



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

No./CEO/AB/Admin/2019/ 562

Dated 25/11/2019

To,

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

DIRECTIONS TO EMPANELLED HEALTH CARE PROVIDERS

Sub:- Directions to all private empanelled health care providers regarding refund of any monies collected from beneficiaries and non-collection of unauthorized monies from beneficiaries.

This letter is with reference to refund of any monies collected prior to preauthorization and prohibition of collection of unauthorized charges post preauthorization by empanelled private health facilities from any Ayushman Bharat Niramayam beneficiaries for any approved health packages as prescribed under the Memorandum of Understanding (MoU) between the State Health Agency (SHA), Madhya Pradesh and EHCP or under any directives issued by State Health Agency or National Health Agency from time to time.

Charges prior to pre authorization

2. It has been brought to SHA's notice that EHCP are collecting monies from beneficiaries for services such as diagnostics, checkups, tests, etc; which are already covered under the package rates in the Scheme before preauthorization of the beneficiary. SHA understands that till primary investigations or diagnostics are carried out and a line of treatment is finalized, an outpatient might not mature into an inpatient Ayushman Bharat beneficiary. However, as soon as line of treatment is finalized and prospective health package falls under the approved category of health package covered under the Scheme, the said outpatient can be termed as an inpatient and the same is covered as beneficiary under the Scheme. Post preauthorization, the EHCP must ensure that all the prior out of pocket expenses

1

of the beneficiary upto a period of 07 (seven) days preceding to the day of preauthorization expensed at the EHCP facility must be reimbursed.

3. Attention is brought to MoU Clause 3.3 sub clause (iii) which states that the Provider shall provide cashless health facilities to all beneficiaries for all surgical/medical packages in terms of the Ayushman Bharat Scheme.
4. It is clarified here that the package rates approved under the scheme are inclusive of the following charges and costs of products/services as specified under Clause 6 of the Memorandum of Understanding.
5. **Accordingly, it is instructed to all empaneled health care providers to devise mechanism to reimburse all monies, collected from any beneficiary for a period of 07 (seven) days prior to the date of preauthorization, for products/services as mentioned in paragraph 4 which are already covered under the package rates.**

Collection of monies from unidentified beneficiaries

6. *Secondly*, SHA has observed that EPCH are failing to extend the benefits of cashless health facilities to beneficiaries unidentified during admission and were subsequently identified during the procedure or before the discharge of the patient. It may be noted that Clause 3.3 prescribes that all beneficiaries till the time discharged from the health provider facility, are eligible for cashless facility to medical facilities availed in such Provider facility.
7. Health providers attention is drawn to the fact that any act of collecting any money from the beneficiary for any packages listed under the Ayushman Bharat Scheme is not only a violation of conditions of Memorandum of understanding but also violation of directives of SHA and NHA under empanelment guidelines.
8. **Accordingly, all EHCPs are instructed to ensure that no monies shall be collected from beneficiaries for services/products prescribed under approved packages in the Scheme. In addition to the above, EHCPs are instructed to reimburse all monies collected from such unidentified beneficiaries within a period of 7 (seven) days from the date of ascertainment of such patient as Ayushman beneficiary. The reimbursement shall also include monies charged from beneficiary at EHCP upto 07 (seven) days prior to the date of preauthorization as discussed in paragraph 2 and 5 above.**




Collection of monies for services/products post preauthorization

9. *Thirdly*, SHA has observed that EPCHs are asking beneficiaries to procure products/services from third parties outside the health facilities or charging fees for such products/services post preauthorization of the beneficiary for an enlisted package. Such an act by any EHCP, shall be treated as a violation of conditions of MoU and liable for appropriate actions as deem fit by SHA. **All EHCPs are instructed to ensure that beneficiaries are provided cashless health facilities and services at the hospital services.**

Collection of monies for services/products upto 10 days post discharge

10. *Fourthly*, it has been brought to SHA's notice that EHCPs charge beneficiaries for products/services post discharge. **It may be noted that all services/products relating to procedure carried out on a beneficiary are to be supplied on a cashless basis to beneficiary till 10 (ten) days from the date of discharge. Also, each procedure entails a standard set of admission timeline post procedure. EHCPs are advised not to encourage early discharge of the beneficiaries.**

All EHCPs shall ensure strict compliance to the Memorandum of Understanding and the orders of SHA issued from time to time.


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