendencies and Penalties button available on the landing page of SHA view.

User can select Scheme, Policy, From Date, To Date and Hospital from the dropdowns and accordingly details pertains to Pendencies Status for CEX, CPD, ACO, SHA and Hospital will be displayed in respective sections.







2.8 Suspicious workflow

• CPD user will open the case from worklist and clicking on action button, detail case view will be displayed and after document checklist verification CPD can mark case as suspicious as shown in below screenshots:

national pealch authority 🛞 Transaction Ma	nagement System - Payer	A+	A A-	Gaurav Sharma - CPD-Trust	Switch Role 🗘
SHA-OPERATIONS					
cheme PMJAY/HR/S	Self • Entity				
5	0	0	R	3	E?
Claims Pending	Claims Approved	Claims Rejected		Claims Queried	
					View More♥
				Rows per pag	je 10 √ < 1 >
Cases Status	Policy	Case Types			
Claims Pending 🗸 🗸	PMJAY/HR/S/2025/R1 V	All Cases	~		
ROHIT	Case ID: PMJAY/HR/S/20	25/81/1000004475			
Submission Date: 03/08/2023 11:54:02	Hospital Name: GABA HO: Treatment Plan: 100031	SPITAL(HOSP6P01559)-JAGADHRI		Claims Pending	>
				Z	3

