Frequently Asked Questions (FAQs) raised by Providers

Question 1- Are ophthalmic/ elective surgeries permitted now?

Answer- Yes, they are. However, providers are advised to undertake all relevant and necessary precautions and strictly adhere to infection prevention protocols before undertaking any elective surgeries.

Question 2. Is it mandatory to do COVID testing prior to each surgery? Especially in the context of an eye hospital and cataract surgeries.

Answer- Many hospitals are routinely testing all patients for COVID 19 prior to performing surgeries. It is advisable to perform the test prior to surgery in order to avoid risk of spreading the infection. However, the reimbursement of cost of testing will only be done as per office memorandum dated April 4,2020 only for SARI cases and only in case the hospitals is having a tie up with ICMR approved private lab.

Question 3. It is necessary to wear PPE while performing any surgery/ Cataract surgery?

Answer- It is advisable to wear PPE kit as this is for your own safety. PPE kits have been provided through CMO office free of cost for Private Providers.

Question 4. Surgeons do not want to undertake surgeries without a prior COVID testing. Reimbursement is allowed only for SARI cases. Can the hospital charge money for COVID 19 patients for COVID testing?

Answer- Government and SHA will only provide payment for COVID 19 test if the patient is admitted for SARI or ILI.

Question 5. What is the Bio medical Waste Management protocol for COVID 19 patient?

Answer- It will be the responsibility of EHCPs to ensure proper management of all biomedical waste of COVID-19 patients within the facility. Specific guidelines and Standard Operating Procedures of waste disposal of COVID-19 can be found on the website http://dgmhup.gov.in/en/default. **All the generated waste from facility shall be treated as isolation waste and its disinfection /treatment shall be strictly monitored.**

Question 6. Nearest pathology labs for COVID testing in Aligarh and Ayodhya?

Answer- Pl refer to the Government order issued on June 2, 2020 where ICMR labs are mapped to districts. Hospital can have tie up with any ICMR approved private labs as per their convenience.

Question 7. What precautions must be taken while treatment of COVID 19 patient?

Answer- Specific guidelines and Standard Operating Procedures for treatment of COVID-19 can be found on the website http://dgmhup.gov.in/en/default.

Question 8. What are the criteria on non-essential OPD?

Answer- All the EHCPs need to follow the guidelines issued by Govt. of India and Govt. of UP regrading OPD.

Question 9. Is COVID 19 report mandatory while admitting a patient in labor pain/emergency?

Answer- It is advisable to perform the test prior to admitting the patient in emergency or in labour pain, in order to avoid risk of spreading the infection. However, the reimbursement of cost of testing will only be done as per office memorandum dated April 4, 2020 only for SARI cases and only in case the hospitals is having a tie up with ICMR approved private lab.

Question 10. What to do of queries which are raised again and again on scar photograph and HPE report.

Answer- If scar photograph and HPE reports are not available for a particular case, EHCP may issue a statement on official letterhead of hospital and upload the same on TMS in response to the query. It is, however, advisable to understand that is a particular case warrants uploading scar photograph and HPE reports, these may be necessarily collected prior to submitting claim on TMS. EHCP must ensure that patient privacy must be essentially maintained while uploading photographs and no photographs displaying private parts of patients will be uploaded on the TMS.

Question 11. Delay in getting pre authorization.

Answer- If a package requires pre-authorization and PPD fails to approve the same within 6 hours, it gets auto-approved. In case of an emergency, the hospital can contact DIU/SHA for quick approval.

Question 12. How rejected cases can be revoked?

Answer- If a claim has been wrongfully rejected by ISA/TPA CPD, hospital can approach the District Grievance Redressal Committee (DGRC) for review of the claim. If the claim has been rejected by the SHA/Medical Auditor, the EHCP can approach the State Grievance Redressal Committee (SGRC) by means of an email to the State Health Agency requesting a review of their claims.

Question 13. Is there a way to upgrade the claims post receipt of NABH accreditation?

Answer- There is no way to upgrade the amount in claims already paid after NABH accreditation. EHCP is mandatorily required to inform the SHA regarding addition of or expiry of NABH accreditation and raise accreditation enhancement on HEM.

Question 14. Can a hospital directly send the COVID sample to the authorized lab before doing surgery of PMJAY case?

Answer- Yes, the hospital may send a patient's sample to an ICMR accredited laboratory designated to perform COVID 19 testing, prior to performing surgery. It is advisable to wait for test results before undertaking surgeries in any patients except for emergency. The physician need to fill form 44 as per requirement and send it to the authorized ICMR lab along with the sample.

Question 15. Can we charge for OPD services from patient under PMJAY?

Answer- AB-PMJAY scheme is only responsible for treatment of IPD, and certain OPD procedures defined in the package list.

Question 16. How to raise complaint for claims pending in CPD for the last two months?

Answer- EHCP may write an email to SHA requesting about expediting their cases which may be pending with CPD for long. The email must essentially contain the list of pending cases with case IDs. Alternatively, it is advised that EHCP may check their own bucket in case the CPD has raised a query that may be unanswered by MEDCO.

Question 17. What are COVID 19 packages. Can a non COVID dedicated facility can use them.

