

Misc. 68/2011-2012/CGHS/Hospital Cell/ 120397 A to 122251

O/o the Additional Director(CGHS)

Central Government Health Scheme

Sector No. 12, R.K. Puram, New Delhi- 110 022.

Dated the :

15-11-2011

To,,


The Medical Superintendent

Subject: Minutes of the meeting held with effect from September 05 2011 to September 07 2011 regarding streamlining and processing of recoupment of bills raised by UTITSL on account of payment made on behalf of CGHS to various hospitals for providing medical facilities by them.

Sir/Madam,

Please find enclosed herewith a copy of Minutes of the meeting held with effect from September 05 2011 to September 07 2011 with the representative of CGHS Empanelled Hospitals with official of UTITSL and Officers of CGHS(Delhi) regarding streamlining the processing of credit bills of empanelled hospitals with UTITSL. The issues as mentioned in the minutes of the meeting were discussed and resolved in the above said meeting.

This issues with the approval of Competent Authority.


2/11/11
(Dr. (Smt.) Anita Jain)

Additional Director(CGHS)(HQ).

Enclosed As mentioned above.

Minutes of the meeting held on 5th, 6th and 7th September 2011 in the Conference hall of the Office of the Additional Director, CGHS Headquarters between the CGHS, UTITSI and empanelled hospitals

1. All the referrals should be complete in all respects and made in proper form and should be computer generated with issue number, etc. in all cases of OPD and NCR region as well. Only referrals from the CGHS Headquarters, for want of incorporation of its software in the office computer, may be accepted. The sign and stamp should be made in blue ink only and never in black ink. They should be clear regarding the procedures to be done and its duration etc. No blanket permission should be given like physiotherapy, RCT, Chemotherapy etc. Only listed procedures and investigations can be issued from the wellness centre. Permission for non listed procedures must be taken from the Office of the Additional Director of the respective zones or CGHS headquarters. The estimated cost of the non listed procedures, wherever possible, be specified. The hospitals are advised to give an estimate for non listed procedures, while advising the same.

Erroneous permissions issued by CGHS, to the serving staff of non CGHS departments or beneficiaries of Autonomous bodies shall not be entertained.

Photocopies of the cards should be colored, and not in black and white. Under unavoidable circumstances, the hospital may write the color code of the CGHS card and department from which the patient retired. The contact number and signature of the patient are also to be taken.

2. Bills raised for all implants must be accompanied with their invoice /voucher and pouch in original. In case of bulk purchases, where original invoice cannot be tendered with each bill, a certified copy of the invoice and its details in the letter head of the hospital is to be attached, with the bill clearly certifying where original invoice has been submitted.

3. For emergency admissions, bills of the CGHS serving employees or their dependants must be accompanied by a copy of the Identity card of the serving employee and details of his posting place and contact numbers. In case of dependants, a dependency undertaking by the the serving employee has to be submitted. The hospital bills may be submitted to the Hospital cell, office of Addl. Director, CGHS at R K Puram.

4. Regarding chemotherapy, a brief plan of the chemotherapy sessions should be attached with the permission and bills. The medicines should be procured from the wellness centre/MSD as far as possible except in unavoidable or emergent conditions. In such cases an undertaking from the patient is to be taken as to such circumstances and also that in future, the medicines will be collected from CGHS. All the vouchers should be submitted in original and 10% deduction, as applicable, should be given on the cost of the

chemotherapeutic medicines. An undertaking may also be submitted that the medicines have not been procured from the CGHS dispensary.

5. All CGHS beneficiaries, both serving and pensioners should be given cashless treatment when admitted in emergency and bills preferred to the respective offices. Violating the CGHS norms in any way, will be taken seriously. After two show cause notices, the hospital will be penalized/depanelled.

6. All the bills of procedures in a single permission should be clubbed together and presented along with the original permission except in certain cases like in chemotherapy and dialysis etc. In such cases the claim ID under which the original permission was submitted needs to be mentioned. It should also specify the chemotherapy cycle and bear the sign and stamp of the authorized signatory, with specific reference of original bill already having been submitted.

7. Follow up permission is to be given only in the 6 special conditions as contained in the OM. If costly investigations /procedures are to be done, separate permission needs to be taken.

Action CMO (Hosp Empanelment)

8. CGHS cards downloaded from the internet are not acceptable. Only the copies of the plastic cards issued to the beneficiaries are to be enclosed. No handwritten or corrected permissions or referrals are acceptable. All bills should be accompanied by all reports and details of the procedures carried out. No bill of angioplasty /CABG etc will be paid unless accompanied with the angiography report. All the hospitals are directed to submit CAG report, even if CAG is done at any other hospital.

9. The problem of non uploading of the tax deduction at source details was raised by some hospitals as it was causing difficulty in reconciling/settling tax issues with the income tax authorities. UTI has to make a compliance.

Action UTITSL

10. Some hospitals raised the issue, that while room rents were revised to double of the previous rates, the ICU charges were too low and need to be reconsidered and increased. They also requested to allow visits of hospital consultants for patients in ICU. They also asked that the list of Autonomous bodies and the rate list of Tata Memorial Hospital for cancer treatment be uploaded on the CGHS website. **Action CMO (Hosp Empanelment)**

11. The hospitals also raised the issue of 10% deductions in all the bills irrespective of whether they were paid within the stipulated period of 10 days or not. The UTI shall ensure payment and deduction of 10% discount within the stipulate period and clearance of objections in bills, if any, at the time of its physical submission by the hospital.

Action UTITSL

12. In cases of Root canal therapy, a maximum of 2 X-rays along with the cost of filling may be paid in addition to the procedure cost, wherever applicable. However no consultations will be admissible.


13. The hospitals have asked to review the charges payable for whole blood. At present, CGHS is paying Rs 250/- for one unit of blood as per AIIMS rates. CMO (Hospital Empanelment Cell) to move proposal for consideration. Action CMO (Hosp Empanelment Cell)

14. Some diagnostic centers raised the issue that the UTI was insisting on copies of the investigation reports even though the same is not mandatory in terms of MOA. Such reports are always available on the net, and in case of any doubt, it may be checked from the net. After considering all aspects, it has been decided that all diagnostic centers shall submit a copy of report along with the bill.

15. Many hospitals /diagnostic centers which have become NABH or NABL are aggrieved that the notification of their changed status is not approved by the Ministry and uploaded on the official website. All such hospitals and diagnostic centers were asked to resubmit their NABH/NABL status with relevant documents and request.

Action CMO Computers

16. The hospitals have also expressed that no deduction be made for the consumables like cotton, gloves, tracheostomy tubes, catheters, ventilator circuit, bipap mask, sensors, nebulizer kits, ECG electrodes, thermometers etc may not be deducted as their use is essential as per NABH norms. Only the reasonable and justified claims as assessed by CGHS shall be payable.


Additional Director(CGHS)(HQ).

To,

1. All CGHS Empanelled Hospitals(List enclosed)
2. CMO (Hospital Empanelment Cell), Nirman Bhawan, New Delhi- 110 011.
3. UTITSL Representative, Delhi Office.
4. CMO(Computer), Nirman Bhawan, New Delhi.- 110 011.

Copy for information to :

1. PPS to AS & DG(CGHS), Nirman Bhawan, New Delhi.- 110 011.
2. P.S. to Director(CGHS), Nirman Bhawan, New Delhi.
3. P.A. to Additional Director(CGHS)(HQ).

Additional Director(CGHS)(HQ).