

Government of Telangana
Aarogyasri Health Care Trust

CIRUCLAR

Circular No. AHCT/P&C Dept.,/2017, Date: 21/08/2017.

Sub: AHCT – P&C Dept., - Instructions to the Network Hospitals for providing treatment at free of cost to the BPL patients under Aarogyasri Scheme – Intimation – Reg.

Ref: News Article published on 23.07.2017 in Andhrajyothi Newspaper.

Vide reference cited, it is to inform that in pursuance to the Adverse News Article published on 23.07.2017 in Andhrajyothi Newspaper regarding collection of money and misleading the Cardiac patients by Private Hospitals on deployment of stent under Aarogyasri Scheme.

In view of the above, Trust has adopted the stent prices from NPPA as per the Gazette of India orders for PTCA with bare metal and drug eluting stents under Aarogyasri Scheme. The guidelines are placed in Aarogyasri portal.

The following are the points to be noted by the Network Hospitals (NWH) for providing treatment to the BPL beneficiaries under Aarogyasri Scheme.

1. The first point of contact of BPL patient is Network Aarogyamithra (NAM) counter which will be placed at the entrance of the NWH adjacent to the hospital reception.
2. Whenever any B.P.L beneficiary with chest pain approach the NWH with white ration card, if the Hospital is empanelled for Cardiology/C.T Surgery, the patient will be examined preliminarily by the MEDCO, who in turn arranges for investigations for proper diagnosis and specialist consultation charges, before admitting the patient. For BPL patients OP consultation charges, investigation charges costs are included under I.P packages. If patient does not require admission, he/she will be discharged as O.P patient.

3. Trust has adopted the stent prices from NPPA as per the Gazette of India orders for PTCA with bare metal and drug eluting stents under Aarogyasri Scheme. The following are the break-up of new package price for Coronary stent after adoption of NPPA prices.

Code	Procedure	Hospital Stay	Common Surgery Amt. (Including the stent price)	Buffer Amount	Stent cost as per NPPA - with Vat and Tax	Total
M5.7.1	PTCA with Bare Metal stent	Rs.8643.5/-	Rs.29075.58/-	0	Rs.7623/-	Rs.37719/-
M5.7.3	PTCA with DRUG Eluting stent	Rs.8643.5/-	Rs.52533.39/-	0	Rs.31080/-	Rs.61177/-

4. If the patient spends money for investigations in one NWH and goes to another network Hospital, if the second NWH, utilizes the investigations of first NWH for Conducting Medical/Surgical Therapy, the amount spent by the patient for investigations has to be refunded by the NWH at the time of discharge of the patient.
5. Even if patient spends money for O.P investigations & not admitted as I.P patient, the NWH has to refund the money to the patient.
6. In case money is not refunded to the B.P.L patient by the NWH, the Patient has the facility for raising Grievance with a complaint letter & bills with NAM, Team Leader D.M/D.C/G.M Foss/Trust who in turn informs to the MEDCO of the concerned NWH for refund of money spent by the patient and submit refund evidences.
7. If money spent by the patient is not refunded, there is Fraud Tab Facility in the Online Claim Workflow wherein the NAM /Team Leader/District Coordinator/District Manager can upload the complaint letter and bills to the Operations Dept. and Claim will not processed till the NWH refunds the money and submit Refund photo and refund acknowledgement letter by the NWH in the online claim workflow.
8. In case, if the NWH is disobeying instructions of the Dist coordinator/G.M FOSS, the issue will be escalated to the Empanelment and Disciplinary Committee for initiating disciplinary action against the erring NWH.
9. The Empanelment and Disciplinary Committee will discuss the issue, send a notice to the concerned NWH to refund the money and submit evidences within 15days time. If the NWH does not comply, a penalty of 10 times of the money spent by the patient and stop payment will be imposed on the NWH.

10. The field staff of the Trust are also instructed to prevent money collection by the NWH at the time of Registration of the patient, by counselling the patient on the eligibility card (i.e. white ration card), guiding for investigations, etc.
11. Even if the patient spends money for treatment inspite of having White ration card, the case has to be converted in to Aarogyasri scheme and refund the money spent by the patient and provide cashless, free treatment.
12. The NAM's are instructed to go around the wards, interact and enquire the patients (B.P.L Patients) on whether any money spent by them for Admission, Investigations, Drugs, Treatment in the NWH and to guide the patients properly and intimate the hospital MEDCO for refund of the money before discharge of the patient.
13. Surprise inspections are being conducted by the Vigilance officer, Dist coordinators, G.M (Foss), Chief Medical Auditor, on the NWH for any money collections issues, deficiencies of mandatory Licenses, Specialists, and other HR, equipment's, services deficiencies, any malpractices'/unethical practises.
14. Every patient will get the telephonic call from 104 Sevakendram enquiring about their health condition after the discharge from the NWH. Message through telephone will sent to the Patients for services availed under Aarogyasri Scheme. Patients can approach in various ways for lodging any complaint i.e., through telephone, E-Mail, field staff (DC/DM/Team Leader/NAM) or the patient can directly Walk-in to the Trust.

Hence, all the Network Hospitals under Aarogyasri Scheme are hereby informed to follow the above guidelines and place the circular on Aarogyasri counters and hospital wards without fail.


Chief Executive Officer

To

1. The MDs/CEOs/Medical Superintendents of all the Network Hospitals.
2. The GM (FOSS), AHCT with a request to communicate to all District Coordinators of State of Telangana and submit the compliance report.
3. The GM (PMU), AHCT with a request to place the circular in the AHCT portal.

Copy to:

1. All the HoDs, AHCT for favour of information.
2. The PS to CEO, AHCT for favour of information.

