

EMPLOYEES' STATE INSURANCE CORPORATION



**Expression of Interest for providing
Secondary Care Treatment
(including diagnostic) to ESI
Beneficiaries in Telangana**

Date of issue: 25.02.2019

Last date of Submission of EOI: 18.03.2019

S. NO	Contents of EOI
1	Advertisement Notice
2	Detailed Notice
3	List of areas – (Annexure A)
4	Application for empanelment (Application Form)
5	Instruction to service provider (EOI Instructions)
6	General Conditions of Contract
7	Other Conditions of Contract
8	Special Conditions of Contract
9	Salient features of online bill processing system through BPA
10	General Conditions of UTIBPA
11	ESIC- SOP for online bill processing (Annexure-B)
12	Service deliverables from ESI Institutions & BPA (Annexure-II)
13	Process Work Flow
14	Information of Hospitals/ Centers (Annexure-I)
15	Specialties for empanelment (Annexure-III)
16	Undertaking (Annexure-IV)
17	Referral Form -PI (Annexure-V)
18	Form for raising bills –PII (Annexure-VI)
19	Consolidated Bill Format –PIII (Annexure-VII)
20	Sanction Memo/Disallowance Memo –PIV (Annexure-VIII)
21	Monthly Bills Summary –PV (Annexure-IX)
22	Patients/Attendants satisfaction certificate- PVI (Annexure-X)
23	Statement of indoor ESI Patients –(Annexure-XI)



REGIONAL OFFICE :: TELANGANA
EMPLOYEES' STATE INSURANCE CORPORATION,
5-9-23, HILL FORT ROAD, ADARSHNAGAR, HYDERABAD-500063
e-mail: rd-telangana@esic.nic.in/smo-ts@esic.nic.in
TEL NO.23232356, 57 & 58, EXTN: 229, TEL-FAX NO.23237382



NOTICE INVITING EXPRESSION OF INTEREST (EOI) FOR
EMPANELMENT OF HOSPITALS/HEALTH CARE ORGANISATIONS (HCOs) FOR
PROVIDING "SECONDARY CARE TREATMENT (INCLUDING DIAGNOSTIC)
SERVICES" IN TELANGANA STATE

Employees' State Insurance Corporation, Regional Office, Telangana intends to enter into Tie-up arrangement with reputed Hospitals / Diagnostic establishments located in Telangana State to provide **Secondary Care Treatment (Including Diagnostics)** on **Cashless** basis to the Beneficiaries of ESI Scheme as per CGHS / ESIC rates. HCOs which are willing and empanelled under CGHS will be considered first. In the absence of sufficient number of such HCOs, State Government approved HCOs, followed by HCOs approved by Public Sector Insurance Companies will be considered. Preference shall be given to those hospitals having all or most of the super speciality services under one roof near ESI Hospital. Preference will be given to NABH accredited hospitals. If none of the HCOs approved by above agencies are available/ inadequate, other HCOs will be considered. For Terms, conditions, guidelines and further details please visit www.esic.nic.in. EOI (Application form with Annexure & Documents) in sealed envelope complete in all respects should reach **Regional Office Telangana, Employees' State Insurance Corporation, Panchdeep Bhawan, Medical Branch, 5-9-23, HILL FORT ROAD, ADARSHNAGAR, HYDERABAD-500063.**

The start date for submission of EOI is **25.02.2019**

The last date for submission of EOI is **18.03.2019** upto **5.00 p.m.**

Application fee (Non refundable) Rs.1,000/- as demand draft (DD) drawn in favour of **ESIC Saving fund A/c No.1 payable at Hyderabad.**

Those Hospitals / Centers which have already applied for empanelment / are already empanelled also need to apply afresh in response to this notice.

Expression of Interest received after the scheduled date and time (either by hand or by post) or open Expression of Interest received though e-mail / fax shall be summarily rejected.

ADDITIONAL COMMISSIONER & REGIONAL DIRECTOR
ESI CORPORATION, HYDERABAD



REGIONAL OFFICE :: TELANGANA
EMPLOYEES' STATE INSURANCE CORPORATION,
 5-9-23, HILL FORT ROAD, ADARSHNAGAR, HYDERABAD-500063
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No : 52-U/16/21/214/2018/TS/2^{ry}-care

Date :22.02.2019

Notice Inviting Expression of Interest (EOI) for Empanelment for Secondary Care Treatment (Including Diagnostic) Services

Additional Commissioner & Regional Director, ESI Corporation, Regional Office, Adarsh Nagar, Hyderabad invites Expression of Interest (EOI) from Government / Semi-Govt. / CGHS approved / Private Hospitals of repute located in the state of Telangana in sealed envelope for Empanelment for Secondary Care Treatment (including diagnostic) Services for ESI beneficiaries of Telangana State (**District wise list attached-Annexure A**) on cashless basis. The services are to be provided at CGHS Rates (given on its website) / ESIC rates, terms, conditions & guidelines. The applicants shall have to download Expression of Interest documents comprising of Application Form along with Instruction to Service Provider, General Condition of Contract, Special Condition of Contract, Information about the Hospital / Diagnostics Centre, from the website at www.esic.nic.in. EOI (Application form with Annexure & Documents) in sealed envelope with subject line reading "EOI FOR EMPANELMENT OF HOSPITALS FOR SECONDARY CARE (SPECIALITY) TREATMENT" complete in all respects should reach at the following address:

Start date and Last date of receipt of EOI	Place of submission of EOI forms
25.02.2019 to 18.03.2019 upto 5.00pm.	Regional Office Telangana, Employees' State Insurance Corporation, 'Panchdeep' Bhawan, Medical Branch, 5-9-23, HILL FORT ROAD, ADARSHNAGAR, HYDERABAD-63

Those Hospitals / Centers who have already applied for empanelment / are already empanelled also need to apply afresh in response to this notice.

Expression of Interest received after the scheduled date and time (either by hand or by post) or open Expression of Interest received though e-mail / fax shall be summarily rejected.

ADDITIONAL COMMISSIONER & REGIONAL DIRECTOR
ESI CORPORATION, HYDERABAD

ANNEXURE A

Hospitals in following districts only may apply for empanelment with ESI Corporation to provide Secondary Medical Care Treatment. Applications from districts other than those mentioned below will not be entertained.

1. Adilabad
2. Komaram Bheem asifabad
3. Bhadradri Kothagudem
4. Jayashankar Bhupalapally
5. Jogulamba Gadwal
6. Jagtial
7. Jangaon
8. Kamareddy
9. Karimnagar
10. Khammam
11. Mahabubabad
12. Mahbubnagar
13. Mancherial
14. Medak
15. Medchal
16. Nalgonda
17. Nagarkurnool
18. Nirmal
19. Nizamabad
20. Ranga Reddy
21. Peddapalli
22. Rajana Siricilla
23. Sangareddy
24. Siddipet
25. Suryapet
26. Vikarabad
27. Wanaparthy
28. Warangal (Urban)
29. Warangal(rural)
30. Yadadri Bhuvanagiri
31. Hyderabad

APPLICATION FORM

(For empanelment of Hospitals for secondary care treatment)

To,

**The Additional Commissioner & Regional Director,
Employees' State Insurance Corporation,
'Panchdeep' Bhawan,
5-9-23,
HILL FORT ROAD, ADARSHNAGAR,
HYDERABAD-63**

Sub: Expression of Interest (EOI) for Empanelment for Secondary care treatment (including diagnostic) services in Telangana State (districts mentioned vide Annexure-A).

Sir,

In reference to your advertisement in the news paper / website dated _____, I / We wish to offer secondary care treatment services for ESI Beneficiaries on cashless basis.

I / We pledge to abide by the terms and conditions as mentioned in advertisement and I / We also certify that the above information as submitted by me / us in Annexure I, II & III is correct and I / We fully understand the consequences of default on our part, if any.

**(Name & Signature of the Proprietor/Partner/Director/
Legally authorized signatory)**

Place :

Date :

Enclosures : Duly filled Annexure I,II, III & signed EOI.

INSTRUCTIONS TO SERVICE PROVIDERS

(Please read all terms and conditions carefully before filling the application form and Annexure thereto)

1. Document Acceptance :

Duly filled application with all annexure and required documents/certificates may be sent to the Regional Office, Hyderabad with subject line reading “**EOI FOR EMPANELMENT OF HOSPITALS FOR SECONDARY CARE (SPECIALITY) TREATMENT**”.

Expression of Interest received after the scheduled date and time shall be summarily rejected.

2. Submission of Expression of Interest :

- 1. Please ensure that application form with Annexure I,II & III is submitted in with each page signed by the Proprietor / Partner / Director / Legally Authorized Person (Due authorization to be enclosed, in case of Authorized Person).**
2. Expression of Interest will be out rightly rejected if any technical condition is not fulfilled.
3. **Attested photocopy of necessary certificates (as per Annexure-I) should be attached with the Expression of Interest.** Hospitals will be informed about date and time of inspection if required by a duly Constituted Committee on the address given in Document Form.
4. **Those Hospitals / Centers who have already applied for empanelment / are already empanelled also need to apply afresh in response to this notice.**

3. Condition for Empanelment :

Only those applications will be considered for empanelment that fulfills all technical conditions along with satisfactory report of Inspection Committee.

- i. Hospitals are at liberty to apply for any number of specialties as per Annexure-II
- ii. Annexure-I, II & III should be duly filled and signed.
- iii. The applications, if received, from any Institution which was barred from empanelment by any ESIC/CGHS/Any other Govt. Institution will not be taken into consideration for one year from date of de-empanelment and those black listed by any ESIC/CGHS/Any other Govt. Institute will not be taken into consideration for 3 years.
- iv. Hospital accredited by NABH / NABL would be preferred for empanelment with ESIC.

- v. Hospitals already empanelled with CGHS / State Government / approved or empanelled by Central Public Sector Units would be given priority for empanelment; such Hospitals may be empanelled without inspection by ESIC.
- vi. An agreement on non-judicial stamp paper of Rs.100/- shall be signed after finalizing verification / physical verification of records / Institution and incidental charges related to agreement shall be borne by the Empanelled Hospital. Agreement will be effective w.e.f. date of signing of the agreement by the ESIC Authority.

GENERAL CONDITIONS OF CONTRACT (GCC)

1. Minimum Requirement of Hospital/Empanelled Centre

A. Basic Requirements :-

- i. Bed strength in Metro cities is 50 and 30 in other cities.
- ii. Hospital accredited by NABH / NABL would be preferred for empanelment with ESIC.
- iii. Hospitals already on the panel of CGHS/Central Govt./State Govt./PSU may be empanelled without inspection. (Attach copy of valid letter of empanelment with CGHS)
- iv. The other hospitals applying for secondary care treatment facilities must satisfy the following conditions :
General purpose hospital providing specialty treatment / investigation facilities having 50 or more inpatients medical beds in Metro cities and 30 in other cities (excluding ICU beds) and in the following specialties :
 - I. General Medicine
 - II. General Surgery
 - III. Obstetrics and Gynecology
 - IV. Pediatrics
 - V. Orthopedics
 - VI. ENT
 - VII. Ophthalmology
 - VIII. Psychiatry
 - IX. Imaging and in-house diagnostic facilities
 - X. Dental Specialty
 - XI. Blood Bank
 - XII. Others (if any)

Note:

a. In respect of the above, it is clarified that the first five specialties from the serial no. I to V are must for empanelment. However, conditions with regard to number of beds and number of specialties are relaxable, if there are no hospitals satisfying above mentioned conditions.

b. In addition to the above, the hospital must have:

- II. 24 hours emergency services managed by technically qualified staff
- and III. Provision for dietary services to the patients
- IV. Information is to be submitted in Annexure I (Preference will be given to the hospital having in-house imaging and diagnostic facilities and blood bank)

- v. **Specialty Eye Centre** : can be empanelled if fulfilling the criteria as defined by CGHS
- vi. The hospital should have been operational for at least **one full financial year**.
- vii. Valid State registration certificate / registration with local bodies should be attached.
- viii. Valid Fire clearance certificate should be attached, if applicable.
- ix. Valid Compliance with all statutory requirements including waste management.
- x. Valid Registration under PNDT Act for empanelment of Ultra-Sonography facility.
- xi. Valid AERB approval for Tie-up for Radiological investigations / Radiotherapy.
- xii. **The hospital should have the capacity to submit all the claims / bills in Electronic format to the ESIC / ESIS System and must also have dedicated equipment, software and connectivity for such electronic submission.**
- xiii. **The empanelled hospital must be willing to get their bills processed by UTI BPA module and to give the prescribed processing fee etc. as described and updated through the SOPs issued by ESIC Hqrs. on time to time basis as intimated by Additional Commissioner & Regional Director, ESIC, Hyderabad.**
- xiv. Hospital should have Blood Bank (if in-house then enclose valid certificate)

B. THE EMPANELLED CENTRE AFTER BEING AWARDED CONTRACT WITH ADDITIONAL COMMISSIONER & REGIONAL DIRECTOR, TELANGANA SHOULD BE READY FOR TIE-UP ON THE SAME TERMS AND CONDITIONS WITH ANY ESIC MODEL HOSPITAL / ESIC HOSPITAL/ESIS HOSPITAL/REFERRAL UNIT OR ADDITIONAL COMMISSIONER & REGIONAL DIRECTOR OF ANY OTHER STATE.

C. The empanelled hospital will enter into a separate agreement to provide appropriate cashless medical care to ESIC Staff and Pensioners as and when required by the Competent Authority with same terms and conditions.

2. TERMS AND CONDITIONS RELATED TO PACKAGES AND RATES :

A. CGHS Package/ procedure rate of concerned city is applicable.

ESIC rates will be applicable where CGHS package rates are not available, wherever both(CGHS & ESIC rates) are not available 15% discount on Hospital tariff will be applicable.

B. Under no circumstances shall the rates charged by the Empanelled Hospital be more than the rates charged by the Hospital from any privately placed person or entity.

- C. Package rate shall mean and include lump sum cost of in-patient treatment / day care / diagnostic procedure for which a referred ESI Beneficiary has been permitted by the competent authority or for treatment under emergency from the time of admission to the time of discharge including (but not limited to) :
- I. Registration Charge.
 - II. Admission Charges.
 - III. Accommodation charges including patients diet.
 - IV. Operation Charges.
 - V. Injection Charges.
 - VI. Dressing Charges.
 - VII. Doctor / Consultant visit charges.
 - VIII. ICU / ICCU charges.
 - IX. Monitoring Charges.
 - X. Transfusion Charges.
 - XI. Anesthesia Charges.
 - XII. Operation Theatre Charges.
 - XIII. Procedural Charges / Surgeon's Fees.
 - XIV. Cost of surgical disposables and all sundries used during hospitalization.
 - XV. Cost of Medicines.
 - XVI. All other related routine and essential investigations.
 - XVII. Physiotherapy.
 - XVIII. Care Charges for its services and all other incidental charges related thereto.
 - XIX. Nursing.
- B) Certain discount on Drugs / Treatment / Procedures / Devices has been finalized. These are as under :
- I. Procedure for which package under CGHS/ESIC Rates not available - **15% discount on hospital rates** or as per guidelines issued by the Corporation from time to time.
 - II. For devices / stents etc. not described under CGHS Rules - **15% discount on MRP** (Maximum Retail Price) or as per guidelines issued by the Corporation from time to time.
 - III. For drugs not available in the CGHS / ESIC package / procedure - **10% discount on the MRP.**
- C) Cost of implant / stents / grafts is reimbursable in addition to package rates as per CGHS / ESIC ceiling rates and guidelines for implant.
- D) Hospital / Centre empanelled with Additional Commissioner & Regional Director shall not charge more than package rate / rates.

E) Expenses on toiletries, cosmetics, telephone bills etc. are not reimbursable and are not included in package rates.

Package rates envisaged duration of indoor treatment as follows:

1. Upto 7 Days : for other Major Surgeries
2. Upto 3 Days : for Laparoscopic Surgeries/normal Deliveries
3. 1 Day: for day care / Minor OPD surgeries.

G) Increased duration of indoor treatment due to infection, or the consequences of surgical procedure or due to any improper procedure and if not justified will not be allowed and expenses incurred thereon will be restricted to the applicable package rate.

H) The **Extended stay** i.e. more than period covered in package rate, in **exceptional justifiable** cases, supported by relevant documents and **medical records** and **certified** as such by hospital may be allowed and the **additional reimbursement** shall be limited to **accommodation charges** as per entitlement, **investigation charges** at approved rates, and **doctors visit charges** (two visit/day) and **cost of medicine/drugs** for additional stay. However, approval for extended stay from the referring authority is required. The letter of approval must be attached with the bill while sending it for payment.

I) **DISCOUNTS:** Any discount on CGHS / ESIC Package for Surgeries etc. to be mentioned.

