

No – S-12017/40/2019-NHA

Government of India  
National Health Authority  
Operations Division

Office Memorandum

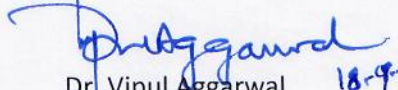
**Subject: Timelines for addressing various components of claims adjudication**

The undersigned is directed to refer to National Health Authority O.M. of even number dated 25<sup>th</sup> May 2020, prescribing timelines for addressing various components of claims adjudication. Based on the feedback received from States/UTs, the timelines for various components of Claim Adjudication for Private Hospitals have been revised and enclosed as Annexure 1 (TAT for Private EHCPs).

A similar exercise for deciding the timelines for various components of Claims Adjudication in respect to Public Hospitals have been carried out by NHA and based on feedback received from States/UTs, timelines for the Public Hospitals developed which is enclosed as Annexure 2 (TAT for Public EHCPs).

The revised (for Private Hospitals) and newly developed (for Public Hospitals) guidelines shall be applicable from the date of issue of this O.M. and will supersede O.M. of even number dated 25<sup>th</sup> May 2020.

This is issued with the approval of the Competent Authority.

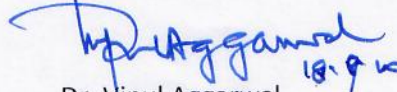
  
Dr. Vipul Aggarwal 18.9.20  
Deputy Chief Executive Officer  
National Health Authority

Enclosed: As above.

1. Principal Secretary (Health) of all States/UTs implementing PM-JAY
2. Chief Executive Officer, State Health Agency/State Nodal Agency of all States/UTs implementing PM-JAY
3. State Coordination Division, National Health Authority for kind information

Copy for information:

1. Chief Executive Officer, National Health Authority
2. Additional Chief Executive Officer, National Health Authority
3. Financial Advisor
4. Operations Division Guard File

  
Dr. Vipul Aggarwal 18.9.20  
Deputy Chief Executive Officer  
National Health Authority



### Annexure 1: TAT for Private EHCP

S #	Activities	TAT	Action
1	Pre-Auth initiation after Patient Registration (By EHCP)	48 Hrs post registration.	<ul style="list-style-type: none"> <li>Reminder after 24th hours.</li> <li>Auto rejection after 48 hrs. New registration shall be initiated once rejection due to non-initiation pre-authorizations</li> </ul>
2	TAT for Pre-authorization Request	6 Hrs (as per threshold set in TMS)	<ul style="list-style-type: none"> <li>Auto approval after 6 hours (working hours)</li> </ul>
3	Response on PPD Query (By EHCP)	24 Hrs	<ul style="list-style-type: none"> <li>Reminders after 24th hour, 48 hours, Auto reject after 72 hours due to non-submission of PPD Query.</li> <li>The rejected claim can be revoked by SHA on receiving proper justification from EHCP post 72 hours.</li> </ul>
4	Claim submission after Discharge (By EHCP)	<p>To submit ASAP but not later than 7 days post discharge,</p> <p>above 7- up to 21 days with SHA's approval</p> <p>above 21 days – up to 45 days with CEO SHA's approval</p> <p>Beyond 45 days - not admissible</p>	<ul style="list-style-type: none"> <li>First auto Reminders would be sent after 1<sup>st</sup> day &amp; 3<sup>rd</sup> day and final auto reminder would be sent after 5th day of Discharge.</li> <li>Claim beyond 7 days will move to SHA bucket. For reconsideration up to 21 days, Medco shall raise reconsideration request quoting reasons for delay.</li> <li>Claim beyond 21 days will move to CEO SHA's bucket. For reconsideration up to 45 days, Medco shall raise reconsideration request quoting reasons for delay.</li> </ul>
5	Response on CPD Query (By EHCP)	To submit ASAP but not later than 7 days	<ul style="list-style-type: none"> <li>First Auto reminder after 1<sup>st</sup> day, 3<sup>rd</sup> day and Auto reject after 7<sup>th</sup> day due to non-submission of response to CPD Query.</li> <li>The rejected claim can be revoked by SHA after receiving proper justification from EHCP post 7 days.</li> </ul>
6	TAT for Claim payment	15 days within the state and 30 days for inter-state (potability)	<ul style="list-style-type: none"> <li>No Change. Present practice to continue.</li> </ul>

Note:

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



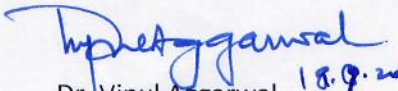
## Annexure 2: TAT for Public EHCP

S #	Activities	TAT	Action
1	Pre-Auth initiation after Patient Registration (By EHCP)	72 hours post registration.	<ul style="list-style-type: none"> <li>Reminders after 24 hours and 48 hours.</li> <li>Auto rejection after 72 hours.</li> <li>New registration shall be initiated once rejection due to non-initiation pre-authorizations</li> </ul>
2	TAT for Pre-authorization Request	6 Hrs (as per threshold set in TMS)	<ul style="list-style-type: none"> <li>Auto approval after 6 hours (working hours)</li> </ul>
3	Response on PPD Query (By EHCP)	To submit ASAP but not later than 5 days	<ul style="list-style-type: none"> <li>Reminders after 1<sup>st</sup> day, 3<sup>rd</sup> day and 4<sup>th</sup> day. Auto reject after 5 days due to non-submission of PPD Query.</li> <li>The rejected claim can be revoked by SHA on receiving proper justification from EHCP post 5 days.</li> </ul>
4	Claim submission after Discharge (By EHCP)	<p>To submit ASAP but not later than 15 days post discharge,</p> <p>above 15th day- up to 30 days with SHA's approval,</p> <p>above 30 days – up to 60 days with CEO SHA's approval</p> <p>Beyond 60 days - not admissible</p>	<ul style="list-style-type: none"> <li>First auto Reminders would be sent after 5<sup>th</sup> day and 7<sup>th</sup> day and final auto reminder would be sent on 12<sup>th</sup> day of Discharge.</li> <li>Claim beyond 15 days will move to SHA bucket. For reconsideration up to 30 days, Medco shall raise reconsideration request quoting reasons for delay</li> <li>Claim beyond 30 days will move to CEO SHA's bucket. For reconsideration up to 60 days, Medco shall raise reconsideration request quoting reasons for delay.</li> </ul>
5	Response on CPD Query (By EHCP)	To submit ASAP but not later than 15 days	<ul style="list-style-type: none"> <li>First Auto reminder after 5<sup>th</sup> day, 7<sup>th</sup> day and 12<sup>th</sup> day. Auto reject after 15 days due to non-submission of response to CPD Query.</li> <li>The rejected claim can be revoked by SHA after receiving proper justification from EHCP post 15 days.</li> </ul>
6	TAT for Claim payment	15 days within the state and 30 days for inter-state (potability)	<ul style="list-style-type: none"> <li>No Change. Present practice to continue.</li> </ul>

**Note:**

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

**Dated:** 18<sup>th</sup> September 2020

  
 Dr. Vipul Aggarwal 18.9.20  
 Deputy Chief Executive Officer  
 National Health Authority