

## **Frequently Asked Questions (FAQs) for Standard Treatment Guidelines:**

### **General FAQs:**

**1. What are AB-PMJAY STGs?**

Standard Treatment Guidelines (STGs) are being introduced for each health condition/procedure under the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana Health Benefit Packages. PMJAY has customized the available clinical protocols/Standard treatment workflows from Department of Health Research/Indian council of Medical research (DHR/ICMR), National Cancer Grid, State & MoH&FW guidelines, professional specialty associations guidelines, International guidelines e.g. WHO, World Bank, relevant specialty journal publications.

**2. What is the alternate name given to these documents?**

These are also called as Guidance documents for PMJAY packages.

**3. Who all need to refer to these guidelines?**

These are advisory guidelines primarily for the empaneled hospitals, Medical coordinators (MEDCO), Pre-auth panel doctor (PPD), Claims Panel doctor (CPD), audit teams to give them an idea on package specific key clinical pointers, mandatory documents, questionnaire in the form of a check list.

**4. What is the purpose of these guidelines?**

**These guidance documents are prepared with the following purpose:**

- a. Aid in processing of pre-authorization & claims document
- b. Prevention & control of fraud and abuse
- c. Provide quality care to the patients
- d. Guidance tool for treating doctors, empaneled health care providers (EHCPs), Third Party Administrators (TPAs)/Implementing support agencies (ISAs), State health agencies (SHAs) and medical auditors

**5. What is the structure of the PM-JAY STG document?**

PMJAY STG comprise of 4 parts:

a) Introductory part:

- a. Package & procedure description
- b. Min. qualifications of treating doctor
- c. Empanelment criteria
- d. Disclaimer

b) Part I: Guidelines for Clinical and Healthcare providers

- a. Objectives
- b. Clinical key pointers
- c. Standard treatment workflow
- d. Mandatory documents for EHCPs (pre-auth & claims)

- c) Part II: Guidelines for processing team
  - a. Guidance document for processing team (PPD&CPD)
- d) Part III: Guidelines for IT
  - a. Alert questions to be answered by EHCPs/ Medco

**6. Where are these guidelines available?**

The released guidelines are available on PMJAY website at link:  
[https://pmjay.gov.in/standard\\_treatment\\_guidelines](https://pmjay.gov.in/standard_treatment_guidelines) or  
<https://pmjay.gov.in/resources/documents> (under Standard Treatment Guidelines)

**7. Can the guidelines be downloaded?**

Yes the guidelines can be downloaded from PMJAY website at the following link:  
[https://pmjay.gov.in/standard\\_treatment\\_guidelines](https://pmjay.gov.in/standard_treatment_guidelines) or  
<https://pmjay.gov.in/resources/documents> (under Standard Treatment Guidelines)

**8. How many STGs will be released & integrated?**

The STGs for 1576 PMJAY HBP2.0 packages and corresponding HBP1.0 packages will be developed, integrated and released in batches. The first batch of 10 STGs was made live on 15<sup>th</sup> August 2020 in PMJAY IT system.

**9. Is it mandatory to follow these guidelines?**

This document has been prepared for guidance of MEDCO, PROCESSING TEAM and TRANSACTION MANAGEMENT SYSTEM of AB PM-JAY for the Pre-auth and claims of all PMJAY packages. The hospitals can also refer to this document so that they may have the insight on how the pre-auth and claims will be processed. However, this document doesn't provide any guidance on clinical and therapeutic management of patient. In that respect the hospitals and physicians may refer to other relevant material as per the extant professional norms. The decision for admission, discharge, approving/disapproving the case will depend on the decision of the treating doctor, the hospital and the processing team. Ultimately the professional judgment of the healthcare professionals should be used. Deviations from the guidelines may be monitored and enquired into by experts to check if these were justified or not

**10. Are there any training documents/ manual available on use of STGs?**

Yes, the STG presentation and STG IT training manual is available at :  
[https://pmjay.gov.in/sites/default/files/2020-07/TMS\\_STG\\_User\\_Manual\\_v1\\_0.pdf](https://pmjay.gov.in/sites/default/files/2020-07/TMS_STG_User_Manual_v1_0.pdf)  
Training videos and online training module are also being developed and will be made available on the PMJAY website.