J) **The ESI Beneficiaries are entitled for General Ward Category only and the CGHS rates of General Ward category are applicable.**

K) The maximum room rent for different categories at present would be :

- a. General ward Rs. 1000/- per day
Semi-private ward Rs. 2000/- per day
Private ward Rs. 3000/- per day
- b. Room rent is applicable only for treatment procedures for which there is no specific CGHS prescribed package rate is available. Room rent will include charges for accommodation, diet for the patient, charges for water and electricity supply, linen charges, nursing and routine up keeping.
- c. During the treatment in ICU / ICCU, no separate room rent will be admissible.

L) Conditions related to packages and other rates:

The fixed payment for secondary care services is as under:

1. Rs.200/- per patient for medicines and its dispensation at the time of discharge for both package and non package cases.
2. Fixed Rs.450/- per visit per patient for providing services of OPD, investigations, treatment including cost and dispensing of medicines. Drugs for chronic illness like hypertension, diabetes, cardiac problem etc. should be taken from ESIS system.

3. **PROCEDURE FOR REFERRAL :**

a. The patient should be recommended for referral by a Primary Care Provider (Nursing Home or Medical Officer I/C ESIS/ ESIC Dispensary) after following specified clinical pathway (if feasible) or by following specified guidelines in this regard.

b. The responsibility of verifying all the documents, the identity of the patient and the eligibility of the ESI Beneficiary, (income proof of dependent parents) shall lie with the referring unit and tie-up hospital. (Whether the ESI Beneficiary (Insured Person/Woman & Dependent family members) is eligible or not for Medical Benefit has to be verified through ESIC IP Portal by entering the Insurance Number.

c. **Directions / Instructions for Tie-up Hospitals :**

The tie-up hospital will honour the referral letter issued by ESIS/ ESIC Dispensary and will provide medical care on priority basis. The tie-up hospital will provide medical care as specified in the referral letter; no payment will be made to tie-up hospitals for treatment / procedure / investigation which are not mentioned in the referral letter. If the tie-up hospitals feel necessity of carrying out any additional treatment / procedure / investigation in order to carry out the procedure for which patient was referred, the permission for the same is essentially required from the referring authority either through e-mail, fax or telephonically (to be confirmed in writing at the earliest). **The tie-up hospitals will not charge any money from the patient / attendant referred by ESI System for any treatment / procedure / investigation carried out.** If it is reported that the tie-up hospital has charged money from the patient then the concerned tie-up hospital may attract action as deemed fit. All the drugs / dressings used during the treatment of the patient requiring reimbursement should be of generic nature. All the drugs / dressings used by the tie-up hospital requiring reimbursement should be approved under FDA / IP / BP / USP pharmacopeia or DG ESIC Rate Contract. Any drug / dressings not covered under any of these pharmacopeia will not be reimbursed. **Food supplement will not be reimbursed.**

4. **ONLINE SUBMISSION OF BILLS**

- i. **The referral and billing will be done online through BPA agency i.e. UTI-ITSL & the prescribed processing fee etc. as described and updated through the SOPs issued by ESIC Hqrs on time to time basis as intimated by AC&RD, ESIC, Hyderabad is to be paid by the concerned tie-up hospital/centre.**
- ii. At present the processing fee admissible to BPA is at the rate of 2% of the claimed amount of the bill submitted by the empanelled hospital/diagnostic center (and not on the approved amount) and service tax/GST/any other tax by any name thereon. The minimum admissible amount shall be Rs.12.50 (exclusive of service tax/GST/any other tax by any name, which will be payable extra) and maximum of Rs. 750/-(exclusive of service tax/GST/any other tax by any name, which will be payable extra) per individual bill/claim. The fee shall be auto-calculated by the software and prompted to the ESI Hospital/ESIC Regional Office by the system at the time of generation of settlement ID.

- iii. It shall be mandatory for the tie-up hospital to send a report online to the referring authority concerned on the same day or the very next working day on receipt of referral, giving details of the case, their specific opinion about the treatment to be given and estimates of treatment. **Referral letter(P1) is generated online using UTIBPA portal and ESIC Danwantri Portal(Danwantri P1) by the referring units.**
- iv. The tie-up hospitals shall raise the bills on their hospital letter head with address and e-mail / fax number of the hospital, as per the P-II & P-III format enclosed in **Annexure-V & Annexure-VI**. The tie-up hospitals shall raise the bills with supporting documents (along with other documents including income proof of dependent parents: ie valid government document stating the income proof/undertaking by IP that income of his parents does not exceed rs 60,000 per annum countersigned by competent authority of referral unit)as listed in P-II & P-III duly signed by the authorized signatory. The specimen signatures of the authorized signatory duly certified by competent authority of the tie-up hospital shall be submitted to Regional Office, Hyderabad. **The bills along with all the supporting documents should be uploaded on UTI portal and hard copy of bills to be submitted to referring units.** The bills which are not signed by the authorized signatory and are incomplete or not as per the format will not be processed and shall be returned to concerned tie-up hospital. Any change in the authorized signatory shall be promptly intimated by the tie-up hospitals to Regional Office, Hyderabad.
- v. The Tie-up Hospitals will send the Bill summary by e-mail to Regional Office and the concerned referral authority at the time of discharge of patients.

5. INDEMNITY :

The Hospital shall at all times, indemnify and keep indemnified ESIC against all actions, suits, claims and / or demands brought or made against anything done or purported to have been done by the Hospital in execution of or in connection with the services under this Agreement and against any loss or damage to ESIC in consequence to any action or suit being brought against ESIC, along with (or otherwise), Hospital as a party for anything done or purported to be done in the course of the execution of this Agreement. The Hospital will at all times abide by the job safety measures and other statutory requirements prevalent in India and will keep free and indemnify ESIC from all demands or responsibilities arising from accidents or loss of life, if any, the cause or result of which is attributable to the Hospital's negligence or misconduct and / or other action. The Hospital will pay all the indemnities arising from such incidents without any extra cost to ESIC and will not hold the ESIC responsible or obligated. ESIC may at its discretion and shall always be entirely at the cost of the tie up Hospital defends such suit, either jointly with the tie up Hospital or separately in case the latter chooses not to defend the case.

6. ARBITRATION :

If any dispute or difference of any kind what so ever (the decision whereof is not being otherwise provided for) shall arise between the ESIC and the Empanelled Center upon or in relation to or in connection with or arising out of the Agreement, shall be referred to for arbitration by the Additional Commissioner & Regional Director, Telangana who will give written award of his decision to the Parties. Arbitrator will be appointed by Additional Commissioner & Regional Director, Telangana. The decision of the Arbitrator will be final and binding. The provision of Arbitration and Conciliation Act, 1996 shall apply to the arbitration proceedings. The venue of the arbitration proceedings shall be at office of Regional Office, Telangana. Any legal dispute to be settled in Hyderabad Jurisdiction only.

7. MISCELLANEOUS :

- a. The applicant or his representative should be available / approachable over phone and otherwise on all the days.
- b. In emergencies, the centre should be prepared to inform Reports over the telephone / e-mail.
- c. Duly constituted Committee members may visit the hospital / centre at any time either before entering into Contract or at any time during the period of contract. The applicant shall be prepared to explain / demonstrate to the queries of the members.
- d. Nothing under this Agreement shall be construed as establishing or creating between the Parties any relationship of Master and Servant or Principle and Agent between the ESIC and Empanelled Center.
- e. The Empanelled Hospital / Center shall not represent or hold itself out as an agent of the ESIC. The ESIC will not be responsible in any way for any negligence or misconduct of the Empanelled Center and its employees for any accident, injury or damage sustained or suffered by any ESIC beneficiary or any third party resulting from or by any operation conducted by and behalf of the Hospital or in the course of doing its work or perform their duties under this Agreement of otherwise.
- f. The Empanelled Hospital / Center shall notify the ESIC of any material change in their status and their shareholdings or that of any Guarantor of the Empanelled Hospital / Center in particular where such change would have an impact in the performance of obligation under this Agreement.
- g. This Agreement can be modified or altered only on written Agreement signed by both the parties.

- h. Should the Empanelled Hospital / Center wind up or partnership is dissolved, the ESIC shall have the right to terminate the Agreement. The termination of Agreement shall not relieve the Empanelled Hospital / Center or their heirs and legal representatives from their liability in respect of the services provided by the Empanelled Center during the period when the Agreement was in force. The Empanelled Center shall bear all expenses incidental to the preparation and stamping of this Agreement.

f. NOTICES :

- i. Any notice given by one Party to other pursuant to this Agreement shall be sent to other party in writing by Registered Post at the official address given in Expression of Interest (EOI) form.
- ii. A notice shall be effective when served or on the notice's effective date, whichever is later. Registered communication shall be deemed to have been served even if it returned with the remarks like refused, left, premises locked etc.

NUMBER OF HOSPITALS EMPANELLED IN ANY AREA/ LOCALITY SHALL BE THE PREROGATIVE BASED ON REQUIREMENT OF ESI CORPORATION.

THE DECISION OF ESI CORPORATION IN THIS REGARD SHALL BE FINAL AND BINDING.

ADDITIONAL COMMISSIONER& REGIONAL DIRECTOR, TELANGANA RESERVES THE RIGHT TO ACCEPT OR REJECT ANY EXPRESSION OF INTEREST AND TO CANCEL THE CALL FOR EOI OR CALL FOR EOI AFRESH WITHOUT ASSIGNING ANY REASON, THEREFOR.

g. OTHER CONDITIONS OF CONTRACT

1. The empanelled Hospital / centers shall honour permission letter issued by Additional Commissioner & Regional Director, Telangana or by an **Authority authorized** by him / her (such as Medical Officer In-Charge, ESI Dispensaries) and shall provide treatment / investigation, facilities as prescribed in permission letter.
2. The hospital / diagnostic centre shall provide treatment / investigation on cashless basis to the Insured Person / Women and dependent family members. Asking for payment from ESI Beneficiaries or charging directly to them for Services provided would be treated as breach of agreement and would be dealt accordingly.
3. If one or more minor procedures form part of a major treatment procedure then package charges would be permissible for major procedure and only 50% of charges for minor procedures.
4. Any legal liability arising out of such services shall be the sole responsibility of the tie-up/empanelled hospital/diagnostic centre (2nd party) and shall be dealt with by the concerned empanelled hospital / diagnostic centre. Services will be provided by the hospital / diagnostic centre as per the terms of agreement.
5. **Primary medical care treatment / investigation, for beneficiaries of Telangana State are being provided by Empanelled Nursing Home/ ESIC/ ESIS - Dispensary and patients will be referred only for Secondary Care treatment facilities by them.**
6. Cashless secondary medical care shall be provided to only those ESI beneficiaries who have been referred to 'Tie-up' hospitals following the procedure mentioned earlier. Patients going to tie-up hospitals without being referred as such by the ESI system shall not be eligible for cashless services. They may be provided secondary care treatment services on reimbursement basis in case it is found to be a life threatening emergency and the condition of the patient would have severely deteriorated had he gone to Hospital for treatment. (This is as per the prevailing practice in Armed Forces Medical Services and Railways Medical Services.) The reimbursement is subject to above conditions and the reimbursement shall be restricted to CGHS packages rates or actual expenses whichever is lower.
7. During the Inpatient treatment of ESI beneficiary, the empanelled Hospital/Centre will not ask the attendant to provide separately the medicine / sundries / equipment or accessories from outside and will provide the treatment within the package rates, fixed by the CGHS which includes the cost of all the items.

8. In case of any natural disaster / epidemic, the hospital / diagnostic centre shall have to fully cooperate with the ESIC and will convey / reveal all the required information, apart from providing treatment to the ESI beneficiary patient only for the condition for which they are referred with permission, and in the specialty and / or for purpose for which they are approved by ESIC. In case of unforeseen emergencies of these patients during admission for approved purpose / procedure, necessary life saving measures may be taken and concerned authorities may be informed accordingly afterwards with justification for approval.
9. The tie up hospital will not refer the patient to other specialist / other hospital without prior permission of ESI authorities / Authorized Officer.
10. Medical audit and inspections will be conducted as and when required by the ESIC Officers.
11. **The empanelled centre will have to send the details of admitted patients on daily basis to the Additional Commissioner & Regional Director on e-mail address rd-telangana@esic.nic.in as per format given at Annexure-XIII, failing which action may be initiated as deemed fit.**
12. **Feedback / Patient Satisfaction as per Annexure IX duly signed by admitted referred patient / attendant must be attached along with the bills, failing which bills will not be processed and will be returned.**

13. PAYMENT SCHEDULE :

The empanelled hospital / diagnostic centre will send hard copy of the bills along with necessary supportive documents to the Additional Commissioner & Regional Director / Referring Authority as soon as but not later than 15 days after discharge / investigation of patient for further necessary action. The bills sent beyond 15 days shall not be entertained. ***The empanelled hospital must be willing to get their bills processed by BPA module and to give the prescribed processing fee etc. as described and updated through the SOPs issued by ESIC Hqrs on time to time basis as intimated by Additional Commissioner & Regional Director, ESIC, Hyderabad.***

1. Dully filled Billing format as per P-II mentioning hospital bill number.
2. Dully filled Billing format as per P-III
3. Referral letter – Original (online generated P1 form through UTIBPA portal and ESIC Danwantri portal)
4. IP Entitlement copy
5. e- Pehchan card copy
6. ID card copy of patient (eg.AADHAR)
7. Income proof for Dependaeent parents.
8. Discharge Card – Original
9. Patient Satisfaction form as per format P-VI
10. For prolonged stay – Justification letter from treating doctor
11. Original Cash Memo / Receipts of medicines with FDA license no. and VAT/TIN no. signed by treating doctor / hospital authority and pharmacist along with original prescriptions of treating doctor.

12. Pharmacy bill summary.

Sr.No	Date	Invoice No.	Amt.
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13. Laboratory investigations summary mentioned as below

Sr.No	Date	CGHS code	Lab Investigation	Amt. as per CGHS
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14. Original laboratory investigations report signed by pathologist.

15. Radiology/ECG investigations summary mentioned as below

Sr.No	Date	CGHS code	Radio. Investigation	Amt. as per CGHS
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16. Original Radiology / ECG investigations report signed by Radiologist/authorized person.

17. Implant/IOL/Stents original stickers (Matching serial number as mentioned in invoice attested by treating doctor).

18. Implant/IOL original invoice with VAT/TIN no. to be attested by treating doctor/Hospital authority)

19. Copy of IPD paper, Operative notes, Drug Chart, TPR chart attested by treating doctor/Hospital authority)

20. Wrappers of Costly medicine having unit cost more than **Rs. 5000/-** with matching Batch no. as in Invoice.

21. Document in favour of permission taken for additional procedure/treatment or investigation.

22. The CD of procedure / X-ray film etc. is required with each and every bill if it is done.

TDS will be deducted as per Income Tax Rules, for which PAN / TAN shall be provided by Empanelled Hospital / Centre.

14. DUTIES & RESPONSIBILITIES OF EMPANELLED HOSPITALS /CENTRES :

Display board regarding cashless facility for ESI beneficiary will be required. The ESI patient must be entertained without any queue / wait.

15. DURATION :

The agreement shall remain in force for a period of two years and may be extended for subsequent period (if satisfactory services are rendered to our ESI beneficiaries) at the sole discretion of the Additional Commissioner & Regional Director subject to fulfillment of all terms and conditions of this agreement and with mutual consent. Agreement would be signed on Stamp paper of appropriate value before starting the services. Cost of stamp paper and incidental charges related to agreement shall be borne by the Empanelled centre. Agreement will be effective from the date of signing of the agreement. The renewal is not by right but will be at the sole discretion of Additional Commissioner & Regional Director. If applying for renewal the request letter should reach the Regional Office three months prior to the date of expiry of empanelment.

18. NOTICE BEFORE TERMINATION OF AGREEMENT / EMPANELLEMENT BY THE HOSPITAL / DIAGNOSTICS CENTRE :

The empanelled Hospital / Center will not terminate the agreement without giving a notice of minimum 3 months, failing which appropriate action as deemed fit and proper; including withholding of any payment due to them may be taken. No appeal against such decision will lie with any authority.

19. PENALTY CLAUSE :

- (A) Patient can't be denied treatment on the pretext of non-availability of beds / Specialists. In such circumstances treatment may be arranged from other hospitals of similar standard at the cost of empanelled hospital with prior approval of Additional Commissioner & Regional Director/Referring authority.
- (B) In case of premature termination of contract / agreement by the empanelled centre without due notice they will have to deposit Rs. 2,00,000/- (Rupees Two Lakh Only) as penalty to Additional Commissioner & Regional Director, Telangana. Affidavit on non-judicial stamp paper of appropriate value for the same to be given at the time of agreement. If Hospital / Center does not deposit money forthwith the same will be deducted from security money / incoming or pending bills.

