General Operational Guidelines for the Government Hospitals Ayushman Bharat (Niramayam)

Following Reference Material should be made available at different points in the Empanelled Hospital

Ayushman Kiosk:

- ➢ Hardware:
  - Desktop/Laptop/Tablet
  - Biometric device (Iris Scanner, fingerprint scanner)
  - Scanner
  - Printer
  - Web camera
  - Internet connection (>2Mbps)

- ➢ List of required documents for Beneficiary identification:[#]
  - AADHAR card
  - SAMAGRA ID/BPL/Ration Card
  - Any other photo identification proof issued by Government of India/ Government of Madhya Pradesh/Pass book from Nationalized Bank

- ➢ Package list

- ➢ List of all the empanelled hospitals in the district including Private hospitals.

OPD Chamber/Office

- ➢ Package list (Specialty specific list with mandatory documents pre /post treatment) should be available with the treating doctor.

Wards

- ➢ List of required documents for Beneficiary identification[#]
  - AADHAR card
  - SAMAGRA ID/BPL/Ration Card
  - Any other photo identification proof issued by Government of India/ Government of Madhya Pradesh/Pass book from Nationalized Bank

- ➢ Package list (Specialty specific list with mandatory documents pre /post treatment)

 # It should be displayed at visible place in the Kiosk/ward.

Process flow

1. Patient comes to OPD and OPD ticket is generated

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2. Consultation with Physician/Surgeon

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3. If advised admission- Specialist shall after arriving at the provisional diagnosis mention the package code on the OPD ticket along with mandatory investigations to be performed specific to the procedure in case he feels that patient may be the potential beneficiary of the scheme.

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4. The sister (nurse) in charge shall identify potential Ayushman beneficiaries, Informing Beneficiaries on what to bring for Identification

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5. The sister (nurse) in charge shall prepare an admission case sheet as per the provided format (Annexure 1).*

* Departments, SNCU & Obstetrics and Gynaecology will continue to use their respective case sheet & send the case file for TMS entries.

6. Beneficiary Identificatuion System

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7. In case of ambulatory patients, the biometric validation can be performed at Ayushman Bharat kiosk, where in for non-ambulatory patients Ayushman Mitra can go the ward for biometric validation but **as much as possible** BIS will be done **in wards only**

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8. Patients comes to the Ayushman Bharat kiosk,Ayushman Mitra greets the patient and searches the patient based on Samagra Id (Family id – 8 digits)

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9. If patient search is unsuccessful with Samagra ID, then Ayushman Mitra should search with patient's mobile number, HHID number, SECC Name.

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10. If any of the above searches is successful and BIS shows result for the search then go ahead and perform KYC for patient.

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11. KYC (eKYC)should be done through AADHAR and using biometric fingerprint device (or IRIS scanner if available)

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12. **In exceptional cases**, where the biometric device is not configured with tablet/laptop or if patient is non-ambulatory, non-AADHAR validation should be performed. #

➢ For non-AADHAR KYC following are the preferred photo ids to be collected from patient for scanning and uploading on BIS: -
   a. PAN Card
   b. Voter's ID
   c. Driver's License
   d. Birth Certificate (for new born or children)

 # A register record shall be maintained by sister (nurse) in charge for the file /documents sent to the kiosk to prevent misplacement. (FORMAT A)

 # Preference shall be given to IPD patients for identification and validation in case of Government hospitals.

13. Approvals (creation of **Golden Records** by ISA) are expected to be provided within 30 minutes back to the operator on a 24x7 basis.

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14. The sister (nurse) in charge shall place a **Seal of Ayushman Bharat** on the front page of the case sheet for quick identification of the file.*

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15. After the validation of beneficiary (creation of golden card), AM shall **immediately register the patient** on the **Transaction Management System. Registration can be done up to 5 days from the day of admission.**Case sheet is not needed for registration

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16. In case of rejection both by ISA & SHA, Ayushman Mitra should repeat the same process again keeping in mind the reason mentioned at the time of rejection. For example, if rejection happened due to uploading documents which cannot be read properly or uploading wrong documents, then repeat the process with different documents which are readable and accurate

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17. Before the procedure is performed, sister (nurse) in charge shall send the case sheet to the kiosk for raising of the Preauthorization.

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18. Ayushman Mitra shall be responsible to take on bed photograph of the patient and upload it on Transaction Management System (TMS).

Note:

➢ **In case of Emergency** Telephonic approval can be taken by Ayushman Mitra/Medical Coordinator as per the instructions of the treating doctor/Duty doctor provided on the case sheet (procedure/package code) and obtain **TPIN (Telephonic Patient Identification Number)**.In all such cases, relevant beneficiary proof will be supplied preferably within **48 hours.**

➢ Case files have to be sent in two lots to the Kiosk, once in the morning at 7 AM and once in the evening at 7 PM, for data uploading in TMS.

19. The AM /Medco shall be responsible for raising the **preauthorization** within 2 days of patient registration in the TMS. This shall however be not mandatory for investigations taking longer than 2 days.

20. AM will select Surgical or Non-Surgical benefit package(s) with the help/Guidance of **MedCo(Medical Coordinator)**

21. The ISA will have to approve or reject the request within **6 hours.**

Note:

➢ **In case of emergency, pre-authorization code** will be provided over phone by ISA. The documents required for the processing, should be uploaded on TMS within stipulated time.