**11. What will be the use/ benefits of these STGs?**

- a. It will help standardize the documents being submitted by the hospitals
- b. Lead to reduction in number of queries and repeat transactions
- c. Decrease unnecessary delay in processing of pre-auth and claims and aid timely payment to hospitals
- d. Bring in more accountability at all levels- MEDCO, PPD, CPD

- e. Improve quality of care by avoiding unnecessary treatment with focus on appropriateness of care
- f. Promote choosing the relevant package as per the patient requirement
- g. Prevent fraud and abuse

**12. Will the deployment of STGs have an impact on a States policy with the insurance company?**

STGs should not have any impact on the policy with the insurance company, since the package rates are not impacted. Infact, it intends to help prevent fraud and abuse, improve quality of care of the patients and reduce the number of queries raised to the hospitals.

**13. Some State sponsored schemes are implementing Standard treatment protocols? Then what is new in PM-JAY STGs?**

Yes, some State sponsored schemes are implementing Standard Treatment protocols. However, all those are manually being referred so far. Under PM-JAY, STGs have been integrated in the IT system in the form of mandatory documents, questionnaire. Minimum qualifications of the treating doctor and minimum infrastructure requirement have also been clarified which will be linked to the empanelment module soon. Our guidelines also have drawn upon the existing state guidelines wherever available.

**14. Are these STGs also applicable to State schemes also?**

States can consider adopting it for their other state schemes as well.

**15. Will the STGs be applicable to government reserved packages also?**

Yes. STGs will be applicable to all government reserved packages also.

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**Process specific FAQs:**

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**1. What are the key changes in TMS workflow with the introduction of STGs?**

- a. The guidelines are available for download
- b. The mandatory documents have been rationalized
- c. A mandatory checklist (in the form of a questionnaire) has been included

**2. Is it mandatory to fill the questionnaire or Can MEDCO/ PPD/ CPD proceed the case in TMS without filling the questionnaire?**

Filling the questionnaire in the TMS is a mandatory step for raising a pre-auth, initiating claim and processing a pre-auth and claim for both public and private hospitals.

**3. What happens if the answer filled is opposite to the expected answer? Will it lead to rejection of the case?**

If the answer filled is opposite to the expected answer it will not lead to rejection but the PPD/ CPD should raise a query to the MEDCO in case of any concerns and seek clarification.

**4. Are the mandatory documents same for public and private hospitals?**

Yes. For public hospitals, for certain packages, requirement of mandatory documents has been reduced. In case SHA decides to make any document non-mandatory it must intimate, giving justification and take concurrence of NHA.

**5. Will the questionnaire differ with each procedure?**

Yes, the questionnaire is different for each procedure. Few questions may be common to all, but most are customized as per the requirement of the procedure. For e.g. Barcode for implant is asked only in those cases where implant has been used. Similarly, specific investigations are asked for each procedure.

**6. Already some questions are asked at PPD/ CPD level? How is STG questionnaire different from those existing?**

The questions that were asked so far at the PPD/ CPD level were medical audit questions by the auditors. The STG questionnaires are for MEDCO, PPD and CPD and are integrated in the IT system. The response to these questions may be monitored by the auditors.

**7. Will the STGs enable introduction of auto query feature for PPD/ CPD?**

No. Currently the auto query feature is not enabled for PPD/ CPD with the introduction of STG.

**8. How does one confirm that they have opened/ referred/ read the STG?**

Currently this feature is not enabled. We hope that the pop up will remind the concerned to open and refer the STGs as this will come for each case of the specific package whenever it is booked/processed.

**9. Can the SHA decide to make certain mandatory documents non-mandatory?**

In case SHA decides to make any document non-mandatory it must intimate, giving justification and take concurrence of NHA. (email: [stg.hnqa@nha.gov.in](mailto:stg.hnqa@nha.gov.in))

**10. Can a State/ UT opt for using STGs for a few packages only as per the requirement of the State/ UT?**

No. The STGs for all packages will be integrated in the IT system in a phased manner. States cannot pick and choose only for specific packages.