20. SPECIAL CONDITIONS OF CONTRACT

1. The empanelled hospitals will honor the referral letter issued by ESI Institutes(ESI hospitals/ dispensary, DCBO) and will provide all the facilities as per the package rates agreed to for various procedures, investigations, etc. on ESIC terms and conditions to ESIC beneficiaries on a priority basis.
2. The empanelled centre will provide all the services on cashless basis only to referred beneficiaries by the competent authority in prescribed referral format as instructed by Regional Director.
3. **Referral Procedure:**
 - a) Referral letter for Secondary care Treatment will be issued by a committee constituted by Medical Superintendent/ In charge of ESI dispensary of the ESI institutes(ESI hospitals/ dispensary, DCBO)
 - b) Tie-up Hospital should ensure that referral letter is properly and completely filled including date, referral number, attestation of photo, signature of patient/attendant, stamp and signature of committee members. In the event of Tie-up hospital receiving improper letter, while continuing the treatment to patient, they should get them corrected/rectified from the Referring hospital.
 - c) Entitlement certificate from ESIC IP Portal / Certified by Competent ESIC Authority and valid Photo ID of IP as per ESIC guideline should be part of referral document.
 - d) Referral of Emergency cases: It implies that patient comes to the emergency department of ESI institute (ESI hospital, ESI dispensary, DCBO) outside normal working hours. The emergency duty doctor will assess the case and if requires refer the patient to Tie up hospital following procedure as for non

emergency referral. In such cases the referral letter will be completely filled, signed and stamped by emergency duty doctor instead of committee members. The emergency duty doctor will submit the details to the MS on the next day. The Tie-up hospital also should give the details of the case to the MS next day. MS or person authorized by MS will verify the details and issue regular referral letter on the next working day of emergency admission.

e) Validity of referral letter is 7 days.

- 4) **Direct Admissions:** Patients going to tie-up hospitals without being referred as such by the ESI system in dire life threatening emergency and the condition of patient would have severely deteriorated if he/she had gone to ESI institute (ESI Hospital, ESI Dispensary, DCBO) for reference. Such admissions should be intimated to Regional Office within 24 hours and all such cases, the genuinity of the case will be verified by ESIC. Referral letter will be issued by Regional Office/ ESI institute (ESI Hospital, ESI Dispensary, DCBO). Bills raised for all direct admission cases should be sent directly to Regional office. In case the case is referred by ESI institute (ESI Hospital, ESI Dispensary, DCBO) the bill may be sent to concerned ESI institute (ESI Hospital, ESI Dispensary, DCBO).
- 5) Tie-up hospital should provide medical care as specified in the referral letter and no payment will be made for treatment/procedure/investigation which are not mentioned in referral letter.
- 6) If the tie-up hospital feels necessity of carrying out any additional treatment/ procedure/ investigation in order to carry out the procedure for which patient was referred, the permission for the same is essentially required from the referring hospital either through email, fax, telephonically. (to be confirmed in writing at the earliest i.e. next working day). Permission from referring authority is required for extended hospital stay in tie-up hospital (after 7 days or package period) and should be justifiable.
- 7) The tie-up hospital will not charge any money from patient/ attendant referred by ESI system for any treatment/ procedure/ investigation carried out. If it is reported the tie-up hospital has charged money from the patient, the concerned tie-up hospital may attract action for de-empanelment/ black-listing.
- 8) All the drugs/ dressing used by the tie-up hospitals should preferably of CGHS drug formulary/ generic. Drugs and Implants from Indian manufactures should be used, if available. All the drugs/ dressing used by the tie-up hospital requiring reimbursement should be approved under FDA/IP/BP/USP pharmacopeia or DG ESIC rate contract.

9) It is mandatory for the tie-up hospital to send a report online or written format to the MS concerned on the same day or the very next working day on receipt of referral, giving details of the case, their specific opinion about the treatment to be given and estimates of treatment.

10) Consequent upon engagement of UTI BPA for processing of Secondary care treatment bills, the tie-up hospital should submit all the bills through online only. The guidelines issued in this regard from time to time should be followed strictly as per enclosed Annexure-II.

11) RATE :

- a) CGHS rates as per ESIC guidelines or Hospital rates whichever is less is applicable.
- b) If a CGHS listed or equivalent procedure is in CGHS list for the condition/investigation for which referred, that rate will be allowed.
- c) Ceiling rates are applicable as CGHS rates / ESIC guidelines.
- d) In case of drugs not available in package, 10% discount on MRP is applicable.
- e) For drugs with unit cost above Rs. 5000/-, invoice price or MRP minus 10%, whichever is less will be applicable.
- f) For implants with unit cost above Rs. 5000/-, invoice price or MRP minus 15%, whichever is less will be applicable.
- g) In case, if hospital rate is allowed, a discount of 15% should be given.
- h) The drugs prescribed at the time of discharge of the patient after SST shall be issued for 5 days and for which the tie-up hospital can claim Rs.200/- or actual cost per patient, whichever is less.
- i) No other tax or levy shall be admissible

12) Raising of bill:

a) The tie-up hospital shall raise the bill on their hospital letter head (with address and email/fax number of the hospital) in the prescribed proforma. It should be duly signed by the authorized signatory. The specimen signatures of authorized signatory certified by the competent authority of the tie-up hospital shall be submitted to all the referring ESIC/ ESIS hospitals and Regional office.

a) The Discharge Summary (incorporating brief history of the case, diagnosis, details of procedure/treatment done) verified by treating specialist, investigation reports, identification stickers/ pouches and invoices of implants and drugs (costing above Rs.5000/- per unit), warranty documents (if applicable), supporting document for

any other claim (radiation, dialysis, transfusions etc.) are to be submitted by the Tie-up hospital along with adjustment bill.

- b) Completely filled and signed patient satisfaction report should be submitted with bill.
- c) Tie-up hospital should submit SST bill within 15 days of discharge of the patient as per ESIC guidelines.
- d) A soft copy of consolidated bill should be send to Regional office by email.

13) CEILING OF SST EXPENDITURE:

Upper limit on the expenditure for procedures not covered under CGHS package rates would be Rs. 10 lac per beneficiaries per year. Cases involving expenditure of more than Rs.10 Lac may be considered only as an exception and on reimbursement basis. Tie-up hospitals are requested to be watchful not to cross the ceiling limit especially when costly and recurring treatment are involved and may take clarification regarding total expenditure from Referring hospital, if needed.

- 14) The Hospital will not refer the patient to other specialist/other hospital without prior permission of Referring authority.
- 15) The duration of indoor treatment for specialized and other procedures will be as per CGHS terms and conditions
- 16) The Hospital agrees that any liability arising due to any default or negligence in providing or performance of the medical services shall be borne exclusively by the hospital who shall alone be responsible for the effect and/or deficiencies in rendering such services.
- 17) In case of any natural disaster / epidemic, the hospital / diagnostic hospital shall fully cooperate with the ESIC and will convey / reveal all the required information, apart from providing treatment.

18) DUTIES AND RESPONSIBILITIES OF EMPANELLED HOSPITALS / DIAGNOSTIC CENTRES

It shall be the duty and responsibility of the Hospital at all times, to obtain, maintain and sustain the registration, recognition and high quality and standard of its services and healthcare and to have all statutory / mandatory licenses, permits or approvals of the concerned authorities under or as per the existing laws.

At the time of admission, the relevant documents(Referral letter, IP card, ESI card, Eligibility condition) of the IP have to be verified.

19) HOSPITAL'S / DIAGNOSTIC CENTER'S INTEGRIT OBLIGATIONS DURING AGREEMENT PERIOD

The Hospital is responsible for and obliged to conduct all contracted activities in accordance with the Agreement using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Agreement. The Hospital is obliged to act within its own authority and abide by the directives issued by the ESIC. The Hospital is responsible for managing the activities of its personnel and will hold itself responsible for their misdemeanors, negligence, misconduct or deficiency in services, if any.

20) LIQUIDATED DAMAGES

The Hospital shall provide the services as per the requirements specified by the ESIC in terms of the provisions of this Agreement. Violation of agreement can lead to de-empanelment /blacklisting. For over-billing and unnecessary procedures and investigations the extra amount so charged will be deducted from the pending / future bills of the Hospital and the ESIC shall have the right to issue a written warning to the Hospital not to do so in future. The recurrence, if any, will lead to the stoppage of referral to that Hospital.

21) TERMINATION FOR DEFAULT

- a) The ESIC may, without prejudice to any other remedy for breach of agreement, by written notice of default sent to the Hospital terminate the agreement in whole or part:
- b) If the Hospital fails to provide any or all of the services for which it has been recognized within the period(s) specified in the Agreement, or within any extension thereof if granted by the ESIC pursuant to Condition of Agreement or
- c) If the Hospital fails to perform any other obligation(s) under the Agreement.
- d) If the Hospital, in the judgment of the ESIC has engaged in corrupt or fraudulent practices in competing for or in executing the Agreement.
- e) If the hospital fails to follow instruction and / or guidelines, on repeated submission of bills, on repeated deficiencies, etc.
- f) If the hospital found to be involved in or associated with any unethical, illegal or unlawful activities or institution indulge in instigating patient, the Agreement will be summarily suspended by ESIC without any notice and thereafter may terminate the Agreement, after giving a show cause notice and considering its reply if any, received within 10 days of the receipt of show cause notice. Terms and conditions can be modified on sole discretion of the First Party only.
- g) Institutions will not indulge in instigating the patient for undue permissions. Agreement will be terminated, if found indulged in such practices.

22) THE SALIENT FEATURES OF THE ONLINE BILL PROCESSING SYSTEM THROUGH BPA :

ESI Corporation has engaged UTIITSL as a Bill Processing Agency (BPA) for scrutiny and processing of all bills (SST/Secondary/Investigations etc) of empanelled hospitals/diagnostic centers for beneficiaries referred from ESIC Hospitals and bills for

only Super specialty Treatment in case of ESIS Institutions for **Two years w.e.f. 17/05/2017.**

Introduction

ESIC is providing comprehensive medical care facility to its beneficiaries and their dependents. In the process, ESIC has empanelled hospitals/diagnostic centers for providing treatment to its beneficiaries. ESIC has decided to appoint UTIITSL as a Bill Processing Agency (BPA) for processing the claims and recommending the payment to be released on behalf of ESIC. The medical care facility is extended to the ESIC beneficiaries who are entitled to cashless facility in the ESIC empanelled hospitals/diagnostic centers.

Here after respective MS's-ESIC Hospitals & Regional Offices will enter into MOU/Addendum to MoU (as the case maybe) with empanelled hospitals to enable referral generation and online billing through UTI Module. BPA will provide a front end user interface through the software where in the respective MS's-ESIC Hospitals/Regional Offices/ designated officials of ESIC will be able to update all necessary details of registration of empanelled hospitals/diagnostic centers with validity, extension of validity, details of accreditation (NABH/NABL), de-empanelment of hospital, classification of hospital and any other parameters/criteria as specified by ESIC from time to time.

Expenditure incurred on services provided by empanelled hospital/diagnostic center is paid directly to the empanelled facility by ESIC after the bill is processed by BPA. UTIITSL/BPA has agreed to provide a transparent system for online referral generation and bill processing (as per ESIC Policy and Standard Operating Procedures) for scrutiny and processing of all bills (SST/Secondary/Investigations etc) of Empanelled Hospitals/Diagnostic Centers for beneficiaries referred.

BPA shall be providing the required software as per MOU to all empanelled hospitals/diagnostic centers of ESI to run the process.

1. Pre-requisites:

The empanelled hospitals/diagnostic centers are required to sign the MOU with ESIC Hospital / Institution/Regional office.

Soft copy of the agreement duly signed by both parties is also required to be uploaded on to BPA's software module.

Empanelled hospitals/diagnostic centers need to submit attested copies of following physical documents to BPA

Revised MOU/agreement signed by ESI hospital/Institution/Regional office (Healthcare payer) with the empanelled hospital (Healthcare provider), showing the date/duration of validity of agreement/MOU.

Empanelled hospitals/diagnostic centers to provide user details, roles to be played and authority of users who shall be processing/submitting the claims online of referred patients of ESI Hospital/Institution using BPA.

NABH/NABL and other relevant certificates of the empanelled hospital/diagnostic center along with the validity date / period.

Rate list for procedures and services.

2. Empanelled hospital/diagnostic center shall abide by any other requirement specified from time to time by ESIC and/or BPA in regards to implementation of online referral processes, clinical data and claim generation using the software application.
3. On fulfilling requirements by the empanelled hospital/diagnostic center, BPA shall provide Login Details along with User access details; the receipt of which is to be confirmed by the empanelled hospital/diagnostic center to both ESIC and BPA.
4. BPA shall provide training to the identified employees of the empanelled hospital/diagnostic center on the access and use of the web based application software, process of honoring routine referrals, emergency referral treatment protocol, final bill uploading/submission processes, and uploading/submission of clinical reports, etc. BPA shall train on the Standard Operating Processes related to bill processing.
5. BPA shall check and verify the authenticity of documents submitted by the empanelled hospital and tally with the document submitted to ESIC/ESIS Hospital/Institution. BPA shall check and keep a track on steps online, in the online processing activities in order to ensure transparent and fair processes.
6. Empanelled Hospital/diagnostic center shall only be able to upload claims from the date of initiation of revised MOU. System shall auto-reject any claim which is backdated or for past period.
7. The validity of revised MOU with ESIC Hospital/Institution/Regional office and NABH/NABL certificates shall be visible to all parties in the module so as to ensure checking while processing claims. The application software shall have different validations of rates based on criteria for NABH/NABL certified status of the empanelled hospital/diagnostic center. As and when the MOU validity/Accreditation validity is about to expire, the empanelled hospital/diagnostic centre needs to upload the renewed relevant document

within its login account to maintain continuity for uploading and processing of claims.

4. Access for empanelled hospitals/diagnostics centers, validity of which has expired, will be blocked in the Online Referral generation template of UTI-Module but still exist in the payment module till such time that the respective empanelled hospitals/diagnostics centers are re-empanelled or completion of billing or as directed by ESIC.
5. On expiry of validity as per MOA / MOU at respective locations, empanelled hospitals/diagnostic centers should upload all pending bills at the earliest **but not later than Three (03) months from the date of expiry of MoU**, failing which the empanelled hospitals/diagnostic centers shall have to give justification and seek waiver/condonation of delay from the Competent Authority of respective ESIC Hospital/Regional office.
6. System shall accept the patient claim only with the referral letter within its validity period i.e 7 days (excluding the date of referral). As and when the referral is issued, its validity shall get captured online. Therefore, when the empanelled hospital shall submit the claim, system shall authenticate the referral validity.
7. BPA software shall accept documents only in PDF format, of limited size or in any other secure format as modified by ESIC from time to time. If the uploaded document is not legible, BPA software shall auto-reject the same.
8. Empanelled hospital/diagnostic center shall submit original hard copies of bills along with duly signed detailed discharge summary and chronologically placed clinical sheets/investigation reports/Blood bank notes/IPD notes (if needed)/clinical reports/Films/pouches/invoices/price stickers/ Utilization certificates/OT Notes/pre and post operation radiological images for procedures/wrappers and invoice for drugs costing more than Rs 5000/ or any other requirement (as per T&C of MOA which the hospitals and diagnostic centers have with ESIC) etc, which were uploaded in the system in support of the claim, within 7 (seven) working days and not beyond 30 days to the ESIC/ESIS Hospitals/Institutions from where referral was generated. Any bill/claim submitted beyond 30 days should be accompanied with online/offline waiver from ESIC/ESIS hospital/institution and BPA shall not adhere to TAT while processing such claims.

The claim cannot be considered as complete for processing by BPA until such physical submissions are carried out.

- i. Any delay in processing owing to non-submission/delayed submission of hard copies/physical bills will be the sole responsibility of the empanelled hospital, thereby meaning, ESIC or BPA shall not be held responsible for the same.
- ii. BPA shall provide training on e-claim processing and technical assistance related to software glitches.
- iii. Empanelled hospitals/diagnostic centers are requested to register with the BPA i.e. BPA at the earliest as all referrals shall be made through the systems only to the registered hospitals effective from the date of signing of MOU between ESIC and BPA.

II Deployment of software

BPA shall set up and deploy the customized application (software) as already being used and accepted by ESIC for the bill processing assignment.

III Training

BPA has imparted initial free of cost training to ESIC and empanelled hospitals/diagnostic centers before signing of the contract. The BPA shall again impart refresher onsite training, free of cost at all locations after the MOU is signed. In addition, BPA will prepare a video film, free of cost along with ESIC Officials for complete training purposes.

Additional 3 (three) trainings if required, shall be given through electronic platforms like Skype, Team Viewer, Video Conference, Videos etc without any cost to ESIC / hospitals.

BPA shall further impart training to newly empanelled hospitals at any point later whenever fresh empanelment is undertaken for that respective location and no extra charges will be paid by ESIC for such training on fresh empanelment of a new entity. In such cases also, additional 3 (three) trainings shall be given through electronic platforms like Skype, Team Viewer, Video Conference, Videos etc without any cost to ESIC / hospitals.

After the above trainings have been given and still there is a requirement of any further additional training, then it would be at a cost to be decided by BPA which shall be borne by the empanelled hospital/diagnostic centre.

IV Creation of User ID (Activation/ Deactivation)

User IDs will be created for users of empanelled Hospitals/diagnostic centers as per the procedure mentioned below:

Filling the User ID creation form by prospective user.