➢ Both surgical and non-surgical packages cannot be selected together.

➢ In case of change in the diagnosis and treatment plan, the preauthorization initially raised may be modified. However, it should be done diligently to avoid any medical or claim settlement complication

Note:

➢ As per the package list, the mandatory diagnostics/documents will need to be uploaded along with selection of packages

➢ The AM can select more than one package for the beneficiary; reduced payment is made in case of multiple packages being selected in the same hospitalization event

➢ Based on selection of package(s), the AM/Medco will be prompted on TMS if sufficient balance is not available with the beneficiary to avail services.

➢ If sufficient balance is not enough for treatment, then remaining amount can be paid by beneficiary

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22. Sister (Nurse) in charge shall be responsible for sending of daily clinical notes of the patient to the kiosk for uploading by the Ayushman Mitra.

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23. Ayushman Mitra shall be responsible to take on bed photograph at the time of discharge and/or any other postsurgical photograph and upload them on TMS

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24. After the treatment, details will be saved on TMS and beneficiary will be discharged with a summary sheet.*

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25. Ayushman Mitra fills the online discharge summary form and the patient will be discharged.

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26. In case of mortality, a flag will be raised against the deceased member declaring him as dead or inactive and death certificate is to be uploaded.

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27. Upon discharge, beneficiary should fill the feedback form. Although it is not mandatory but this should be encouraged to improve the quality of services.

28. The ISA shall decide on the acceptance or rejection of any claim received from the Hospital.

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29. Any rejection notice issued by the ISA to the Hospital shall clearly state that rejection is subject to the Hospital's right to appeal against rejection of the claim.

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30. Once the claim is accepted , hospital gets the payment.

Note:

➢ **The Treatment in case of any medical or surgical complications during the stay or up to 10 days after the discharge will be covered under the same package.**

➢ **Case files have to be sent in two lots to the Kiosk, once in the morning at 7 AM and once in the evening at 7 PM, for data uploading in TMS.**

➢ **Size of the documents to be uploaded:**
   On bed photograph: <200kb
   Investigation Report: <200kb
   Daily notes of Doctor: <200kb
   Pre op & Post op photograph: <500kb
   Operation Notes: <500kb
   Discharge summary: <500kb

Data Storage

- As a part of process Ayushman Mitra will be responsible for downloading and securing the data on the desktop, generated as a part of Beneficiary Identification System & Transaction Management System.

- **He will save the Documents in two separate folders:-**

BIS: The folder regarding beneficiary identification system, silver cards created of beneficiaries, approvals pending, approved, & rejected shall be maintained in the same.
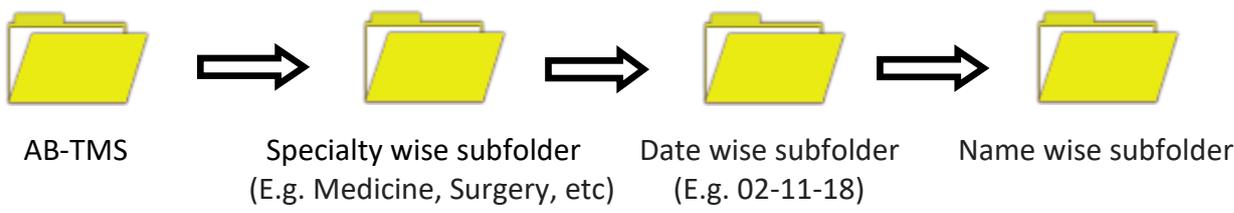

| AB-BIS | → | Date wise subfolder (E.g. 02-11-18) | → | Name wise subfolder |
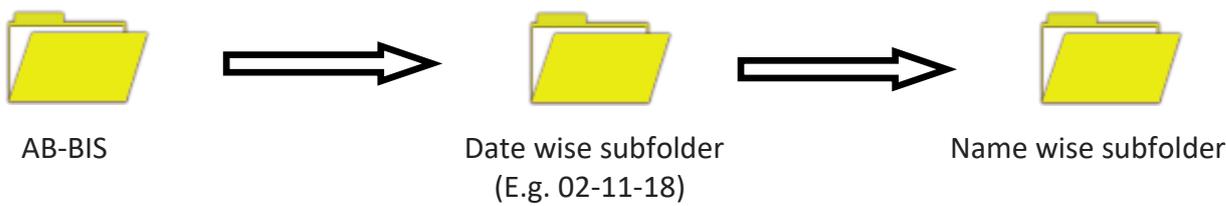
TMS: Documents for preauthorization initiation, claims initiation shall be saved in the Transaction management folder.

| AB-TMS | → | Specialty wise subfolder (E.g. Medicine, Surgery, etc) | → | Date wise subfolder (E.g. 02-11-18) | → | Name wise subfolder |

FORMAT: A

DATE	SN	NAME OF PATIENT	PACKAGE CODE	Name, Signature,& Time (Nurse)	Name, Signature,& Time (AM)

FORMAT: B

ABNHPM ID (Hyperlink)	Patient name	Package code	Treating doctor	BIS	TMS Registration	Pre Authorization	Case sheet	Discharge	Claim status