

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

Chief Executive Officer, National Health Authority has approved the issue of guidelines related to the timelines for addressing various components of claims adjudication under Pradhan Mantri Jan Arogya Yojana. The Turnaround Time (TAT) is attached as per Annexure-1.

In States where existing contractual obligations are not as per Turnaround Times placed in Annexure-1, the SHA may decide the same as per extant contractual clauses.

The same are attached to this O.M. for kind reference. These Guidelines are applicable with prospective effect from 18th May 2020 vide this O.M. No. No- S-12017/40/2019-NHA dated 25th May 2020.

This is issued with the approval of the Competent Authority.


Deputy Chief Executive Officer
National Health Authority
1.6.20

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 to:

1. Chief Executive Officer, National Health Authority, for kind information.
2. Additional Chief Executive Officer, National Health Authority, for kind information.
3. Deputy Chief Executive Officer, National Health Authority, for kind information.
4. Financial Adviser, for kind information.
5. Operations Division Guard File.



Deputy Chief Executive Officer
National Health Authority
1.6.20

Annexure- 1

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

SN	Note
1	Relaxation for public hospitals: given timelines are applicable for private empanelled hospitals only. In case of Public EHCPs these timelines may be relaxed by SHA as per their experience.

Dated: 25th May 2020


Deputy Chief Executive Officer
National Health Authority