The role of the user to be mentioned, as defined in the form.(Eg: login details, user access details etc)

The form should be signed by the user and authorized by respective authorized signatory along with official seal and signature of the empanelled hospital/diagnostic centre.

Filling of the user creation template in the Excel format.

Scanned copies of these documents to be forwarded to esicbpa@utiitsl.com along with User Creation Template in .XLS format.

2. If any user is discontinued by whatsoever reason, **it is imperative that** the same should be communicated to BPA by respective authorized signatory along with official seal and signature of the empanelled hospital/diagnostic centre for deactivation of old IDs and creation of fresh user IDs by following the above procedure.

V .Queries:

BPA shall facilitate the replies to the queries for all users of the system i.e. ESI Hospitals/Institutions and empanelled hospitals/diagnostic centers through e-mails (BPA - IT & Training Helpdesk) and escalation matrix as under:

Divisional Manager

Assistant Vice President

Dy Vice President Vice

President

Senior Vice President

All queries will be addressed by the BPA promptly within 24 hrs. E-mail resolution MIS will be provided by the BPA. The BPA shall also publish on its webpage www.esicbpa.utiitsl.com/esic the process flow and the procedures followed, so that the user does not have to constantly interact with BPA.

BPA shall discourage direct personal discussions of employees with the hospital staff.

VI Procedures- Empanelled hospital/diagnostic centre shall follow ESIC Policy and Standard Operating Procedure as per document attached and as modified by ESIC from time to time.

VII Processing Fees

Subject to BPA rendering bill-processing services as per the guidelines, the empanelled hospitals/diagnostic centers/claimants shall pay to the BPA, the service fees and service tax/GST/any other tax by any name called as applicable on per claim basis, as detailed below, through ESIC.

The Service Fee and Service Tax, GST or any other taxes by whatever name called payable to BPA will be deducted by ESIC from the amount payable to the empanelled hospital/diagnostic center and the amount after deduction of applicable income tax plus Service Tax, GST or any other taxes by whatever name called shall be transferred to the account of BPA through ECS, or otherwise, as decided from time to time, simultaneously along with the payment/s for empanelled hospital/diagnostic centers. The Income tax to be deducted at source shall be applicable only on the processing fee.

If the claim was rejected or results into nonpayment to the empanelled hospital/diagnostic center, ESIC shall recover the service fee and service tax/GST/any other tax by any name due to the BPA from the subsequent claims of the respective empanelled hospital/diagnostic center (or the group hospitals / companies) and shall pay to the account of the BPA. If there are no subsequent claims from empanelled hospitals/diagnostic center, then said fee and service tax/GST/any other relevant tax by any name shall be recovered by ESIC from the empanelled hospital and paid to BPA.

BPA shall strive to adhere to the TAT of 10(ten) working days after the receipt of claim (as defined) / physical bills/ receipt of clarification or completion of period of NMI Disposal (whichever is later). ESIC reserves the right to levy a penalty upto 10% on the service fees payable to BPA for the claims pending beyond TAT of the respective bill of the empanelled hospital/s/diagnostic centers. This penalty shall be added to the approved amount of the respective empanelled hospital/diagnostic center and shall be validated by the system to be developed and shall be auto calculated by such system and prompted to the respective ESIC Hospital/ Regional Director on the system at the time of final

recommendation on the claim. Letter confirming the amount due to BPA shall be issued by respective CFA within 30 days from date of last recommendation of claim by BPA.

Empanelled hospitals are requested to register with the BPA i.e. UTIITSL at the earliest as all referrals shall be made through the systems only to the registered hospitals effective from the date of signing of MOU between ESIC and BPA.

Also refer to **ANNEXURE I** for **Online Bill Processing and Work Flow**

23). General conditions given by UTI BPA:

The parties shall abide by the following undertakings in addition to ESIC Policy and Standard Operating Procedures, the clauses mentioned in the Memorandum of Agreement with ESIC Hospital/REGIONAL Office and for the purpose of bill processing:

- A. The empanelled hospital shall acknowledge the referral from ESIS/ESIC Hospital/institution online.
- B. The empanelled hospital on admission of an ESI Hospital/institution Beneficiary shall intimate online to BPA the complete details of the patient, proposed line of treatment, proposed duration of treatment with Clinical History within 24 hours of admission.
- C. After the patient is discharged, the hospital will upload the claim related documents as per SOP and ESIC policy viz Referral letter, Bills, Lab reports, Discharge Summary, Doctors report, indoor papers etc to BPA through the web based application within seven (7) working days.
- D. The hard copies of the claim will be delivered /dispatched to the concerned referring ESI Hospital/institution within seven (7) working days but not later than 30 days.
- E. The empanelled hospital shall submit all the medical reports in digital form as well as in physical form as per ESIC policy and SOP.
- F. The empanelled hospital agrees that the actual processing shall start when physical copies of the bills submitted by the empanelled hospitals to the concerned referring ESIC/ESIS Hospital, are verified by them on behalf of respective ESIC/ESIS Hospital. Counting of days shall start from such date for the purpose of TAT. In case of query raised on the bills the TAT for the purpose of BPA shall start from the date of reply to the last query raised by the Tie-up Hospital.
- G. In case of absence of certain physical documents, the “Need More Information” (NMI) status will be raised by the Verifier of the respective ESIC/ESIS Hospital,

BPA or Medical processing team of respective ESIC Hospital/Regional office to the empanelled hospital/diagnostic center for the missing/ambiguous physical documents (As per SOP). Empanelled hospitals/diagnostic centers shall have to submit the clarifications/information inter-alia for all bills returned online at any level under “Need for more Info” category (NMI), within 15 days failing which these claims will be processed by the respective levels and BPA on the basis of available documents without any further intimation and such bills/claims will be closed not to be opened further.

- H. The BPA will audit the medical claims of the ESI Hospital/institution Beneficiaries in respect of the treatment taken by them in the empanelled hospital and make recommendations for onward payment to ESIC Hospital/Regional Office in a time bound manner within a period of 10 working days from the date of submission of bills in physical format or reply to last query, whichever is later.
- I. The empanelled hospitals shall have the necessary IT infrastructure for interaction with BPA such as Desktop PC with internet connectivity features, High Speed High resolution multi page Document Scanner, Printers, etc.
- J. In case of some mistakes in the scrutiny of claims recommendations thereto by BPA resulting in excess payment to the empanelled hospital by ESIC Hospital/Regional office the excess amount shall be recovered from the future bills of the empanelled hospital.
- K. Subject to BPA rendering bill-processing services as per terms and conditions of this agreement, the empanelled hospitals/diagnostic centers/claimants shall pay to the BPA, the service fees and service tax/GST/any other tax by any name called as applicable on per claim basis, as detailed below, through ESIC.
- L. The amount deducted towards fee and service tax/GST/any other tax by any name called from the payable claims of hospitals/diagnostic centers shall be forwarded by ESIC to BPA simultaneously along with the payments to empanelled hospital through ECS or any other mode of money transfer, as decided by ESIC.
- M. The processing fee admissible to BPA will be at the rate of 2% of the claimed amount of the bill submitted by the empanelled hospital/diagnostic center (and not on the approved amount) and service tax/GST/any other tax by any name thereon. The minimum admissible amount shall be Rs.12.50 (exclusive of service tax/GST/any other tax by any name, which will be payable extra) and maximum of Rs. 750/- (exclusive of service tax/GST/any other tax by any name, which will be payable extra) per individual bill/claim. The fee shall be auto-calculated by the

software and prompted to the ESI Hospital/Regional Office by the system at the time of generation of settlement ID.

- N. The fee shall also mean to include any additional payment of Service Tax, GST or any other taxes by whatever name called as applicable on such fee amount admissible to BPA.
- O. If the claim is rejected or results into non payment to the empanelled hospital/diagnostic center, ESIC Hospital/Regional Office shall recover the service charge and service tax/GST/any other tax by any name due to the BPA from the subsequent claims of the respective empanelled hospital/diagnostic center and shall pay to the account of the BPA.
- P. **MEDICAL AUDIT OF BILLS:** There shall be continuous medical audits of the services provided / claims raised by the empanelled hospital by ESIC / BPA.

24) MISCELLANEOUS

- a. Nothing under this Agreement shall be construed as establishing or creating between the Parties any relationship of Master and Servant or Principal and Agent between the ESIC and the Hospital.
- b. The Hospital shall not represent or hold itself out as agent of the ESIC.
- c. The ESIC will not be responsible in any way for any negligence or misconduct of the Hospital and its employees for any accident, injury or damage sustained or suffered by any ESIC beneficiary or any third party resulting from or by any operation conducted by and on behalf of the Hospital or in the course of doing its work or perform their duties under this Agreement or otherwise.
- d. Their status and their shareholdings or that of any Guarantor of the Hospital in particular where such change would have an impact on the performance of obligation under this Agreement.
- e. This Agreement can be modified or altered only on written agreement signed by both the parties.
- f. Should the hospital get wound up or partnership is dissolved, the ESIC shall have the right to terminate the Agreement. The termination of Agreement shall not relieve the hospital or their heirs and legal representatives from the liability in respect of the services provided by the Hospital during the period when the Agreement was in force.
- g. The Hospital shall bear all expenses incidental to the preparation and stamping of this agreement.
- h. Regional Director or any person authorized by ESIC should be allowed to inspect the ESIC beneficiaries under treatment and documents related to ESIC beneficiaries at any time. All documents related to ESI beneficiaries including reports, case sheets, bill etc and all required information should be provided without delay.

- i. The representative of hospitals/Diagnostic centers should always be available /approachable over phone and for this purpose a nodal officer(contact person) shall be nominated from hospital/Diagnostic centers to interact with ESI beneficiaries /ESI officers. His/ Her mobile number/email id should be made available to ESIC.
- j. Minimum Size of 2x2 feet board made up of Foam/Flex/Metal with the words “We provide cashless treatment to ESI beneficiaries on referral by ESI doctors. In case of difficulty please contact_____ (concerned hospital nodal office)” with ESIC logo should be displayed on the empanelled hospital/Diagnostic center on their own cost.(Empanelled hospital)
- k. The Hospital/Diagnostic center shall not undertake treatment of referred cases in specialties which are not available in the hospital, but it will provide necessary treatment to stabilize that patient and transport the patient safely to the nearest recognized hospital under intimation to ESIC authorities. However in such cases the hospital will charge as per the CGHS rates only further treatment provided.
- l. In Emergency the hospital will not refuse admission or demand an advance payment from the ESI beneficiary or his/her family member and will provide treatment and inform the ESI authorities for regularization.
- m. For Hospitals which are not accredited by NABH, their empanelment shall be provisional till they get NABH accreditation which must be preferably done six months but not later than one year from the date of their empanelment.

ESIC- SOP for Online Bill Processing**Introduction**

ESIC is providing comprehensive medical care facility to its beneficiaries and their dependents through ESIC/ESIS Hospitals & Dispensaries as well as empanelled hospitals & diagnostic centers.

ESIC has decided to appoint UTIITSL as a Bill Processing Agency (BPA) for processing the claims of empanelled hospitals/diagnostic centres and recommending the payment to be released. Expenditure incurred on medical services provided by empanelled hospital/diagnostic center shall be paid by ESIC directly to the empanelled facility after the bill is processed by BPA.

UTIITSL/BPA has agreed to provide a transparent system for online referral generation and bill processing for scrutiny and **processing of all bills (SST/Secondary/Investigations etc) of Empanelled Hospitals/Diagnostic Centers for beneficiaries referred from ESIC Hospitals and bills for only Secondary care treatment in case of ESIS Hospitals. (As per MoU)**

Here after respective MS's-ESIC Hospitals & SMC Offices will enter into MOU/Addendum to MoU (as the case maybe) with empanelled hospitals/diagnostic centres to enable online referral generation and billing through UTI Module.

BPA will provide a front end user interface through the software where in the designated officials/users of ESIC Hospitals/SMC Offices will be able to update all necessary details including empanelment, validity/extension of validity of MOA, details of accreditation (NABH/NABL), classification of hospital and any other parameters/criteria as specified by ESIC from time to time as also any information on de-empanelment of the hospital/diagnostic centers, without the BPA having any control on such parameters relating to the empanelled hospitals/diagnostic centers.

BPA shall be providing the required software as per MoU to all empanelled hospitals/diagnostic centers of ESIC to run the process.

This document lays down Standard Operating Procedure on referral generation by ESI Institutions and online processing of bills pertaining to empanelled hospitals/diagnostic centers.

DEFINITIONS & INTERPRETATIONS:

1. **“Agreement”** shall mean this agreement and all Schedules, Annexure, Supplements, Appendices and Modifications thereof made in accordance under the terms of this agreement, in writing and as agreed to by both the parties. It shall also include Letter of Intent, Standard Operating Process (SOP), Notification of award, etc. Any changes, if

mutually agreed between ESIC and UTIITSL in writing, shall also form the part of the agreement.

2. **“BPA”** shall mean Bill Processing Agency and UTIITSL is acting as BPA while performing this agreement.
3. **“ESI Beneficiary”** shall mean a person who is entitled for benefit under ESI Act and employees of ESI Corporation who holds an ESIC Card or employee health card or pensioner card for availing benefit.
4. **“Benefit”** shall mean the extent or degree of medical service; the beneficiaries are entitled to receive as per the rules/instructions of ESIC on the subject, as conveyed to BPA in writing.
5. **“Coverage”** shall mean the types of persons eligible as beneficiary of ESIC to health services provided under the corporation, subject to the terms conditions, limitations and exclusions of the corporation as indicated in writing by ESIC to BPA.
6. **”MS”** shall mean Medical Superintendents of ESIC/ESIS Hospitals.
7. **“SSMC/SMC”** of a state, shall mean Senior State Medical Commissioners /State Medical Commissioners of ESI Corporation, in the respective states.
8. **“DIMS/Director-ESIS”** shall mean Director Insurance Medical Services, of ESI State Scheme of respective states.
9. **“Competent Financial Authority” (CFA)** shall mean ESIC officials delegated with financial powers to clear on-line bills after receipt of the recommendations from BPA.
10. **“Working Day”** shall mean days on which ESIC/ESIS Hospitals/Institutions are open for business other than Sunday and public holidays.
11. **“Service Area”** shall mean the area with in which ESIC has authorized BPA to provide services, presently being all ESIC/ESIS hospitals/institutions, all over India.
12. **“Claim”** shall mean the bills submitted by the ESIC empanelled Hospitals/Diagnostic Centre with all necessary supporting documents as prescribed by ESIC from time to time so that no additional information, in the opinion of BPA, whatsoever, is further required to process the bill. This includes the physical submission of original hard copies of bills and required clinical reports/films/pouches/invoices/price stickers etc, which were electronically uploaded in the system by the empanelled hospitals to the place from where the referral was generated and any other “Need More Information” of any sort.
13. **“Fees”** shall mean the agreed payable amount by empanelled hospital/diagnostic center of ESIC or ESIC for services rendered by the BPA from time to time calculated on the claimed amount of the bill submitted by the empanelled hospital/diagnostic center. It shall also mean additional payment (or increase there on) of Service Tax, GST or any other taxes applicable on such fees to BPA.

Letter confirming the fees due to BPA shall be issued by respective CFA within 30 days from date of last recommendation of claim by BPA if the said fee amount remains unpaid to BPA.

CGHS directives on interest accrued for delay in payments to BPA shall be followed as and when applicable.

14. **“Services”** shall mean the work performed by the BPA pursuant to this contract/agreement.
15. **“Party”** shall mean either ESIC or BPA and **“Parties”** shall mean ESIC, ESIS, BPA and empanelled hospitals/diagnostic centers.
16. **“Direct admission”** means patients going to empanelled hospitals and availing procedure/Health intervention/Test/OP consultation, etc. for which no referral has been made by any ESIC/ESIS Hospitals/Institutions. These bills shall be evaluated offline, as per prescribed procedure of ESIC as per the SOP forwarded by ESIC.
17. **“Software”** means the entire application software which was demonstrated during the Proof of Concept which will be deployed by UTIITSL/BPA. The Proprietary Rights, Copyrights, Patents and any such Rights over the software and its modifications shall always be with UTIITSL/BPA.
18. **“Rates”** means the rates as per ESIC policy/SOP/CGHS/AIIMS notified circulars duly adopted and recommended by ESIC or uploaded on the website www.esic.nic.in and BPA portal www.esicbpa.utiitsl.com/esic from time to time by ESIC. Any change in rate shall be effective on BPA module within a maximum of 7 (seven) days from the date mentioned and notified by ESIC. It will include modifications thereof.
19. **“Referral”** means a document issued either online/offline for a beneficiary to avail cashless treatment/facilities at the respective empanelled hospitals/diagnostic centers bearing all relevant details and duly signed by respective competent/designated authority of respective ESIC/ESIS Hospital/institution as advised by ESIC.
20. **“Empanelled hospital/diagnostic center”** means the facility empanelled by ESIC to extend and provide treatment/facilities/medical procedure/Health intervention/Test/OP/consultation or any other medical activity. The empanelment/extension/gradation/registration of these facilities all solely coming under the purview of ESIC only. The registration of empanelled hospital/diagnostic centers with validity, extension of validity, details of accreditation (NABH/NABL), de-empanelment of hospital, classification of hospital and any other parameters/criteria for empanelment would be the sole jurisdiction of ESI Corporation. The communication to the empanelled hospitals /diagnostic centers on these matters will be the sole prerogative of ESIC.