**11. Can a State/ UT do away with STGs for government reserved packages?**

No. We are moving towards quality of care across both public and private hospitals and would be working towards standardized approaches. The public hospitals are



also paid at par in most states so accountability to public funds is uniform across type of hospitals to ensure quality of care to beneficiaries.

**12. Can the State/ UT start to implement STGs with only private hospitals?**

Yes if absolutely needed for a short time-frame but eventually it has to be extended to all hospitals, but the same has to be officially conveyed to NHA with justification- e-mail: [stg.hnqa@nha.gov.in](mailto:stg.hnqa@nha.gov.in) and obtain concurrence.

**13. Some States have changed the mandatory document requirement for certain packages. What about uploading mandatory documents for such packages in these States?**

The SHA may share details of such packages through e-mail: [stg.hnqa@nha.gov.in](mailto:stg.hnqa@nha.gov.in) and the reason for their decision to NHA for concurrence. However, the change will only be made at the State level if NHA approves and not at the national level. For portability cases the national mandatory documents will still continue to be applicable.

**14. Are these STGs also applicable to those States who are using their own IT software (other than NTMS)?**

The adoption of STGs by all States/UTs is mandatory. NHA recommends that all SHAs migrate to IT system developed and maintained by the NHA. Till this is done, the States which are using their own IT software are encouraged to adopt these in their system as well, at the earliest. NHA has initiated time-bound facilitation of this process. However, for portability cases for specific packages it will be applicable as and when they are integrated in NTMS.

**15. What are the implications for non-compliance?**

It is mandatory to upload the mandatory documents and fill the questionnaire. The steps have to be followed to initiate the pre-auth, discharge or process the case. It will lead to accountability on the person filling the questionnaire. If the answer filled in is opposite of the expected answer without due justification may lead to raising a query by the PPD/ CPD. The monitoring of adherence to STGs will also be done at the national level by NHA and necessary directions to concerned states/hospitals will also be issued as and when any major deviations are noticed.

**16. Mandatory documents were required earlier also. Then what is the change after the introduction of STGs?**

Mandatory documents have been rationalized with the introduction of STGs.

**17. Can the PPD/ CPD reject a case if the mandatory document hasn't been uploaded/ a wrong document has been uploaded?**



PPD/ CPD must raise a query in such a case and clarify from the hospital and then follow the rejection process as established by the States/ National Health authority under Claims Adjudication. The claims adjudication manual is available at <https://pmjay.gov.in/resources/documents> (under Claim Adjudication)

**18. Will there be an autogenerated standard remark of the case being rejected if the relevant mandatory document is not uploaded?**

No such remark will be generated. The PPD/ CPD must raise a query in such a case and clarify from the hospital. If even after such query, the document is not submitted in 7 days, the claim may be rejected.

**19. What is the significance of questionnaire tab?**

Selecting the questionnaire tab will open the questionnaire list. It is a check list for hospitals, PPD and CPD to confirm that all required documents have been uploaded and checked for necessary details.

**20. Will there be a warning sign/ pop-up alert for MEDCO at the time of blocking any package if there is any mismatch between the package booked and age/ gender of the patient?**

This feature is currently available for gender in TMS for MEDCO as well as PPD & CPD. Further, certain questions for some packages have also been included in specific STGs to verify this mismatch.

**21. Will the STGs and its questionnaire be applicable for Bulk approval at SHA level as well?**

This is not applicable currently for bulk approval by SHA. The SHA may use the STGs for further guidance in individual cases.

**22. Are STGs available for surgical complications also?**

STGs will be made available only for those surgical complication package that are available in HBP2.0 and corresponding HBP1.0 packages. For e.g. 'Excessive bleeding requiring re-exploration', etc.

**23. How will the PPD questions appear in auto approved cases?**

For auto approved cases, the PPD questions will appear in CPD questionnaire.

**24. Government reserved packages and auto approved packages may vary from State to State. What about such cases?**

In such cases the STGs will be deployed as per the State specific government reserved and auto approved packages.

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