



Ayushman Bharat, MP
Deen Dayal Swasthya Suraksha Parishad "Niramayam"
IEC Bureau Building, J.P. Hospital Premises, Bhopal - 462003

No./CEO/AB/Admin/2019/ 561

Dated 25/11/2019

To,

1. All Empaneled Health Care Providers (EHCPs),
2. All District Coordinators,
3. All Chief Medical and Health Officers,
4. Vidal TPA Healthcare Pvt Ltd.

**General Order no 01 of 2019 under clause 3.1 of Memorandum of Understanding to
all Empaneled Health Care Provider(s)**

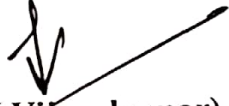
State Health Agency, under Clause 3.1 of the Memorandum of Understanding (MoU) hereby issues a General Order to lay down instructions to all Empaneled Health Care Provider(s) to further the interest of the Ayushman Bharat beneficiaries (beneficiaries) and ensuring effective implementation of the Ayushman Bharat Niramayam Scheme (Scheme). In addition to provisions of MoU and directions of State Health Agency and National Health Authority issued from time to time, all EHCPs are required to compulsorily comply with the following orders / instructions.

2. In view of the Advisory Letter no 1 issued vide dated November , 2019, State Anti Fraud Committee recommendations and State Grievance redressal committee observations, all Empaneled Health Care Provider(s) are instructed to abide by the following instructions and send an action taken report with 21 (twenty one) days from the date of receipt of this letter.
 - I. Prepare and install requisite Scheme related IEC and awareness material at providers facility accessible and comprehensible to beneficiary (flex, hoarding, kiosk, posters, brochures etc.);
 - II. Train and sensitize all the Ayushman Mitra(s), Medical Coordinators, treating doctors and the reception staff to capture all Ayushman Bharat beneficiaries and inform them regarding their benefits under the Scheme at each and every stage of treatment;

- III. All health facilities under the Scheme to all beneficiaries shall be on a cashless basis. The facilities shall ensure to issue invoices/bills to the beneficiaries with nil billing, mentioning exemption due to Ayushman Scheme.
- IV. Empaneled hospitals shall make separate physical or e-register/report detailing refund of all monies collected by beneficiaries. Providers shall ensure to issue refund invoices to all beneficiaries.

All District Coordinator(s) and Medical Coordinator(s) shall ensure compliance of the instructions within the specified timelines. Any non-compliance to the aforesaid orders shall be treated as a non-compliance of MoU and shall be liable for appropriate actions.

Regards


(Dr. J Vijayakumar)
Chief Executive Officer
Ayushman Bharat "Niramayam" M.P.