Any intervention of BPA in this area will be automatically invalid.

Pre-requisites:

Hardware & Network Infrastructure:

Necessary IT infrastructure (Windows PC with continuous net connection, modem, Printer with power back-up) is mandatory at all places (ESIC/ESIS Hospitals/ empanelled hospitals and empanelled diagnostic centers) where this UTIITSL application software is to be used. Respective Competent Authorities will make available computers with internet facility to the deemed officials nominated for the said purpose.

ESIC/ESIS Hospitals/Institutions & SMC Offices can use the existing Wipro computers and net connections/modems taken for the purpose of Biometric Attendance for facilitation of the same.

Application: UTIITSL application software is web based unlike the Intranet based Panchdeep application software and hence can be used from any location, anytime. The software (UTIITSL Module) shall enable generation of online referral letter conveying the approval, medical scrutiny and recommendations on the claim amount for the payment against the claims submitted by the empanelled hospitals / diagnostic centers.

I Facilities

Medical facilities are to be provided through a network of ESI institutions spread across the country. In case further treatment is required, a referral will be issued from ESI Institution to the empanelled hospital/diagnostic center.

Only the staff authorized by ESIC can issue (Normal/Emergency) referrals. **The list of names of designated officers shall be given to BPA by the respective Competent Authority at each of the location at the time of start of the Contract.**

The Medical superintendent/ Incharge of ESI dispensary of ESIC/ESIS Hospital/Institution shall duly approve and authenticate both the online and the hard copy of the referral.

II Deployment of software

BPA shall set up and deploy the customized application (software) as already being used and accepted by ESIC for the bill processing assignment.

III Training

BPA has imparted initial free of cost training to ESIC and empanelled hospitals/diagnostic centers before signing of the contract. However, the BPA shall again impart refresher onsite training, free of cost at all locations after the MoU is signed. In addition, BPA will prepare a video film, free of cost along with ESIC Officials for complete training purposes.

Additional 3 (three) trainings if required, shall be given through electronic platforms like Skype, Team Viewer, Video Conference, Videos etc without any cost to ESIC / hospitals.

BPA shall further impart training to newly empanelled hospitals at any point later whenever fresh empanelment is undertaken for that respective location and no extra charges will be paid by ESIC for such training on fresh empanelment of a new entity. In such cases also, additional 3 (three) trainings shall be given through electronic platforms like Skype, Team Viewer, Video Conference, Videos etc without any cost to ESIC / hospitals.

After the above trainings have been given and still there is a requirement of any further additional training, then it would be at a cost to be decided by BPA which shall be borne by the empanelled hospital/diagnostic centre.

IV Creation of User ID (Activation/ Deactivation)

User IDs will be created for users of ESIC/ESIS as per the procedure mentioned below:

a) Filling the User ID creation form by prospective user.

The role of the user to be mentioned, as defined in the form.(Eg: Registration, Referral, Receiver, Verifier, Level 1 Validator, Level 2 Approver, Financial Approver ,Accounts etc)

The form should be signed by the user and authorized by respective MS's/SMC's at ESIS/ ESIC Hospitals/Institutions along with official seal and signature

Filling of the user creation template in the Excel format.

Scanned copies of these documents to be forwarded to esicbpa@utiitsl.com along with User Creation Template in .XLS format.

3. If any user is discontinued by whatsoever reason, **it is imperative that** to prevent fake/fraudulent/duplicate billing and payments, the same should be communicated to

BPA by respective MS's/SMC's at ESIS/ ESIC Hospitals/Institutions for deactivation of old IDs and creation of fresh user IDs by following the above procedure.

V Queries:

BPA shall facilitate the replies to the queries for all users of the system i.e. ESI Hospitals/Institutions and empanelled hospitals/diagnostic centers through e-mails (BPA - IT & Training Helpdesk) and escalation matrix as under:

Divisional Manager
Assistant Vice President
Dy Vice President
Vice President
Senior Vice President

All queries will be addressed by the BPA promptly within 24 hrs. E-mail resolution MIS will be provided by the BPA. The BPA shall also publish on its webpage www.esicbpa.utiitsl.com/esic the process flow and the procedures followed, so that the user does not have to constantly interact with BPA.

BPA shall discourage direct personal discussions of employees with the hospital staff.

VI Resources

For ESIS hospitals -Respective SSMC/SMC shall act as Nodal officer to coordinate with DIMS (Director Insurance Medical Services) in the State, for training of staff/empanelled hospitals and implementation of various activities (online referral generation, verification of document etc) through BPA module in the ESIS Hospitals/Dispensaries. MS of respective ESIS Hospitals shall duly forward the validated forms for specific role/s mapping to SSMC/SMC Office. These forms along with forms for designated roles within SSMC office shall be forwarded by SSMC/SMC for creation of user ID's & passwords to BPA. It will be the responsibility of MS ESIS Hospital & SSMC/SMC to intimate BPA to block specific user ID in event of change in status of any official/user. BPA shall maintain an Audit trail for the same.

For ESIC Hospitals - MS ESIC Hospitals shall identify a Nodal Officer in respective ESIC Hospitals to coordinate training of staff/empanelled hospitals and implementation of various activities through BPA module. Respective nodal officers shall be responsible to coordinate with Headquarters' office on the same. MS of respective ESIC Hospital shall duly forward the validated forms for specific role/s with mapping for creation of user ID's and passwords to BPA.

It will be the responsibility of MS ESIC Hospital to intimate BPA to block specific user ID in event of change in status of any official/user. BPA shall maintain an Audit trail for the same.

VII Registration of Empanelled hospitals/Diagnostic centres:

The empanelment/extension/gradation/registration of empanelled facilities, all solely coming under the purview of ESIC only. The registration of empanelled hospital/diagnostic centers with rate lists, validity, extension of validity, details of accreditation (NABH/NABL), de-empanelment of hospital, classification of hospital and any other parameters/criteria for empanelment shall be done at respective ESIC Hospital/SMC Office.

VIII Procedures

- A. Referrals: ESIC/ESIS Hospitals/Institutions will refer an ESI beneficiary to empanelled hospital/diagnostic center either during normal working hours of the Hospitals or as an emergency after the normal working hours.

In normal working hours ESIC/ESIS Hospitals/Institutions will initiate referral by the competent authority/ specified user as specified under Clause I above, online through BPA module or otherwise (as specified by ESIC from time to time) and handover hard copy of referral letter to patient.

In the event where the respective ESIC/ESIS Hospitals/Institutions are unable to generate online referral on account of Server/Application issues, BPA shall record the time & duration of the problem and facilitate the entry of such referrals on the system at a later stage and maintain an audit trail for the same.

The validity of referral in normal circumstances shall be for 7 days only from the date of referral (excluding the date of referral). Duration of admission should be mentioned on the referral for cases not covered under CGHS package. If not specified, the admission shall be valid for Three days (03) only, pursuant to which the tie up hospital (the empanelled hospital) shall seek further permission for extension of stay.

There will be no scope of revalidation of old referrals and in all such cases where the validity has elapsed; a new referral will have to be generated in the system.

In special circumstances for e.g Chemotherapy, Dialysis etc. the validity shall prevail as per instructions of ESIC, as intimated from time to time.

□□□Chemotherapy - Cycle wise referrals with due mention of days e.g Cycle 1- Day 1, 3 or 5 or as the case may be. The number of days as specified by referring ESIC/ESIS Hospital needs to be mandatorily captured in the module.

□□□Radiotherapy- Total sittings and total dose e.g 25 Gy in 5 sessions. The number of sessions as specified by referring ESIC/ESIS Hospital needs to be mandatorily captured in the module.

□□□Dialysis – Referral for 30 days with due mention of the frequency/session of dialysis. Number of days as specified by ESIC to be specified e.g one session per week for a month, not exceeding four sessions per week for a month. Number of sessions as specified by referring ESIC/ESIS Hospital needs to be mandatorily captured in the module.

□□□In case numbers of sessions provided to the beneficiary are less than the number mentioned in the module, BPA shall process the payment of empanelled hospital on pro rata basis as per CGHS Rate List.

B. For patients referred during emergency hour i.e after normal working hours or on holidays, the Authorized officer, as per Clause I, shall generate a hard copy/ online referral for the empanelled hospital/diagnostic center. Under normal circumstances, BPA claim ID for the beneficiary shall be generated on the next

working day (if not approved by the competent authority on the same day) and both the online and the hard copy of referral will be duly approved and authenticated by the designated authority of ESI Hospital/Institution, as per Clause I.

Unless mentioned otherwise, the validity of referral generated during emergency hours or on holidays will be three days only (excluding the date of referral). Subsequent validations for validity of referrals in the system shall be incorporated by BPA in the module.

C. It is again reiterated by ESIC to refer patients only for those services, which normally are not available in respective hospitals as per the prescribed ESIC norms.

D. Under normal circumstances, referrals should be justified, equally and fairly distributed amongst all tie up hospitals and due care should be exercised in maintaining transparency and adherence to prescribed guidelines and laid down procedure.

- E. ESIC will issue referral form, which shall indicate specific procedure/Health Intervention/Test/OP consultation, etc. along with clinical information, diagnosis and any other relevant information as specified from time to time, for which referral is being made. Referrals should also preferably carry the CGHS code under which the patient is being referred to the empanelled hospital. Duration of admission should be mentioned on the referral for cases not covered under CGHS package. This will form the basis for BPA scrutiny.

The extension of stay for ongoing treatment shall be captured in the BPA Module – Extension Template, duly linking it with the old referral number/Unique claim ID. Relevant validation to this effect shall be incorporated in the module by the BPA. This extended stay approval document should be a part of the bill submission. (As in ECHS)

- F. It is reiterated that the Secondary care treatment requirement should be considered only if the treatment involves mandatory intervention by the Super specialist of the concerned field.
- G. All referrals where Secondary care procedures are not specified on the referral letter and if patients are referred only for supportive care/terminal care in any discipline and where patient does not need any active intervention by the super specialist, it should be considered as 'Secondary Care'. Payment in respect of

these bills by respective CFA's should be done accordingly i.e by M.S ESIC Hospital / by DIMS (or if paid by SMC then deduction for the expenditure should be done from the future 'On Account' payments, due to the State).

- H. Only Onco Surgery/Chemotherapy/Radiotherapy Packages should be included in Oncology Secondary care Treatment. The tie up hospitals should not use drugs under trial/ or those not approved by DCGI for use in India/ or drugs whose beneficial effects are doubtful on ESI beneficiaries. All Chemotherapeutic drugs, if available in DGESI - RC should be issued to the patient by the referring hospital as is being done in CGHS.

If the same are being provided by the referring ESIC/ESIS Hospital this should be duly captured in the BPA module.

It is mandatory to attach the Chemo/Radio-therapy Schedule and drug protocol advice from the tie up hospital for respective Oncology referrals. This should be validated by BPA at the time of bill processing.

- I. Any unlisted procedures/ implants etc, which are not listed in CGHS or AIIMS, should have prior approval and preferably budget estimation from the Competent

Authority in ESIC. BPA shall implement deductions on unlisted implants, investigations and unlisted procedures as per ESIC policy, duly intimated to BPA. BPA shall apply CGHS major and minor procedure rates where ever applicable as instructed by ESIC.

- J. As far as possible the empanelled hospitals are advised to use the drugs approved in CGHS formulary.

The rate list approved by CGHS for essential life saving medicines should be used during bill processing.

Imported brands should not be used if the Indian brand for the same is available in the market. The empanelled hospitals must strictly follow all guidelines issued by CGHS on these issues.

- K. The empanelled hospital/diagnostic center, on receipt of referral/admission advice of ESIC beneficiary will send an on-line intimation to the BPA within 4 hours with complete details of the patient, proposed line of treatment, cost and duration along with clinical history and any other information as specified by ESI Corporation from time to time with a copy to ESIC. If the intimation is not send within 4 hours it will still be valid for admission caring for the patient's health after getting intimation from ESIC. BPA shall acknowledge the intimation within 4 working hours of receipt of intimation done by empanelled hospital.

- L. BPA on receipt of intimation of receipt of referral by empanelled hospital/diagnostic center for admission/treatment will acknowledge and scrutinize the details. BPA shall promptly note the referrals for the prescribed test/treatment/management to the concerned empanelled hospital/diagnostic center.

The referral shall be validated by BPA on the following criteria:-

- a. Name mismatch
- b. Insurance Number mismatch
- c. Date mismatch
- d. Expired Validity of referral
- e. Continuity of Extension (if any)
- f. Mapped empanelled hospital with respective location
- g. The P1 form (referral letter) should bear the seal and signature of MS/DMS/SST in charge / Referral Committee/Designated authority.

- M. Empanelled hospitals/diagnostic centers will carry out the procedure(s)/test(s)/ Health intervention/OP Consultation etc. as indicated on the referral by ESI Corporation forming the basis of bill processing.

The empanelled hospitals/diagnostic centers shall upload all the reports and bills in the system within 7 (seven) working days after completion of test/procedure/health intervention/OP consultation i.e. after final discharge.

BPA shall make the necessary 7 days validation in its module to this effect. After seven days the empanelled hospital/diagnostic center would have to give justified reasons for delay and seek further extension from respective CFA of ESIC/ESIS hospital/Institution. BPA shall include inbuilt relevant validation to this effect in the module.

- N. Empanelled hospital/diagnostic center shall submit original hard copies of bills along with duly signed detailed discharge summary and chronologically placed clinical sheets/investigation reports/Blood bank notes/IPD notes (if needed)/clinical reports/Films/pouches/invoices/price stickers/ Utilization certificates/OT Notes/pre and post operation radiological images for procedures/wrappers and invoice for drugs costing more than Rs 5000/ or any other requirement (as per T&C of MoA which the hospitals and diagnostic centers have with ESIC) etc, which were uploaded in the system in support of the claim, within 7 (seven) working days and not beyond 30 days to the ESIC/ESIS Hospitals/Institutions from where referral was generated. Any bill/claim submitted beyond 30 days should be accompanied with online/offline waiver (as applicable) from ESIC/ESIS Hospital/institution and BPA shall not adhere to TAT while processing such claims.

The claim cannot be considered as complete for processing by BPA until such physical submissions are carried out.

- O. BPA shall provide relevant validation for an online waiver in the BPA module. Any delay in processing owing to non-submission/delayed submission of hard copies/physical bills will be the sole responsibility of the empanelled hospital, thereby meaning, BPA shall not be held responsible for the same.
- P. ESIC/ESIS Hospital/Institution shall make provisions for receipt and verification/ attestation of these hard copy documents by identified/ specified user(s) at a designated/specified place in its premises. The name and location of the receiving and acknowledging official is to be published in a prominent place and also communicated to the empanelled hospital/diagnostic center by respective authorities from time to time.

Q. On receipt of the physical bills the concerned referring ESIC/ESIS Hospital/Institution will verify and vet the scanned copies uploaded in online BPA module in support of the claim and certify that the hard copies received are same as the uploaded scanned copies by the empanelled hospitals.

Verification of bills will be done by respective ESIC/ESIS hospital/institution on receipt of hard copy to the extent that scanned copies uploaded by the empanelled hospital against claim of a given patient should be exactly same as that submitted in hard copies/physical bills i.e Patient's name, referral number, Bill Number, claimed value etc. and that the hard copies received are as per ESIC billing policy (Mandatory PI-PVI & other relevant Annexures as per SST Manual). This approval from ESIC/ESIS shall form a basis for BPA to process the bill in normal course.

After physical verification/checking of the bills and documents received in hard copy, the concerned ESIC/ESIS Hospital/Institution shall validate such claim documents online **within 3 (three) working days (subject to availability of server/application-duly recorded on the site/notice board), which** shall enable the BPA to perform the scrutiny and further processing. After such validation any delay on the part of hospital/diagnostic center will be deemed to be condoned by ESIC and BPA shall process these cases as usual.

R. In case of absence of certain physical documents, the "Need More Information" (NMI) status will be raised by the Verifier of the respective ESIC/ESIS Hospital to the empanelled hospital/diagnostic center for the missing/ambiguous physical documents immediately, but not later than **Seven (07)** working days (subject to availability of server/application) and reasons shall be captured on the module for viewing by the concerned users. Empanelled hospitals/diagnostic centers shall have to submit the clarifications/information inter-alia for all bills returned online under "Need for more Info" category (NMI), within 15 days failing which ESIC/ESIS will forward these claims to BPA for further processing on the basis of available documents without any further intimation and such bills/claims will be closed not to be opened further by the BPA.