CPD Trust Landing Page



(CR	pati	onal
MIK	hea	th .
सत्यमेव जयते	auti	nority

	etails (PMJAY/HR/S	/2025/R1/100000447	5)							
ROH 17 Yr	IT MALE Normal	PM. PJK	JAY ID Reg ZJ3MSS 100	jistration ID 0004475	Wallet Ba ₹ 4,86,200	lance Ho 0.00 6SC	ousehold 06110020	ID Cla 01020000050000005 03/	im Submission Date 08/2023 11:54:02	Claimed Amount ₹13,800.00
	0		-0							0
Preauth	Requested (03/08/2 11:45 AM)	023 Preauti	1 Approved (03/08/20 11:45 AM)	023				Pending for Claim Approval (03/08/2023 11:45 AM)		Claim Paid
L INFOR	MATION									
MENT DE	TAILS									
ION INF	ORMATION									
ENTS										
Stat	ic details about	procedure(s)								
No.	Package Code	Package Type	Package Cost	Quantity	Adj Factor ©	Incentive	e 🛈	Amount Requested	CEX-Trust (Observation	n) Document Sta
1.	SB036A	Surgical	₹ 12,000.00	1	100%		15%	₹13,800.00	Forward	CORRECT (
	Verification	Parameter		Date enter	red by Hospital			Date as per Docu	ment	Status
	Admissio	n Date			03	3/08/2023			03/08/2023	Matched
	Discharg	e Date			03	3/08/2023			03/08/2023	Matched
	Hospital E	ill Date			03	3/08/2023			03/08/2023	Matched
Ove	erall observations	on the documents	by CEX-Trust:			1			Correct (With	h few documents missir
Ove	erall observations ctionable detail	on the documents	by CEX-Trust:						Correct (With	h few documents missir
Ove Ac	erall observations ctionable detail Package Code Packa	on the documents s ge Cost ICHI Code	by CEX-Trust: Approved Quantity Deduct	tions Deduc	ted Amount Ap	Amount proved ⊙		Action	Correct (With	h few documents missin Remarks Document S
Ove Ac No.	erall observations ctionable detail Package Code Packa S8036A ₹ 1	on the documents s ge Cost Code 2,000.00 None	by CEX-Trust: Approved Quantity Deduct No	tions Deduc	cted Amount App Applicable R	Amount proved © ₹ 13,800.00	Selec	Action	Correct (With Reason Not available	Remarks Document s Not available CORRECT
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Over Ac	erall observations ctionable detail Package Packa S8036A ₹ 1 S8036A ₹ 1	on the documents	by CEX-Trust: Approved Deduct 1 No CPD-Trust:	ions Deduc	cted Amount Ap lot applicable र	Amount proved ⊙ ₹13,800.00	Selec	Action t Total p Total adjusted Tot Arroc Claim amount a	Correct (With Reason Not available ackage amount (witho package amount (as p al payable amount (af e-RU Miscellan bunt claimed by hospit pproved (After technic	Remarks Document s Not available CORRECT ut incentives): ₹ 12,00 rer guidelines): ₹ 12,00 rer incentives): ₹ 13,80 al (as per bill): ₹ 13,80 al evaluation): Not applic
Over Act No.	erall observations ctionable detail Package Code Packa SB036A ₹ 1 Overall findings o LOS matching with	on the documents s ge Cost ICHI Code 2,000.00 None in the documents by h approved treatments	Approved Quantity Deduct 1 No r CPD-Trust: ent plan :	tions Deduc	ted Amount App iot applicable व	Amount proved ⊙ ≹ 13,800.00	Selec	Action	Correct (With Reason Not available ackage amount (ath package amount (ath gayable amount (ath e-RU Miscellan bunt calaneaunt (ath pproved (After technic	Not available Document s Not available CORRECT ut incentives): ₹ 12,00 er guidelines): ₹ 13,80 IPI amount ①: Not Avail (a gap erbil): I (a spar bull): Not applic avaluation): Not applic Votes ₹ 13,80 I (a spar bull): Not applic Votes ¥ 13,80 Yes Yes
Over Acc	erall observations ctionable detail Package Code Packa S8036A ₹ 1 S8036A ₹ 1 Overall findings o LOS matching with Diagnosis Is supp	n the documents s ge Cost ICHI Code 2,000.00 None n the documents by h approved treatment orted by evidence :	by CEX-Trust: Approved Quantity Deduct 1 No (CPD-Trust: ent plan :	ions Deduc	cted Amount Ap tot applicable R	Amount proved ©	Selec	Action Total p Total adjusted Tot Am Claim amount a	Correct (With Reason Not available ackage amount (witho package amount (at e RU Miscellan punt claimed by hospit pproved (After technic	Remarks Document s Not available CORRECT validable
Over	erall observations ctionable detail Package Packa S8036A ₹ 1 Overall findings o LOS matching with Diagnosis is supp Case management	on the documents	Approved Deduct Quantity Deduct 1 No CPD-Trust: ent plan :	ions Deduc	cted Amount Ap lot applicable R	Amount proved ③ ₹13,800.00	Selec	Action t Total p Total adjusted Tot Claim amount a	Correct (With Reason Not available ackage amount (witho ackage amount (atp apackage amount (atp e-RR Miscellar bunt claimed by hospit pproved (After technic	Remarks Document s Not available CORRECT ut incentives): ₹ 12,00 ter incentives): ₹ 13,80 al (as per bill): ₹ 13,80 al evaluation): Not applic Ves No Ves No Ves No Ves No
Over	erall observations ctionable detail Package Code Packa S8036A ₹ 1 Overall findings o LOS matching witt Diagnosis is supp Case management Whether duration	on the documents	Approved Deduct Quantity Deduct 1 No CPD-Trust: ent plan : enderd Treatment G ned with STG inste	tions Deduc † N uidelines (STC ead of treatment	:ted Amount Applicable iot applicable 3) : ::	Amount proved ⊙ ₹13,800.00	Selec	Action	Correct (With Reason Not available ackage amount (arth apackage amount (art e-RU Miscellan punt claimed by hospit pproved (After technic	Remarks Document s Not available cORRECT Ut Incentives): ₹ 12,00 re guidelines): ₹ 12,00 re incentives): ₹ 13,80 IPI amount O: Not Available al evaluation): Not applic Ves Ves Ves No
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Over	erall observations ctionable detail Package Code Packa S8036A ₹ 1 Overall findings of LOS matching with Diagnosis is supp Case management Whether duration on* ect arks	on the documents	Approved Deduct Quantity Deduct 1 No (CPD-Trust: ent plan : end with STG inste	ions Deduc † N uidelines (STC tad of treatme	Sted Amount Applicable R R S) : R	Amount proved ③ ₹ 13,800.00	Selec	Action	Correct (With Reason Not available ackage amount (witho ackage amount (as p al payable amount (af e-RU Miscellar bount claimed by hospit pproved (After technic	Remarks Document s Not available CORRECT Votile CORRECT at incentives): ₹ 12,00 ter incentives): ₹ 13,80 al evaluation): Not Available Ves No Q Yes No Q Yes No Q Yes No Q Yes No
Over	erall observations ctionable detail Package Code Packa S8036A ₹ 1 S8036A ₹ 1 Diagnosis is supp Case management Whether duration on* ect arks e here	on the documents	by CEX-Trust: Approved Quantity Deduct 1 No / CPD-Trust: ent plan : edard Treatment G hed with STG inste	tions Deduc † N uidelines (STC rad of treatme	:ted Amount A Applicable iot applicable 3) :	Amount proved (0) ? 13,800.00	Selec	Action	Correct (With Reason Not available ackage amount (witho package amount (as p al payable amount (at Miscellan Miscellan Dunt claimed by hospit pproved (After technic	h few documents missin Remarks Document 3 Not conrect variable CORRECT variable 12,000 er giudelines) ₹ 12,000 re giudelines) ₹ 13,800 None Yes None Yes No Post No Post No Post No
Over Ac	erall observations ctionable detail Package Code Packa S8036A ₹ 1 S8036A ₹ 1 Overall findings of LOS matching with Diagnosis is supp Case management Whether duration on* ect arks e here	on the documents	by CEX-Trust: Approved Quantity Deduct 1 No (CPD-Trust: ent plan : dard Treatment G hed with STG inste	ions Deduc † N uidelines (STC ead of treatme	Cited Amount Applicable Iot applicable R 3) : : ent protocol : :	Amount proved ⊙ ₹13,800.00	Selec	Action t Total p Total adjusted Tota	Correct (With Reason Not available ackage amount (witho package amount (as p al payable amount (af e-RU Miscelian punt claimed by hospit pproved (After technic	Remarks Document s Not available connent s ut incentives): ₹ 12,00 ter incentives): ₹ 13,80 al (as per bill): ₹ 13,80 vesus amount: Not Available Vess No Vess No Vess No Vess No Vess No
Over Action Sele Remain Type	erall observations	on the documents	Approved Deduct Quantity Deduct 1 No (CPD-Trust: ent plan : idard Treatment G hed with STG inste	ions Deduc † N uidelines (STC ad of treatme	Sted Amount A Applicable R S) :	Amount proved () ? 13,800.00	Selec	Action	Correct (With Reason Not available ackage amount (witho ackage amount (witho e-RU Miscellar bount claimed by hospit pproved (After technic	Remarks Document s Not available connent s voil abbe connent s ut incentives): ₹ 12.00 ter incentives): ₹ 12.00 ter incentives): ₹ 12.00 ter incentives): ₹ 13.80 I (a sper bill): ₹ 13.80 al evaluation): Not Availal (as per bill): Yes No Yes No Yes No Yes No Yes No Yes No Character limit: 0/





