



# Resuming Delivery of Healthcare Services Under PM-JAY in Uttar Pradesh

Organized by SACHIS, Government of Uttar Pradesh



CEO SACHIS Smt Sangeeta Singh and Dr Mithilesh Upadhyha DGFW in conversation during Webinar

The State Agency for Comprehensive Health Insurance and Integrated Services, (SACHIS), the State Health Agency for Pradhan Mantri Jan Arogya Yojana (PM-JAY) in Uttar Pradesh, on June 24, 2020 started the first session of the Webinar Series to initiate a dialogue and discussion with its Private Provider Partners to facilitate resumption of services post the COVID-19 lockdown.

SACHIS partners with over 2500 public and private hospitals and has provided services to more than 3.7 lakh beneficiaries in the state since the beginning of PM-JAY.

The lock down affected the service utilization of PM-JAY significantly, a decline of 67 percent during the period was recorded. While service uptake it is gradually resuming, SACHIS aim to proactively engage and its provider network to solve operational barriers so ensure continuity of services. It recognizes and appreciates the critical role of the network.

The first session of the series was attended by more than 131 participants (Hospital Owners, Administrators, Medical Coordinators, Arogya Mitras and District Implementation Units) from 24 districts and 45 private hospitals. These 45 hospitals were actively engaged in reaching out to the PM-JAY beneficiaries before the lockdown and were prioritized for the first session. Three of the 45 hospitals have been designated as the COVID-19 treatment hospitals, however, have not treated any case so far.



The session was chaired by Smt. Sangeeta Singh, Chief Executive Officer and a technical panel comprised of Senior Officers from SACHIS, Dr. B.K Pathak, General Manager Policy, Dr. Rajendra Kumar, Joint Director, Dr. Arun Kumar Srivastava, Joint Director and Dr. B.K Srivastava, Joint Director. The team was supported by technical partners- ACCESS Health International, GIZ and KPMG.

Dr. Mithilesh Upadhyaya, Director General Family Welfare, and Director Non-Communicable Diseases, Government of Uttar Pradesh joined as a special guest to orient the hospitals on infection prevention protocols which are critical to safeguard the healthcare providers and people from COVID-19. Several hospitals had sent queries on issues of prevention control.

The session provided information as per the Government Orders and oriented the participants on state guidelines to resume all services- protocols to be followed, human resource planning, information and awareness and infection prevention guidelines. It reiterated the requirement of complying with COVID- 19 testing for all patients registering for Severe Acute Respiratory Illness (SARI) and the packages introduced under PM-JAY which can be utilized.

Key questions raised by the hospitals included before process and payment modalities for COVID-19 testing for SARI cases, reimbursements for personal protective kits under PM-JAY, biomedical waste management and infection prevention control protocols for all facilities; treatment guidelines for mild and moderate COVID-19 cases, public and private testing sites in the districts. In addition, there were queries and suggestions on on-going claims disbursement, rejections, revocation and documentation. A total of 50 queries were raised. These were taken by the panel during the session. These queries will be converted into Frequently Asked Questions and their responses will be available on the SACHIS website within 48 hours.

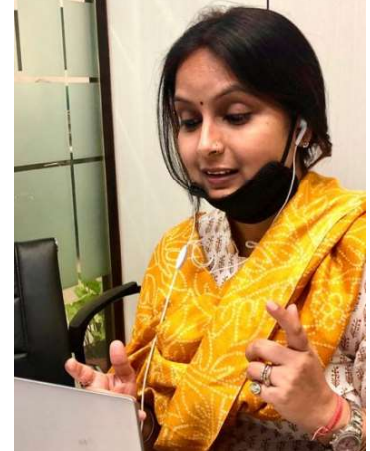
SACHIS, will reach out to all its provider network over next few weeks. Next webinar session is planned for July 3, 2020.



Dr BK Pathak - GM policy



Dr Rajendra Singh - Joint Director



Ms Manisha Singh - Moderator



## Key Concern

### Approval and Reimbursement for COVID-19 Testing for Elective Surgeries

A significant number of hospitals shared that to resume services especially surgeries will require approval and if possible, reimbursement to test for COVID-19. This is critical to protect the other patients and their health workforce. At present, per Indian Council of Medical Research guidelines COVID-19 testing is approved only for SARI and patients with flu like symptoms.

For additional information  
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