Any delay in processing owing to pending clarifications/information will be the sole responsibility of the empanelled hospital with no responsibility on BPA. BPA shall provide relevant validation of 15 days in the module.

S. On receipt of complete online claims of empanelled hospitals/diagnostic centers, the processing team of BPA under supervision of a doctor (Minimum M.B.B.S) will scrutinize the online documents/bills/reports on FIFO basis, as per approved CGHS

rates, AIIMS rates, or rates as notified on BPA's website www.esicbpa.utiitsl.com/esic from time to time.

Any change in rate shall be effective after 7 days from the date mentioned and notified by ESIC. However, any rate change shall have the written authorization from ESI Corporation Headquarters Office and an Audit Trail shall be kept by the BPA for any change in the rate in the system. Since only ESI Corporation is authorized to change the rates, ESI Corporation will regularly audit the rate module so that no deviation is possible by BPA.

- A) BPA may approve or reject the claims on First In First Out basis (as elaborated in the clause herein below) as per defined Turn Around Time for BPA, either fully or partially, within 10 (Ten) working days of verification by ESIC/ESIS Hospital/Institution, of the scanned copies uploaded and hard copies received from the empanelled hospital/diagnostic center or reply to last query or completion of NMI disposal period (15days) whichever is later. Such fully or partially approved bills shall go further in the system for payment. If there is further delay, sufficient reasons must be cited and captured on the module for viewing by the concerned users.
- B) Such claims shall be processed by the BPA, as per the queue within the band, i.e. on claim-amount wise bands, wherein the methodology of first-come-first-out basis in that particular band would be followed. The amount wise bands are as listed below:

0 to 10000
10001 to 25000

25001 to 50000

50001 to 100000

100001 to 300000

300001 to 500000

500001 and above

- J. If an online claim is not approved by BPA, it will be moved back to the empanelled hospitals/diagnostic centers, with reasons for rejection and with provision for viewing by ESI Hospital/Institution online (for information).
- K. Empanelled hospitals/diagnostic centers shall have to submit the clarifications/information inter alia for all bills returned online by BPA under "Need

more Information” category (NMI), within reasonable time but not later than 15 days failing which these claims will be processed by BPA on the basis of the available documents on FIFO basis as per defined TAT of BPA (from the date of movement from NMI disposal) without any further intimation to Empanelled hospital/diagnostic center. Relevant validation for the same shall be provided by the BPA in the system.

However, final payment for all claims would be at the discretion of respective ESIC/ESIS Hospital/Institution.

- L. Following aspects shall be checked by the BPA, while scrutinizing the bills/claims:
- JJJ. Appropriateness of eligibility of the beneficiary as notified to BPA under ESIC policy.
 - W. Appropriateness of referral with reference to eligibility and bill/s with its appendages as notified to BPA or modified under ESIC Policy from time to time.
 - B Whether the claim submitted is against approved referral or direct admission without approval. All such claims without referral shall be rejected summarily.
 - IV. Appropriateness of treatment including screening of patient’s records to identify unnecessary admission and unwarranted treatment.
 - C) Whether the planned treatment has been deliberately shown as of emergency in nature and treatment billed. However, the emergency as advised in referral would be considered as emergency only.
 - VI. Whether any unnecessary Diagnostic, Medical or Surgical Procedures/Health Interventions or investigations were conducted by the Hospital
 - VII. Whether the treatment /Services have been provided as per ESIC Policy, approved CGHS rates, AIIMS rates, or rates as notified by ESIC on BPA’s website www.esicbpa.utiitsl.com/esic from time to time.
 - VIII. Whether the package rates billed are best suited to the beneficiary in the prevailing circumstances.

IX. Application software shall also provide validations of defined rates for procedures/processes, prior to manual scrutiny, visible to all parties concerned.

BPA shall also provide ESIC with an Audit Module with designated access to officials as specified from respective CFA of ESIC Hospital /SMC office.

JJ. Whether the patient was kept admitted for the period required for the treatment to be administered and that no unnecessary extension/stay is observed.

XI. Any other irregularities.

XII. Other details as per SST operations manual and/or as specified by ESIC from time to time or as conveyed to BPA in writing.

B BPA would exercise wisdom for recommendation of claim where no written instruction is available from ESIC for e.g. consumables, visits of doctors etc. and that in all such matters where no written instructions are available BPA shall mark observation on the online data sheet provided that the final decision shall be the sole discretion of the respective CFA at ESIC Hospital (referring the patient)/SMC office. The number of days of stay has been indicated in the clause below
(Clause IX- Claim submission guidelines, point 12).

C In case where an ESI beneficiary avails treatment on payment (direct admission cases) the reimbursement claims will be processed by the ESIC offline, as per procedure unless specified otherwise. If BPA is asked to process such claims, the BPA shall process such claims as per the guidelines/TAT to be formulated by BPA and ESIC on the prevailing fees under this contract.

D All ESI beneficiaries are eligible for cashless treatment from empanelled hospitals on a valid referral. In case of online referrals, if the bills are partly paid by the ESI beneficiary, to the tie up hospital for any implant/stent, etc., inter-alia then BPA shall summarily reject the claim and capture the relevant details of part payment with online data sheet. Final decision on payment of such bills shall be the sole discretion of CFA of ESIC hospital/SMC office. However, BPA fees shall be applicable on the total claim amount by the empanelled hospital.

E In case of cashless treatment, continuity/Extension of ongoing treatment shall be captured on BPA module at the time of referral and any deviation shall be duly recorded by the BPA on the online data sheet at time of bill processing.

F) The scrutinized bills with remarks of BPA will be available to the empanelled hospitals/diagnostic centers on a 48 hours window for completion/rectification by the respective hospital/diagnostic center if needed and for information to all users. After 48 hours the bills will move online to the concerned ESIC Hospital/ SMC office for evaluation and further scrutiny/approval.

Any objection by empanelled hospital/diagnostic centres will be reviewed by designated official at Level1- at respective hospitals/SMC offices and bill re-evaluation as per ESIC Policy may be undertaken if deemed fit though the final decision will be by CFA of ESIC.

- C) On obtaining recommendations of BPA, designated officials at ESIC Hospital / SMC office will approve/ reject the bill partly or fully and can modify the claimed value of scrutinized bills approved by BPA, after capturing the reasons online, within Three (03) working days (subject to availability of server/application) . The official shall affix stamp on the hard copy/physical bill after completion of scrutiny and mention final amount due for the claim, both in BPA module and hardcopy/ physical bills.
- D) For claims which need further clarifications, “Need More Information” (NMI) status will be raised by the said official of the respective ESIC Hospital/SMC office to the empanelled hospital/diagnostic center immediately, but not later than Seven (07) working days (subject to availability of server/application) from receipt of recommendation from BPA with reasons captured on the module for viewing by the concerned users.
- E) Empanelled hospitals/diagnostic centers shall have to provide clarifications/information inter alia for all bills returned online by ESIC Hospital/SMC office under “Need More Info” category within a reasonable time but not later than 15 days failing which these claims, without any further intimation to empanelled hospital/diagnostic center will be processed by ESIC on the basis of available documents. These claims will be considered closed not to be opened by ESIC. BPA shall provide relevant validation of 15 days of NMI Disposal in the module. Any delay in payment owing to pending clarifications /information will be the sole responsibility of the empanelled hospital, with no responsibility on ESIC.
- F) Any delay in processing owing to non-submission/delayed submission of hard copies/physical bills/Information/Clarification will be the sole responsibility of the empanelled hospital, thereby meaning, ESIC or BPA shall not be held responsible for the same..

F) Reconciliations (if any) needed by the tie up hospitals shall be done timely, preferably within the same financial year. All reconciliation matters of the empanelled hospitals/diagnostic centers shall be invariably closed within the next two months of the recommendation by BPA i.e., if a bill is recommended by BPA on 1st June or 10th June or 30th June, the reconciliation must be completed by 31st August in the same year. However, the efforts will be made to see that the reconciliations for the recommendations done during February and March are also completed by 31st March of that year.

Decision of claims which are not approved (rejected) by ESIC Hospital /SMC office, with reasons for rejections, will be duly visible to all users for further action. Dispute resolution shall be a separate process.

G) After approval of the scrutinized bills online by the CFA at ESIC Hospital/SMC Office, using BPA module, the claims along with hard copies of bills shall be sent to the Cash and Accounts branch for processing and online approval in the ERP module. The authorized and identified officials of respective branches shall deduct taxes, process, concur and approve/revert the recommended claim amount by the CFA, using both the ERP module as well as BPA module till such time that both modules are synchronized in the future. Deduction of relevant taxes and final payment or revert by Finance officials shall be completed within Three (03) working days (subject to availability of server/application) of getting the approval for claims from the CFA. Accounts branch shall deface the original referral with a “Paid and cancelled” stamp and validate the final amount released against the claim, in both in BPA module and hardcopy/ physical bills. All payment details need to be captured in the BPA module for the purpose of reconciliations. The BPA will be authorized to appeal to Director General ESIC for such delayed payments if the undisputed service fees remain in arrear for more than 30 (thirty) days from the date of recommendation of the claim. Letter confirming the amount due to BPA shall be issued by respective CFA within 30 days from date of last recommendation of claim by BPA.

If the payment details are not updated by ESI Institutions in the BPA module, a follow up will be initiated by the BPA to SPOC at ESIC Hqrs. ESIC may resolve such outstanding entries within 3 working days.

Processing fee towards Rejected Claims shall also be disbursed as per same terms and conditions.

- B Further, it would be ensured by BPA and ESIC Hospital/SMC office together, that three months (03 months) before the completion of empanelment period of hospital/diagnostic center or de-empanelment (as the case maybe), a detailed statement of accounts would be prepared by BPA and ESIC Hospital/SMC office together to crystallize any recovery and the hospital/diagnostic center would be required to clear the recovery before closing settlements are finalized. Relevant validation for the same shall be provided by the BPA on the system. Thereafter, BPA shall be exonerated from any outstanding liability.
- C After receipt of the information from ESIC Hospital/SMC office , the BPA will also ensure that all empanelled hospitals/diagnostic centers, validity of which has expired, are not reflected in the Online Referral generation template of the system but still exists in the payment module till such time that the respective empanelled hospitals/diagnostic center is revalidated or completion of earlier claims/recovery and reconciliations or as directed by ESIC provided the status of the hospitals/diagnostic center is updated by ESIC from time to time.
- D On expiry of validity as per MoA/MoU of empanelment at respective locations, empanelled hospitals/diagnostic centers should upload all pending bills at the earliest but not later than Three (03) months from the date of expiry of MoA failing which the empanelled hospitals/diagnostic centers shall have to give justification and seek waiver/condonation of delay from the respective competent Authority of ESIC Hospital/SMC office.

IX Claim submission guidelines:

- L) Bill to be given in PI-PVI forms as per SST manual. Bill sheets to be numbered and chronologically placed with clinical sheets/investigation reports/Blood bank notes/IPD notes (if needed)/clinical reports/ Permissions for extensions/Films/pouches/invoices/price stickers/ Utilization certificates/OT Notes/pre and post operation radiological images for procedures/wrappers and invoice for drugs costing more than Rs 5000/ or any other requirement.
- c. Discharge summary should be on the hospital letterhead and must have the following details:

Patient name

Age

Gender

Date and time of admission and discharge

Diagnosis

Presenting complaints duration,

Past medical history

Clinical examination

Hospital course

Any post-operation complications, prolonged stay and undue investigations and medications should be commented on.

Discharge advice correlated with the referral/ emergency letter, line of treatment, related investigations, details of procedures/ surgery etc.

Duly signed by the treating Specialist/Super specialist

In case of death detailed death summary with cause and time of death to be specified.

In case of LAMA (Left against medical advice) and transfer to higher centre the reason for the same to be specified.

Respective super specialists should countersign discharge summaries in cases of Chemotherapy/ Dialysis/ Radiotherapy bill claims. Consolidated bill should be raised by the empanelled hospital in above mentioned cases.

Date of earlier treatment in the hospital.

- d. Final consolidated bill should be on the hospital letterhead with Bill number, Bill date, Date and time of admission and discharge, name, age of the patient with hospital seal and signature of the concerned authority in prescribed format-

(PII-PVI of SST manual). All Competent Authorities shall ensure the circulation of these formats again to empanelled hospitals/diagnostic centres.

- 2 Accommodation/ ICU should be checked as per entitlement and stay and as per ESIC policy.
- 3 Consultation - Undue consultation and excess consultation if any to be deducted, to be paid as per ESIC policy.
- 4 Lab Charges should be referred with prescribed rates and undue and irrelevant to be deducted.

- 5 Payment of Pharmacy, Consumables etc. in non-package procedures is to be done as per ESIC Policy. Undue and irrelevant expenses to be deducted.
- 6 Surgery charges should be referred to under ESIC Policy and package rates as applicable.
- 7 Implants: should be restricted to prescribed ceiling rates, if not listed then payment to be done as per ESIC Policy.
- 8 Any specialized investigations: Needs to be reviewed on clinical findings and to be admitted if justified.
- 9 Others (physiotherapy, dressing, dialysis, blood transfusion, chemo therapy etc) to be admitted as per justification and prescribed ESIC Policy.
- 10 Numbers of days considered for package for different categories of surgeries are as follows:-

12 days for specialized (super specialties) treatment.

7 days for other major surgeries.

3 days for laparoscopic surgeries/normal deliveries.

1 day for day care/minor (OPD) surgeries

X Processing Fees

Subject to BPA rendering bill-processing services as per the guidelines, the empanelled hospitals/diagnostic centers/claimants shall pay to the BPA, the service fees and service tax/GST/any other tax by any name called as applicable on per claim basis, as detailed below, through ESIC.

The Service Fee and Service Tax, GST or any other taxes by whatever name called payable to BPA will be deducted by ESIC Hospital/SMC office from the amount

payable to the empanelled hospital/diagnostic center and the amount after deduction of applicable income tax plus Service Tax, GST or any other taxes by whatever name called shall be transferred to the account of BPA through ECS, or otherwise, as decided from time to time, simultaneously along with the payment/s for empanelled hospital/diagnostic centers. The Income tax to be deducted at source shall be applicable only on the processing fee. **Payments released to BPA and empanelled hospitals/diagnostic centres should be mandatorily entered into the UTI module. Due care should be taken to append respective ESIC Hospital/SMC Office as links**

on NEFT payment transactions done through respective banks for ease of reconciliation of payments by third parties.

If the claim was rejected or results into nonpayment to the empanelled hospital/diagnostic center, ESIC Hospital/SMC Office shall recover the service fee and service tax/GST/any other tax by any name due to the BPA from the subsequent claims of the respective empanelled hospital/diagnostic center (or the group hospitals / companies) and shall pay to the account of the BPA. If there are no subsequent claims from empanelled hospitals/diagnostic center, then said fee and service tax/GST/any other relevant tax by any name shall be recovered by ESIC from the empanelled hospital and paid to BPA.

BPA shall strive to adhere to the TAT of 10(ten) working days after the receipt of claim (as defined) / physical bills/ receipt of clarification or completion of period of NMI Disposal (whichever is later). ESIC reserves the right to levy a penalty upto 10% on the service fees payable to BPA for the claims pending beyond TAT of the respective bill of the empanelled hospital/s/diagnostic centers. This penalty shall be added to the approved amount of the respective empanelled hospital/diagnostic center and shall be validated by the system to be developed and shall be auto calculated by such system and prompted to the respective ESIC Hospital/ SMC on the system at the time of final recommendation on the claim. Letter confirming the amount due to BPA shall be issued by respective CFA within 30 days from date of last recommendation of claim by BPA.