Documents Checklist	All	SB036A	
CRD-T CEXT	Discharge S	ummary	DISCHARGE SUMMARY TEMPLATE Approved by the Provincial HIM Leadership Committee March 19, 2010 DEMOGRAPHIC AND ADMINISTRATIVE DATA PATIENT NAME ADDRESS CHART NUMBER ACCOUNT NUMBER (Meditech Registration Account Number) HEALTH CARE NUMBER DECEMPER
🥑 🥑 Feedback Form	Admission	Details	Discharge Date
Vpload Medical Slip Medical Superintendent	08/03/2023	Date	08/03/2023
 Medical Superintendent 			CORRECT INCORRECT < 6/14

CPD document verification checklist







	3	SHA-OPEF	ATIONS	CASE PR	OFILE	IOSPITAL PR	ROFILE	Case pendir	ng since	00 00 Days Hrs	16 58 Mins Secs	Time spent of	n the case M	4 50 ins Secs
Case D	Details (PMJ	JAY/HR/S/202	5/R1/1000004	4475)										
ROF 17 Y	HIT r MALE N	Normal		PMJAY ID PJKZJ3MSS	Registr 100000	ation ID 14475	Walle ₹ 4,86	t Balance i ,200.00	Household 550611002	1 ID 2010200000500	Clair 000005 03/0	m Submission Date 8/2023 11:54:02	e Claim ₹13,8	ed Amount 00.00
	0))								-	
Preauti	h Requested 11:45 A	I (03/08/2023 M)	Pres	auth Approved 11:45	d (03/08/2023 AM)	1				Pending for C (03/08/2023	Claim Approval 3 11:45 AM)		Claim Paic	
AL INFO	RMATION													0
MENT DE	ETAILS													0
SION INF	ORMATION	I.												0
IENTS														0
Sta	tic details	s about pr	ocedure(s)											
No.	Pad	ckage rode	Package Type	Pa (ckage Cost	Quantity	Adj Factor 🛈	Incent	ive	Amount F	Requested	CEX-Tru (Observat	ust tion)	Document Status
1.	SB036	5A	Surgical	₹1	2,000.00	1	100	%	15%		₹ 13,800.00	Forward		CORRECT ()
	Ver	ification Para	meter			Date entere	d by Hospital			Dat	te as per Docur	nent		Status
		Admission Da	te					03/08/2023				03/08/20	23	Matched
		Discharge Da	te					03/08/2023				03/08/20	23	Matched
	ŀ	Hospital Bill D	ate					03/08/2023				03/08/20	23	Matched
Ov	verall obse	rvations on	the documer	nts by CEX-1	Frust:							Correct (V	Vith few docu	ments missing)
A	ctionable	a state the												
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CPD marking case as suspicious