Answer- National health authority has incorporated COVID testing packages in Transaction Management system on the recommendation of State health authority, this is allowed only for SARI cases. COVID Testing Packages (only through ICMR approved private labs)

- Confirmatory COVID-19 Single Step Test (ID001UPA)- Rs.2500 to the lab

- Collection of samples for testing of COVID-19(ID002UPA)- Rs. 700 to the hospital

COVID treatment packages per day: -

- Routine ward – Rs 1800
- High dependency unit (HDU) – Rs 2700
- ICU without ventilator – 3600
- ICU with Ventilator – 4500

Since COVID infected patient can only be treated in COVID dedicated facility for treatment, hence treatment packages will be utilized by them only.

Question 18. Can a Hospital directly send the COVID sample to the authorized lab before doing surgery of PMJAY beneficiaries?

Answer- Yes hospital can send a suspected COVID sample directly to an authorized lab for a PMJAY beneficiary. However, if patient does present as SARI or ILI, payment would not be made in such cases. Thus, it is advisable to the EHCP that they refer such suspected patients to government facilities for testing and further management.

Question 19. Can a Hospital directly send the COVID sample to the authorized lab before doing surgery of PMJAY care.

Answer- You are authorized for sending COVID testing sample for SARI cases only.

Question 20. Are all surgery and dialysis cases allowed to be tested for Covid 19? Are they covered under claims packages?

Answer- You are authorized for sending COVID testing sample for SARI cases only.

Question 21. Can the hospitals purchase PPE kits and get reimbursed?

Answer- There is no separate package or reimbursement for PPE kits under PMJAY. However, 50% subsidy from MSME and were also provided free of cost by CMO.

Question 22. What is the Infection prevention protocol for hospital staff and team?

Answer- You can refer to infection prevention protocol module by clicking on below mentioned link http://dgmhup.gov.in/en/Covid19Docs

Question 23. Kindly share the COVID treatment guideline for moderate to severe cases.

Answer- You can refer to the below mentioned link for the guidelines on COVID 19 http://dgmhup.gov.in/en/Covid19Docs

Question 24. What is the protocol for hysterectomy cases?

Answer- The protocol as per directives issued by NHA has already been circulated to all the empaneled hospitals as per letter dated August 21, 2019. Pls click on the link for the guidelines http://ayushmanup.in/admin/Clients/Doc/118_1543.pdf

Question 25. Can the private hospitals directly send the COVID 19 samples to private labs?

Answer- Yes private hospital can directly send samples to accredited labs which are identified to conduct COVID 19 tests. EHCPs are advised to enter into MoU with identified laboratories to ease out operational hazards.

Question 26. What are the packages covered under SARI under PMJAY packages?
Answer- The following 6 packages are covered SARI under HBP 2.0:
   i.   Acute Febrile Illness
   ii.   Pneumonia
   iii.   Severe Pneumonia
   iv.   Type I/II Respiratory Failure
   v.   Respiratory Distress
   vi.   Pyrexia of Unknown Origin
Question 27. If rejection remark is "with Special Opinion" how can we appeal to SHA?

Answer:- If a claim has been wrongfully rejected and remark shows "with Special Opinion " which implies that the case has been rejected by SHA CPD after taking specialist opinion. In such cases the EHCP can approach the State Grievance Redressal Committee (SGRC) by means of an email to the State Health Agency requesting a review of their claims.

Question 28. If case is at pre authorization and is case is PPD reject, how can we know the reason for rejection as it does not reflect in system.

Answer:- The case if rejected at preauth stage too will reflect reason of rejection, however if the reason is not mentioned, the provider can share the screenshot with respective ISA manager or SHA District manager or can also share your concern at uprsby@yahoo.co.in

Question 29. Why Package cost reduced of laparoscopic cholecystectomy from 15000 to only 10000?
Answer: The package cost is not reduced for Cholecystectomy. Please refer to the package list the packages for Cholecystectomy for lap and open have been fixed at Rs. 22,800. There is another package with similar sounding name Cholecystostomy which is fixed at Rs. 10000.

Question 30. If patient is symptomatic and refuses for COVID Test, then what hospital need to follow?
Answer:- It is Providers responsibility to convey the message to the beneficiary that why the test is required and can also inform concerned district authorities.

Question 31. Who will bear the cost of PPEs used during surgery of a COVID patient?
 Answer: There is no separate package or reimbursement for PPE kits under PMJAY. However, 50% subsidy from district level office of MSME department and EHCP were also provided free of cost by CMO.

Question 32. Labs are not available in small cities, how to get the COVID testing done?
Answer: - Pl refer to the Government order issued on June 2, 2020 where ICMR labs are mapped to districts. Hospital can have tie up with any ICMR approved private labs as per their convenience.

Question 33. What are the guidelines for Cataract surgery in present times? We are getting call through telemedicine for patients having visual complaints because of advance Cataract?
Answer: - Cataract surgeries are allowed. However, providers are advised to undertake all relevant and necessary precautions and strictly adhere to infection prevention protocols before undertaking any elective surgeries. The infection prevention protocols are available at below mentioned link http://dgmhup.gov.in/en/Covid19Docs

Question 34. As private labs are not available can permission be provided for government bodies for true net test of Ayushman patients in those districts.

Answer. No. Pl refer to the Government order issued on June 2, 2020 where ICMR labs are mapped to districts.

Question 36. Claim not settled by SHA or payment pending for long.
Answer:- In case the Providers are facing any delay in claim settlement, they may share the case ids along with the current status to uprsby@yahoo.co.in. Please ensure that the claim is not pending at your end due to unanswered queries.