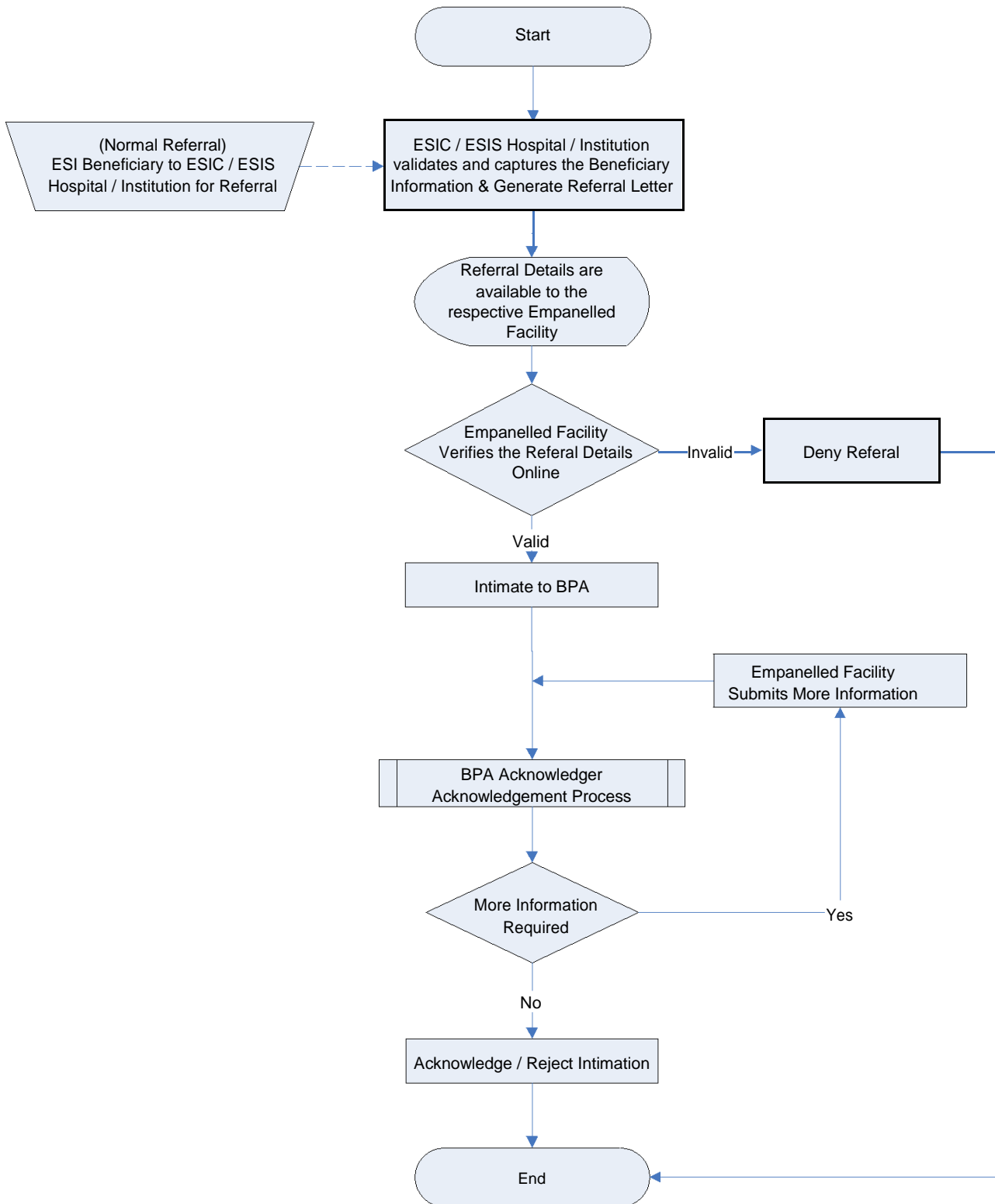
ANNEXURE II

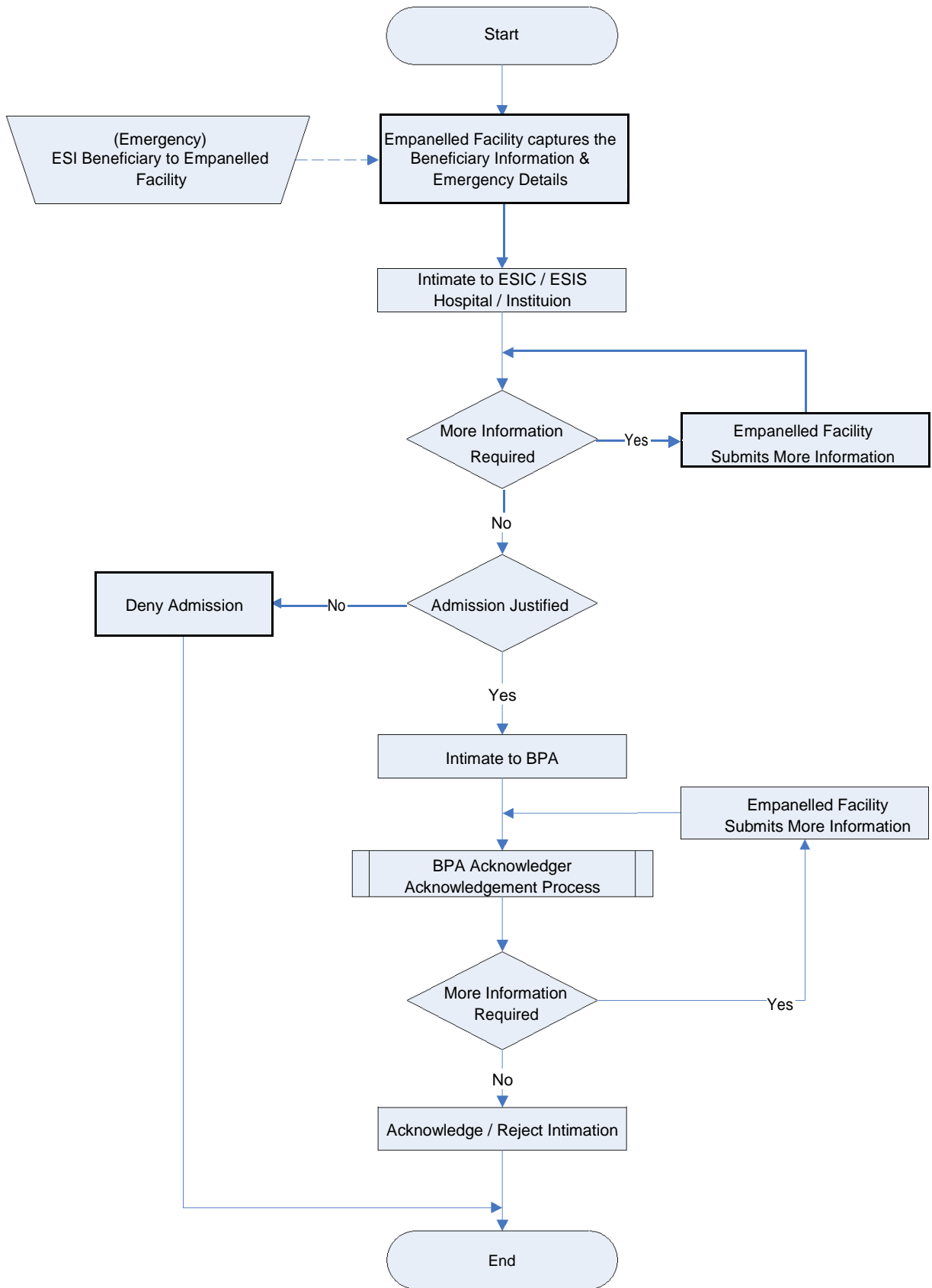
The Service deliverables from ESI Hospitals/Institutions and BPA with the agreed timelines are as follows:

S.No	Activities	Time Lines
4.	Turn Around Time (TAT) for claims Intimation by empanelled hospitals/diagnostic centers	4 hours
5.	Turn Around Time (TAT) for upload of claims into application by empanelled hospitals/diagnostic centers.	Within seven (7) working days of conduction of test/ procedure/ health intervention/OP consultation / discharge.
5.	Submission of Physical folders by empanelled hospitals/diagnostic centers.	Within seven (7) days but not later than Thirty (30) working days from conduction of test/ procedure/ health intervention/OP consultation/discharge.
4.	Turn Around Time (TAT) for acknowledgement and verification of hard copies/physical bills both online and physically, by respective ESI Hospital/Institution.	Within 02 (two) working days of receipt of hard copies/physical bills subject to availability of Server/Application
iii.	Verification, Scrutiny and Recommendation of Claims by BPA.	Within 10 (ten) working days after uploading of the claim by the empanelled hospitals/diagnostic centers and after Physical copies of bills have been received at respective ESI Hospitals/Institutions and all queries resolved, whichever is later.
vi.	Turn Around Time (TAT) for completion of medical scrutiny and final approval of amount payable by CFA, online at respective ESI Hospital/Institution with release of payment	Within 7(seven) working days subject to availability of Server/Application
vii.	Turn Around Time (TAT) for submitting clarifications/additional documentation inter alia by empanelled hospitals/diagnostic centers for queries raised by ESI Hospital/Institution.	Within 15 (fifteen) days.
viii.	Providing of Quality Dash Board to ESIC officials& MS	Online real-time
9	Enabling Mail/Voice over communication/Call center	During office hours (10 AM to 6 PM)

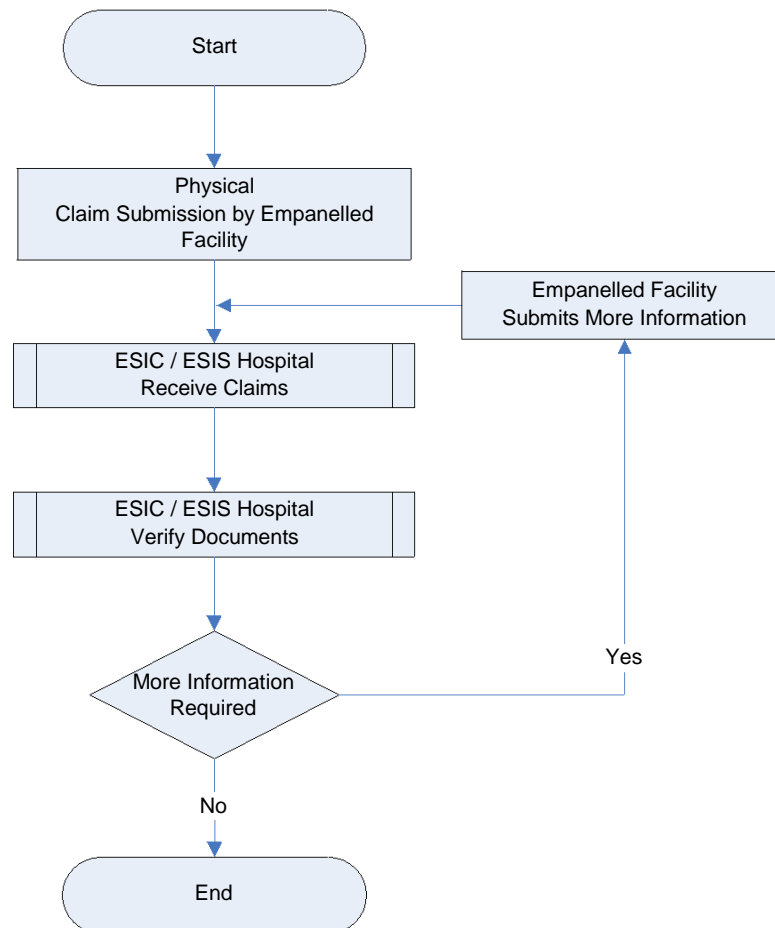
UTI WORK FLOW

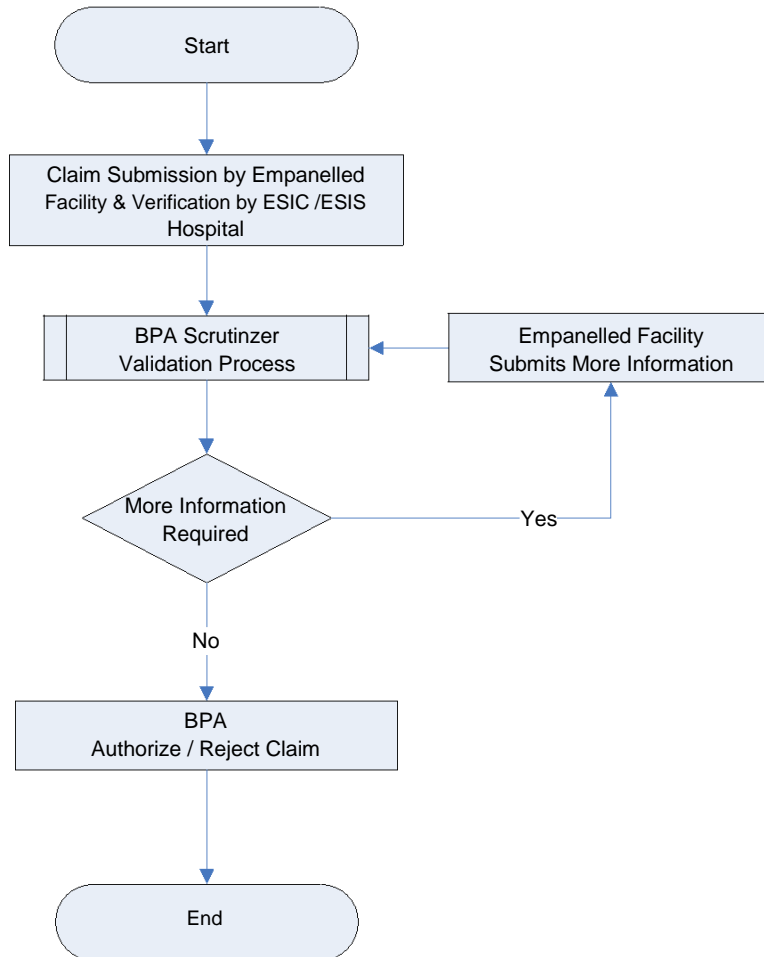
UTI Infrastructure Technology And Services Limited
e-Adjudication of Claims – ESIC
(Online Referral & Admission Intimation)



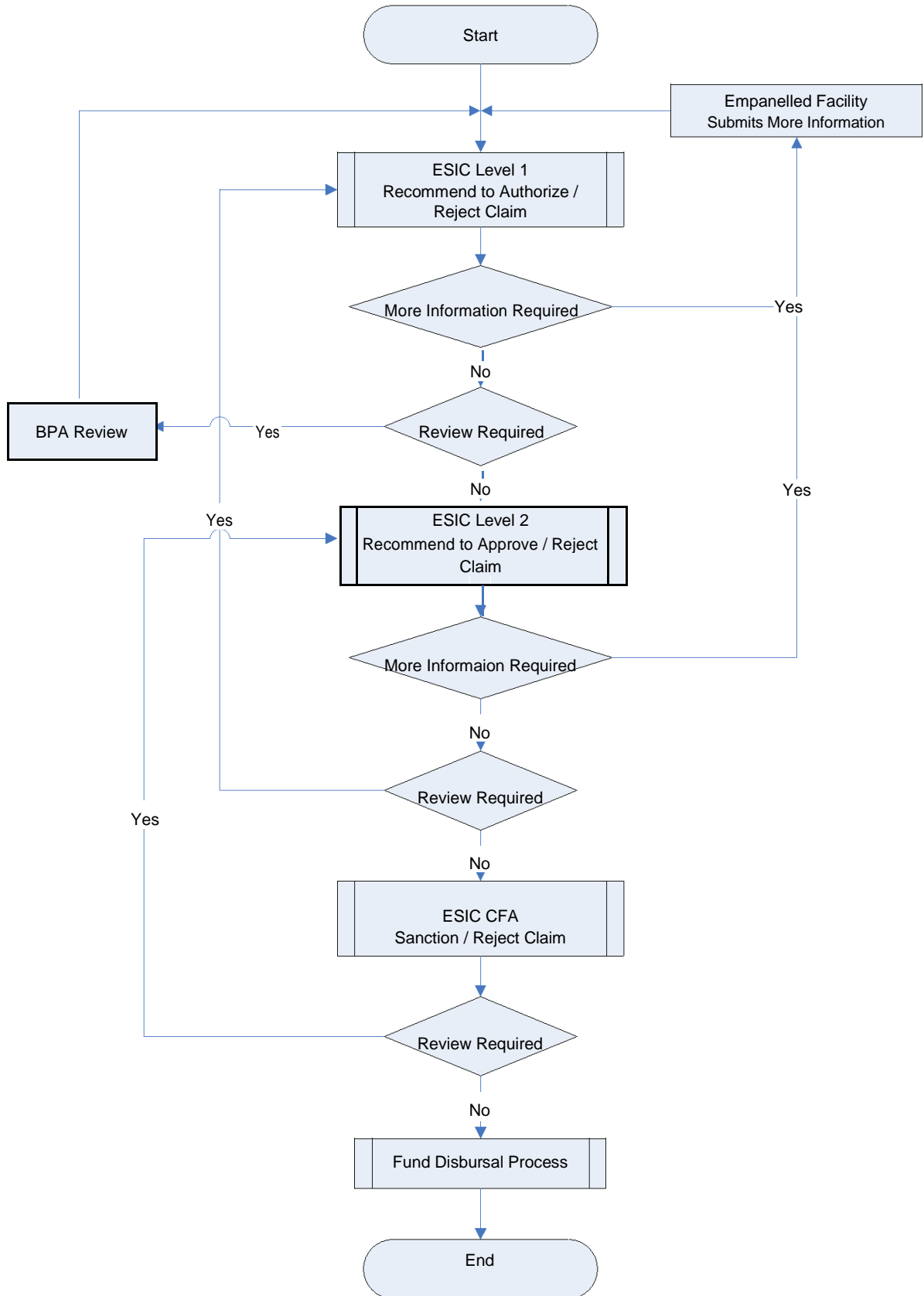


UTI Infrastructure Technology And Services Limited e-Adjudication of Claims – ESIC (ESIC Model Hospital - Receiving / Verification Process)





UTI Infrastructure Technology And Services Limited
 e-Adjudication of Claims – ECHS (ESIC - Approval
 Process)