2.9 Adjudication by SHA-AFO

SHA-AFO will review the cases properly and verify them as per recommendation and remarks given by CPD. Then there will be three options available:

- a. If AFO agreed with CPD recommendation then take decision accordingly
 - i. Reject in case of confirmation of fraud
 - ii. Approve and forward to ACO if found genuine
- b. If AFO do not agree with CPD recommendation and discrepancy noted in the case documents or suspicious in nature then forward to SAFU Doctor. SAFU doctor will recommend the case with two option
 - i. Recommend for rejection in case of confirmation of fraud
 - ii. Recommend for approval if found genuine
 - iii. Recommend for partial payment (Amount reccomended by SHA-AFO)- Sub tab

After CPD marks a case suspicious, then it will be shown in the SHA-AFO worklist for the adjudication.

SHA-AFO can confirm the case as "Fraud" and case will be rejected as shown below.

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After marking case as fraud it will be available in the "Marked Fraud" dashboard as shown below:

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2.9 FAQ's and Help Section

1. Is there any person who will help me in the hospital?

Yes. A facilitator called Pradhan Mantri Arogya Mithra (PMAM)/Medco will be available in all the empanelled hospitals to register, facilitate the treatment and guide you for all the services.

2. How will the PMAM/Medco help me?

- PMAM/Medco will identify and verify the beneficiaries entitled under PMJAY through the Beneficiary Identification System (BIS).
- In case of hospitalization, by submitting the request for preauthorization and claims through transaction management system so that you are registered in the hospital for accessing the services.

3. What is an empanelled hospital?

Hospitals which have signed MoU for providing patients with healthcare facilities under PMJAY both in the Government and Private sectors.

4. Why am I unable to register a patient?

At the time of registration, if it is found that patient is not discharged from previous hospital, the current hospital can raise a request directly to the previous hospital for discharge. Any such communication will be notified in the notification section of the hospital administrator.

5. Which package rates will apply?

The package rates of treating state will be applicable as per the empanelment guidelines.

6. What is meant by packages?

A package includes end to end treatment for the entire episode of care required i.e., diagnosis, doctor and nursing charges, prehospitalization investigation, bed charges, consumables, medicines, food for the patient and post-surgery investigation and medicines.

7. Who will make the payment? Which payment rates will apply?

The claims will be settled by the home state i.e., the state where the beneficiary belongs to or is registered under that state the payment process will be followed.

8. Can the hospitals break the treatment packages?

As a part of hospital empanelment process, hospitals must agree to the prefixed package rates, and it cannot be changed during the contract period.





9. How will a patient traveling to another state get to know whether the hospital provides a relevant package?

The patient may contact the Pradhan Mantri Aarogya Mitra (PMAM)/Medco in the hospital for better understanding.

10. What is Preauthorization?

The process of preauthorization commences post inpatient registration of the beneficiary. The empanelled hospital based on the diagnosis admits the patients and sends e-preauthorization to the concerned authority. Only in cases where the patient is admitted in the hospital, the preauthorization be processed.

11. What if a new doctor is recruited and his name is not listed in TMS?

If there is technical delay in updating the doctor's information in TMS, the "others" option may be selected from the doctor list in TMS. But it should only be used as a contingency option.

12. Who will pay for the treatment cost in case of portability?

The home state where the beneficiary originates from will pay for the treatment expenses.

13. Can a hospital provide treatment for specialties which are not specified at the time of empanelment?

No. Only those specialties specified in the hospital empanelment module will be visible in the Transaction Management System.

14. Will STG questionnaire differ with each procedure?

Yes, the questionnaire is different for each procedure. Few questions may be common to all, but most are customized as per the requirement of the procedure.

15. What is STG' s?

STGs are Standard Treatment Guidelines which will enable standardization of treatment, control fraud and abuse, deliver cost effective and quality care to the patients under the scheme.

16. Is there any change in the packages if I select multiple procedures in same preauthorization request?

When the user book two normal procedures in one single preauthorization, multiple package calculation will apply and as per multiple procedure guidelines, 1st highest





procedure will be paid 100%, 2nd highest procedure will be paid 50% and 3rd subsequent procedures will be paid 25%.

17. What is DRG?

DRG stands for 'Diagnosis Related Groups. DRG helps to standardize and improve the quality of patient care.

18. What is an eRUPI voucher?

The objective of using e-RUPI is to reduce the Out-of-Pocket Expenditures (OOPE) borne by the beneficiaries. Due to the lack of services at the hospitals, beneficiaries may be asked to get the required tests from diagnostic labs outside the hospitals where they may end up paying from their own pocket. An eRUPI voucher will facilitate the delivery of cashless services for beneficiaries both in outside lab and inhouse diagnostic centres.