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स्वास्थ्य
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All Private Empanelled Health Care Providers (EHCPs) are hereby informed that admission/ treatment for emergency and critical cases do not require any referral from public hospital. The private EHCP can admit the patient in emergency so that timely and appropriate medical measures can be provided to the Ayushman beneficiary.

However, the SHA expects that the private EHCP should ensure due diligence while selecting the "Emergency" option available in TMS portal. The preauthorization is provided in such cases immediately for treatment to the patients but the hospitals must ensure that the condition of patient is justified under the criterion of emergency.

All such emergency cases, where preauthorization has been given, will be settled only after due examination of all case papers/ medical documents at the time of claim processing in a fair manner as per NHA Guidelines. The ISA will approve with the remark -- "*This is conditional approval subjected to detailed examination at the time of claim processing*". The SHA expects that the private EHCPs provide quality treatment with ethical practice to Ayushman beneficiaries. SHA assures that the claim processing will be done with an open mind recognizing the good and qualitative services provided by the private EHCPs.

SHA hopes that private EHCPs will provide the treatment as prescribed in NHA Guidelines and Claims Adjudication Manual. The support of private EHCPs will help the SHA in smooth implementation of the Scheme for the benefit of all the stakeholders.

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19/08/22

(Director)

Claim Management