ANNEXURE-I

Information about the Hospital/ Centre

(To be submitted duly filled along with supporting documents along with the application form for Secondary Care Treatment services)

1. Name of the Nursing Home/Hospital/Clinic				
2. Registered Address of the Nursing Home/Hospital/Clinic				
3. Contact Number				
4. Email id				
5. Registration Number of the Nursing Home/Hospital/Clinic	Name of Issuing Body	Reg No	Bed as per Reg. Certificate	Valid upto
	Number of ICU Beds		Number of Operation Theatres	
6. Biomedical Waste Management	Name of Issuing Body	Bed as per Reg. Certificate		Valid upto
7. Fire NOC/Clearence Certificate	Name of Issuing Body		Valid upto	
8. AERB/PNDT Certificate	Name of Issuing Body		Valid upto	

9. Type of Firm (Tick \sqrt wherever applicable & attach documentary proof)			
Public Ltd		Partnership	
Private Ltd		Society	
Proprietorship		Others (Please Specify)	
10. PAN number of the Hospital/Owner(Attach self attested copy of PAN card)			
11. TAN/CST/VAT number (Attach self attested copy)			
12. Key Person Details (Owner/Proprietor/Partners/Directors)			
Name & Designation	Contact Number	Specimen Signature	
13. Details of Authorised Person/Nodal officer (attach authority letter)			
Name & Designation	Email id	Contact No.	
14. Name of Existing Organisation with whom the Hospital is empanelled (attached relevant valid documents)			
15. NABH Accredited (if yes attach certificate)			
16. Empanelled with CGHS/ State Govt. / Central Govt. / PSU (attached relevant valid documents)			
17. Bank Details (Attach Cancelled Cheque)			
Name of Bank			
Name of Account Holder			
Account Number			
IFSC			
MICR			
18. Details of the Specialist Doctors-Full Time/Part Time			

(Attach separate sheet signed by the authorized person)

Name of the Specialist	Specialty	Registration Number(Attach self attested PG Degree certificate)

19. Documents to be submitted in following order	Attached (Yes/No)
<u>PRELIMINARY DOCUMENTS</u>	
1. Copy of Valid Nursing Home registration Certificate (Self Attested)	
2. Copy of Valid Biomedical Waste Management Certificate (Self Attested)	
3. Copy of Valid Fire NOC/ Fire clearance Certificate (Self Attested)	
4. Copy of PAN card (Self Attested)	
5. Copy of Cancelled Cheque of the Hospital (Self Attested)	
6. Copy of Valid NABH/NABL certificate, <i>if applicable</i> (Self Attested)	
7. Copy of Valid empanelment letter with CGHS/ State Govt. / Central Govt. / PSU, <i>if applicable</i> (Self Attested)	
8. Copy of TAN/VAT/CST/ GST certificate (Self Attested)	
9. Self attested copy of audited Balance Sheet along with annual turn over details should be attached of last financial year.	
10. List of available major equipments needed for super specialty treatment i.e. name and year of manufacturing/installation (Separate sheet to be attached).	
11. Daily and monthly number of patients specialty wise (separate sheet to be attached)	
12. Self attested copy of PG degree certificate of all Specialist (Full Time/Part Time) attached with the Hospital	

20. DOCUMENTS TO BE SUBMITTED ON THE BASIS OF TYPE OF FIRM		
Sr. No.	Type of Firm	Attached (Yes/ No)
I.	<u>PROPRIETORSHIP FIRM</u>	
1.	Proprietary Registration Certificate (Notarized)	
2.	Any of the two documents from the below mentioned list to be submitted:	
	❖ GST Certificate (self attested)	
	❖ Shop & Establishment Act Registration (self attested)	
	❖ Complete Income Tax return in the name of the sole proprietor where firm's name is reflected. (self attested)	
II.	<u>PARTNERSHIP FIRM</u>	
1.	General Partnership/ Limited Partnership	
a.	Registered Partnership deed (self attested)	
b.	Partnership registration certificate (self attested) (From Registrar of firms)	
c.	Authority letter on the letterhead of firm signed by all partners stating the authorized signatory for executing agreement with ESIC.	
2.	Limited Liability Partnership (LLP)	
a.	LLP certificate (self attested)	
b.	Registered Partnership deed (self attested)	
c.	Authority letter on the letterhead of firm signed by all partners stating the authorized signatory for executing agreement with ESIC.	
III.	<u>PUBLIC/ PRIVATE LIMITED COMPANY</u>	
a.	Memorandum of Association	
b.	Article of Association	
c.	Certificate of Incorporation	
d.	Resolution on the letterhead of firm signed by all directors stating the authorized signatory for executing agreement with ESIC.	
IV.	<u>SOCIETY/ TRUST</u>	
a.	Memorandum of Association	
b.	Certificate of Registration	
c.	Authority letter on the letterhead of trust/ society signed by all partners stating the authorized signatory for executing agreement with ESIC.	

Date:

Place:

**(Name and signature of proprietor/Partner/Director
Authorized person with office seal / rubber stamp)**

Note 1: Enclosures should be attached in the order as per the information given above.

Note 2: Technical evaluation of the Hospital/diagnostic centers shall be based on information provided by them on the above mentioned points and they shall mandatorily provide documentary proof for the same. No future correspondence shall be entertained in this regard. An Inspection committee will visit these Hospitals/Diagnostics Centers for inspection if recommended by the Evaluation Committee constituted for the evaluation of proposals.

ANNEXURE-II

Specialties for Empanelment

(Tick the specialties in which empanelment are desired by Hospital/centre)

Name of the Hospital :

Specialty Treatment :

Sr. No	Speciality	Yes/No
1	General Medicine	
2	General Surgery	
3	Obstetrics and Gynecology	
4	Pediatrics	
5	Orthopedics	
6	ENT	
7	Ophthalmology	
8	Imaging and in-house diagnostic facilities	
9	Dental speciality	
10	Blood Bank	
11	Others	

Date:

Place:

(Name and signature of the proprietor /
authorized person with office seal / rubber stamp)

ANNEXURE- III

UNDERTAKING

I / We _____ (name of proprietor/Owner/Legally authorized signatory) have carefully gone through and understood the contents of the Document form and I / We undertake to abide myself / ourselves by all the terms and conditions set forth. I / We are legally bound to provide services to ESIC Beneficiaries as per rates / terms and conditions of Tender documents failing which Additional Commissioner & Regional Director, Regional Office, ESI Corporation, Hyderabad, Telangana is liable to take action as deemed fit. I / We undertake to provide uninterrupted services or alternative arrangement will be made at the risk of our institute.

I/We have gone through the CGHS rates, terms and conditions available on CGHS website and ESIC rates, available on website of ESIC, Telangana (www.esic.nic.in) rates. I / We undertake that the information submitted along with document and ANNEXURE I & II is correct and also fully understand that in case of default security money will be forfeited.

I / We certify herewith that my/our empanelled / Hospital / diagnostic centre has never been de-empanelled / black listed by ESIC / CGHS or any other Govt. Institution / PSUs in the last three years.

Dated
Name

Signatures

Place:

(With seal/rubber stamp)

ANNEXURE-IV

**(P-I)
Referral Form (Permission letter)**

Referral No: Insurance No/Staff Card No/
Pensioner Card No :

Age/Sex: F/M/S/D/Other

Name of the Patient:

Address/Contact No:

Identification marks (if any):

IP/Beneficiary/Staff:

Relationship with IP/Staff:

Entitled for Medical Benefit: Yes/No

Diagnosis/clinical opinion/case summary:

Relevant Treatment given/ Procedure/ Investigation done in referring hospital:

Treatment/Procedure/Investigation for which patient is being referred:

I voluntarily choose _____ Hospital for treatment of self or my _____

(Sign / Thumb Impression of IP / Beneficiary)

Referred to _____ Hospital/ Centre for _____

I have verified the identity and eligibility of the IP / Beneficiary.

Date:

Sign & Stamp of Authorized Signatory

**IMO I/c
ESIS/ESIC Dispensary**

Photograph
of the
Patient
(optional)

Mandatory Instructions for Referral Hospital:

- Referral hospital is instructed to perform only the procedure/treatment for which the patient has been referred to.
- In case of additional procedure/treatment/investigation is essentially required in order to treat the Patient for which he/she has been referred to, the permission for the same is essentially required from the referring hospital either through e-mail, fax or telephonically (to be confirmed in writing).
- The referred hospital has to raise the bill as per the agreement on the standard proforma along with supporting documents within 7 days of discharge of the patient giving account number and RTGS number etc.

Checklist for Referring Hospital :-

- 1. Duly filled & signed referral proforma.*
- 2. Copy of Insurance Card/Photo I card of IP.*
- 3. Referral recommendation of the specialist/concerned medical officer.*
- 4. Copy of entitlement for Medical Benefit.*
- 5. Reports of investigations and treatment already done.*
- 6. Photograph, if available*

ANNEXURE – V

Proforma-II

**To be used by Tie-up/empanelled hospital (for raising the bill)
Letterhead of Hospital with Address & Email/Fax/Tele-Fax Number**

BILL No:

Date of Submission:

Individual Case Format

Name of the Patient:

Referral S.No. (Routine) /
Emergency/ through verified by AC:

Age/Sex:

Address:

Contact No:

Insurance Number/Staff Card No/Pensioner:
Card no.

Date of referral:

Diagnosis:

Condition of the patient at discharge:

(For Package Rates)

Treatment / Procedure done/performed:

I. Existing in the package rate list's

S.No	Chargeable procedure	CGHS Code Number and page No. (1)	Other, if not in page (1), prescribed code No. and page NO.	Rate	Amount claimed with date	Amount admitted (X)	Remarks

II. (Non-package Rates) for procedures done (not existing in the list of packages rates)

Sr. No. with date	Chargeable Procedure	Amt. Claimed	Amount admitted With	Remarks(X)

III. Additional Procedure Done with rationale and documented permission

Photograph
of the
Patient

S. No	Chargeable procedure	CGSH code No. and page No.(1)	Other, if not in page (1), prescribed Code No. of	Rate	Amount claimed with dete	Amount admitted (X)	Remarks(X)

Total Amount Claimed (I+II+III) Rs.

Total Amount Admitted (X) (I+II+III) Rs.

Remarks

Certified that the treatment/procedure has been done/performed as per laid down norms and the charges in the bill has/ have been claimed as per the terms & conditions laid down in the agreement signed with ESIC.

Further certified that the treatment / procedure have been performed on cashless basis. No money has been received /demanded / charged from the patient/ his/her relative.

Sign/Thumb impression of patient with date

**Sign & Stamp of Authorized Signatory
With date (Hospital authority)**

(for Official use of ESIC)

Total Amt payable:

Date of payment:

Signature of Dealing Assistant:

Signature of Superintendent:

Date: Signature of ESIC Competent Authority (MS / AC)

Checklist for raising bills

1. Dully filled Billing format as per P-II mentioning hospital bill number.
2. Dully filled Billing format as per P-III
3. Referral letter – **Original** (as per format P-I)
4. IP Entitlement copy
5. e- Pehchan card copy
6. ID card copy of patient (eg. AADHAR)
7. Dependency Certificate for Dependant parents.
8. Discharge Card – **Original**
9. Patient Satisfaction form as per format P-VI
10. For prolonged stay – Justification letter from treating doctor
11. Original Cash Memo/Receipts of medicines with FDA license no. and VAT/TIN no. signed by treating doctor / hospital authority and pharmacist along with original prescriptions of treating doctor.
12. Pharmacy bill summary.
Sr. No Date Invoice No. Amt.
13. Laboratory investigations summary mentioned as below
Sr. No Date CGHS code Lab Investigation Amt. as per CGHS
14. Original laboratory investigations report signed by pathologist.
15. Radiology/ECG investigations summary mentioned as below
Sr. No Date CGHS code Radio. Investigation Amt. as per CGHS
16. Original Radiology / ECG investigations report signed by Radiologist / authorized person.
17. Implant/IOL/Stents original stickers (Matching serial number as mentioned in invoice attested by treating doctor).
18. Implant/IOL/Stents original invoice with VAT/TIN no. to be attested by treating doctor/ Hospital authority
19. Copy of IPD paper, Operative notes, Drug Chart, TPR chart attested by treating doctor/ Hospital authority
20. Wrappers of Costly medicine having unit cost more than Rs.250/- with matching Batch no. as in Invoice.
21. Document in favour of permission taken for additional procedure/treatment or investigation.
22. The CD of procedure /X-ray film etc. is required with each and every bill if it is done.

The bills to be sent to following address :-

**Regional Office - Telangana,
Employees State Insurance Corporation,
'Panchdeep' Bhawan, Medical
Branch, 5-9-23,
HILL FORT ROAD,
ADARSHNAGAR,
HYDERABAD-63.**

ANNEXURE VI
To be used by Tie-up hospital (P-III)
Letterhead of Hospital with Address & Email /Fax /Tele-fax
Consolidated Bill Format

Bill No

Date of Submission.....

Bill Details (Summary)

Sr. No.	Name of	Ref. No.	Diag./Procedure Procedure for which referred	Procedure performed/ treatment	CGHS / other code with page NO. Nos/ NA	Other if not in CGHS	Amount claimed with date	Amount entitled with date	Remarks

Total Claim.

Certified that the treatment/procedure has been done/performed as per laid down norms and the charges in the bill has/ have been claimed as per the terms & conditions laid down in the agreement signed with ESIC.

Further, certified that the treatment/ procedure have been performed on cashless basis. No money has been received / demanded/ charged from the patient/ his/her relative.

The amount may be credited to our account no _____ RTGS no _____ and intimate the same through email/fax/hard copy at the address .

Date:

**Signature of the Competent
Authority of Tie-up Hospital**

Checklist

- 1 . Duly filled up consolidated proforma.
- 2 . Duly filled up Individual Pt Bill .proforma.

Certificate

It is certified that the drugs used in the treatment are in the standard pharmacopeia IP/BP/USP.
It is certified that total amount of Rs _____ has been credited to your account no.
_____, RTGS

Date:

Signature of the Competent Authority.
(To be filled up by ESIC official(s))

ANNEXURE-VII
Proforma P-IV

Letterhead of Referring ESI Hospital

Sanction Memo/Disallowance Memo

Name of Referral Hospital (Tie-up Hospital) _____

Bill No

Date of Submission.....

Sr. No.	Name of the patient	Amount Claimed with code	Amount sanctioned	Reasons for disallowance	Remarks

Date :

Signature of Competent Authority With Stamp
(To be filled up by ESIC official(s))

ANNEXURE –VIII
Proforma P-V

Letterhead of Tie-up Hospital with Address details
Monthly Bill Special Investigations For diagnosis centers / referral Hospitals

Bill No

Date of Submission.....

Sr. No.	Name of patient with Insurance number	Date of reference	Investigation performed	CGHS/ other code number with page NO.	Charges not in package rate list	Amount claimed with date	Amount admitted (entitled) with date	Remarks disallowance with reasons

Certified that the procedure/investigations have been done/performed as per laid down norms and the charges in the bill has/ have been claimed as per the terms & conditions laid down in the agreement signed with ESIC.

Further, certified that the procedure/investigations have been performed on cashless basis. No money has been received/demanded/charged from the patient / his / her relative.

The amount may be credited to our account no _____ RTGS no _____ and intimate the same email/fax/hard copy at the address

Date: _____ **Signature of the Competent Authority of Tie-up Hospital**

Checklist

1. Investigation Report of each individual/Pt.
2. Copy of Referral Document of each individual/Pt.
3. Serialization of individual bills as per the Sr. No. in the bill.

It is certified that total amount of Rs _____ has been credited to your account no. _____, RTGS no _____ on _____

Signature of Account department with stamp.

Signature of Competent Authority

Date:

(To be filled up by ESIC official(s))

Referral Hospital

Patient Referral No _____

ANNEXURE-IX
Proforma P-VI

PATIENT/ATTENDANT SATISFACTION CERTIFICATE (P-VI)

- 1. I am satisfied/ not satisfied with the treatment given to me/ my patient and with the behavior of the hospital staff.**
- 2. If not satisfied, the reason(s) thereof.**
- 3. It is stated that no money has been demanded/ charged from me/my relative during the stay at hospital.**

Sign/Thumb impression of patient/Attendant

Date & Time:

Name of the Patient/attendant

Name of IP

Insurance No/

Staff no

Date of Admission

Date of Discharge

ANNEXURE-X

STATEMENT SHOWING DETAILS OF ESI INSURED PERSONS UNDER INDOOR TREATMENT

Name of Tie-up Hospital : _____

Date: ___/___/____.

Sl. No.	Name Ins. No. & Date of appointment of I.P.	Employers Details		Reference Details			Admission Details		
		Name & Address of the Employer	Code No.	Name of Hospital / Dispensary/	For Treatment of	Date of Admission	Name of Patient & relation with IP	Diagnosis & Expected period of Indoor Treatment	Packaged/Non-packaged/Treatment
1	2	3	4	5	6	7	8	9	10