



what's **UP** in UP

MAY-JUNE 2019

Monthly Newsletter Circulated by the State | Issue 5-6 | Lucknow

Plastic Cards Distribution

Since the scheme is beneficiary-oriented and this year's theme of Ayushman Bharat is beneficiary empowerment, the State decided to issue Arogya Cards (commonly called Plastic Cards) to all beneficiaries. These cards are durable, made from fiber plastic and are IEC-oriented, containing name of head of beneficiary household, his HHID number, his date of birth, and address. They also carry the scheme's leadership's photographs and call-center number. This helps the beneficiaries have a durable identification for the scheme and keep the number with them handy forever.

The cards were distributed to beneficiary households in several ways – by ASHAs to beneficiary households and by elected leaders and CMOs through distribution ceremonies in many blocks and districts.



Sitapur



Rampur



Fatehpur



Barabanki

Call Center



SACHS has set up a full-fledged dedicated state call center (1800 1800 4444) in addition to the national call center (14555). The call center is instrumental in helping beneficiaries and other people interested in Ayushman-related information, confirming their eligibility, registering complaints, finding appropriate hospitals, giving feedback about treatment received, and other related aspects. A total of 55 professionals are working in the call center to attend Ayushman-related concerns 24*7, receiving about 3000 calls in one day.

AB-PMJAY : Saving Lives!

Shweta Yadav, a 13 year old girl suffered from electric burn of 11000 Volt. The child sustained injuries on her scalp, with loss of right external ear, right forearm and right thigh. The child was initially treated in Akbarpur District Hospital, and then referred to Trauma Center, KGMU Lucknow for amputation of right forearm. The child was then admitted in Burns and Plastic Surgery Center KGMU for the treatment of multiple raw areas over the scalp with bone exposed, raw area over thigh and amputation stump with bone exposed.



Dharam Prakash met with a disastrous accident while travelling by the train. Police found him near the railway line and admitted him in a private hospital of Bareilly District. Dharam Prakash had multiple injuries on his body. Though, Dharam Prakash is very poor, he was able to undergo multiple surgeries in Critical Care, Orthopedics and Neurosurgery department of Bholanath Global Hospital free of cost with the support of AB-PMJAY. He is recovering now and thankful to AB-PMJAY.

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BIMAR NA RAHA AB LACHAR, BIMARI KA HO RAHA MUFT UPCHAR



LETTER FROM THE CEO

Dear Readers,

Since the launch of the scheme in September 2018, we are now reaching out to a larger number of entitled beneficiaries, and have facilitated cashless treatment for over one lakh beneficiaries for various ailments in the state.

In the last issue, we highlighted our current focus on scheme strengthening - ensuring that no fraud or abuse takes place, assuring easy access and quick response on the grievances reported under AB-PMJAY. A dedicated team is actively working to resolve the grievances reported by the stakeholders. At the same time, we are putting forward our best efforts to activate previously inactive hospitals, strengthen district units, launch full-fledged training programmes for all stakeholders and undertake physical audits to ensure fraud-less treatment provisioning to beneficiaries.

We are committed to providing hassle-free quality health care to the AB-PMJAY beneficiaries. Looking forward to restoring positive health.

Thank you.

Singh



Mrs. Sangeeta Singh
CEO, SACHS

THE AIM OF THIS
NEWSLETTER IS TO
DISSEMINATE
INFORMATION ON THE
VARIOUS ASPECTS OF
AB-PMJAY - CURRENT
STATUS OF
IMPLEMENTATION, AND
THE ACHIEVEMENTS SO
FAR IN THE STATE OF
UTTAR PRADESH

Facts & Figures

1,34,352
Total number of pre
authorization so far

1811
Total No. of
empanelled hospitals

1381
Empanelled
Private Hospitals

430
Empanelled
Public Hospitals

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QUICK NEWS



Training of Nodal Officers organized by SACHS at RML Hospital, Gomi Nagar Lucknow



CEO-NHA, Dr Indu Bhusan reviewed AB-PMJAY in Mathura District of Uttar Pradesh on May 25, 2019

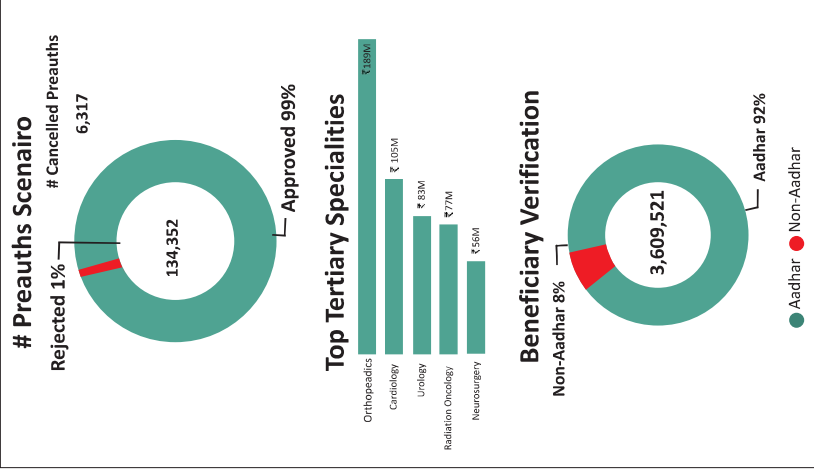


Debriefing on Anti-Fraud Strategies in AB-PMJAY at SACHS Office, Lucknow, Uttar Pradesh



Honorable Shri Bawan Singh, MLA, Katara Bazar, Gonda distributed Plastic Cards in Gonda, Uttar Pradesh

Facts & Figures



Hospital Audit : RKMS Hospital



Team SACHS Visited RKMS Hospital, Aligarh



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Grievance Management

To ensure that disputes and grievances of AB PMJAY beneficiaries, healthcare providers and other stakeholders are resolved in an efficient, transparent and time-bound manner, SACHS has constituted State Grievance Redressal Committee (SGRC) at the state level and District Grievance Redressal Committee (DGRC) at the district level, in line with the National Grievance Redressal Committee at the national level. Along with these portals, we receive grievances from Central Grievance Redressal Management System (CGRMS) of National Health Authority, Prime Minister Portal – Centralized Public Grievance Redress and Monitoring System (CPGRAMS) and a separate Chief Minister portal i.e., Integrated Grievance Redressal System (IGRS).



We are actively following up on the concerns of the stakeholders through these portals. So far, the State has been able to resolve around 1000 grievances registered in CGRMS, 250 from CPGRAMS and over 400 grievances registered on IGRS. Most of the registered grievances are related to golden cards generation, eligibility for scheme, denial of treatment by EHP or if any EHP has charged money from beneficiaries for services under Ayushman.

We have taken strict action against complaints received and have ensured complete resolution of the same.

Health Camp Pakhwada

To generate awareness among the beneficiaries, we have celebrated Ayushman Bharat Health Camp Pakhwada from June 24th to July 8, 2019 in all the districts of Uttar Pradesh. During this Pakhwada, patients have been diagnosed by the medical officers, golden cards and awareness generation activities have been also conducted. Here are the glimpses of Ayushman Bharat Health Camp Pakhwada.



Sonbhadra



Siddharthnagar



Azamgarh



Sitapur