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Central Organisation ECHS
Adjutant General's Branch
Integrated HQ of MoD (Army)
Maude Lines
New Delhi- 100 010

B/49779/AG/ECHS/Gen Corres

08 Jun 10

Regional Centre ECHS

OBSERVATIONS AND GUIDELINES :
PROCESSING OF MEDICAL CLAIMS

1. Refer various previous correspondences on the subject.
2. Annexed herewith is the list of common errors observed while scrutinising the Medical Claims at various levels. The guidelines to process the same in the correct manner are mentioned against each observation.
3. All Regional Centres are to scrutinise the Medical Claim thoroughly and forward the same to this HQ only after confirming that all required documents are attached along with claims. Forwarding of claims to this HQ with out proper scrutiny results into undue delay in processing of bills.

Sd/--
(KK Krishnia)
Gp Capt
Dir (P&FC)
For MD ECHS

Copy to :

IHQ of MoD (Navy)/Dir ECHS(N)
Air HQ (VB) /DPS
HQ Southern Command (A)
HQ Eastern Command (A)
HQ Western Command (A)
HQ Central Command (A)
HQ Northern Command (A)
HQ South Western Command (A)
HQ Andaman & Nicobar Command (A)

} Request issue suitable instructions

COMMON ERRORS AND GUIDELINES : PROCESSING OF MEDICAL CLAIMS

SI No	ERRORS	GUIDELINES
01	Time Check Sheet not completed and authenticated by OIC PC / Dir RC.	Duly Completed Time Check Sheet is to be attached along with all claims. Each movement of file is to be mentioned and authenticated by OIC PC / Dir RC with their Rubber Stamp . In this regard pl refer our signal dated 24 Feb 10. Justification for delay for more than two weeks after receipt of claim in any office is to be mentioned in appropriate column and is to be authenticated by OIC / PC / RC properly.
02	Certificate of OIC PC is not Duly Completed and not authenticated properly.	Certificate of OIC Polyclinic is to be attached with all Med Claims irrespective of Emp Hosp / Non Emp Hosp Claim. If it is Emp Hosp Claim it is to be mentioned clearly that “Empanelled Hospital Bill” and Date of Empanelment to be mentioned in the certificate. If it is Non Emp Hosp Claim then it is to be mentioned that “Non Emp Hosp Claim” in the certificate. It is also to be mentioned clearly that whether the claim is Emergency or Referral . The Certificate should be authenticated with Rubber Stamp and date.
03	Copy of Smart Card / Proof of Membership is not legible and DOM not mentioned separately by PC and not authenticated with Stamp.	Copy of Smart Card / Proof of Membership (Preferably enlarged copy of Smart Card) should be legible . DOM is to be mentioned separately and authenticated with Rubber Stamp and Date.
04	HQ Command / Stn HQ / PC are directly forwarding claims to this HQ.	All Med Claims (including Not Recommended claims and representations received) to be forwarded to this HQ through RC only . RC is to scrutinise the case and forward to this HQ with proper Remarks / Check List and Work Sheet as applicable. All Concerned to be instructed not to send any Claim directly to this Organisation.
05	Date of Admission is prior to Referral but “Emergency” not mentioned and superscribed in red colour in Referral Form / Bills and Emergency Certificate not attached.	If Date of Admission is prior to Referral (Emergency Cases) All Bills & Referral Form should be clearly superscribed as “Emergency” in Red Colour . An Emergency Certificate is to be attached by Hospital and authenticated by PC / RC.
06	Diagnosis mentioned in Discharge Summary is different from Work Sheet .	Diagnosis mentioned in Discharge Summary and Work Sheet should be the same .
07	Justification for not obtaining Prior Approval not attached.	If Prior Approval is not obtained for any case and it needs Prior Approval , then justification for not obtaining the same is to be attached and authenticated by PC/RC.
08	Drug Certificate on MRP is not attached.	Drug Certificate on MRP as per the format issued by this HQ letter dated 17 Sep 09 is to be attached with all claims irrespective of Emp Hosp / Non Emp Hosp claims and to be Countersigned by OIC PC/ Dir RC.
09	MOA and Annexure – II not found attached.	A copy of MOA along with relevant Annexure (Annexure-II) giving details of rates charged is to be attached along with all Emp Hosp Claims.

10	Authentication made by PC / RC is with out Stamp and Date.	All Authentications are to be made properly with Date and Rubber Stamp .
11	It is not clearly mentioned in Work Sheet that whether the claim pertaining to Emp Hosp / Non Emp Hosp & Emergency / Referral .	In SI No 6 (a) of Work Sheet it is to be clearly mentioned as " Emp Hosp Bill " / Non Emp Hosp Bill " and in SI No 6 (b) as " Emergency " / " Referral ".
12	Emergency Certificate by Hospital and Emergency Information Report by PC are not attached for Non Emp Hosp Claims .	Emergency Certificate issued by Hospital and Emergency Information Report issued by Poly Clinic are mandatory along with all Non Emp Hosp Claims .
13	Covering Letter is mentioned as Emp Hosp Claim but the claim pertains to Non Emp Hosp.	It is mandatory to mention in the Covering Letter that the claim pertaining to Emp Hosp or Non Emp Hosp correctly.
14	All Documents issued by Hosp are not authenticated by PC / RC	All documents , i.e, Bills, Discharge Summary, Emergency Certificate, Drug Certificate etc are to be authenticated by PC / RC.
15	All Pages are not numbered and documents not kept in order of occurrence .	All Pages are to be numbered and Documents are to be kept in the order of occurrence , i.e. starting from Referral Form /Emergency Certificate to Discharge Summary etc. All the documents placed on the file should be in Original and Complete in all respect.
16	Duplicate Claims are forwarded to this HQ.	Despite repeated reminders Duplicate Claims are still forwarded to this HQ. Duplicate Claims are not required at this Org and are not to be forwarded to this HQ.
17	Medical Claims are forwarded to this HQ in Shabby condition and documents are not Flagged .	All documents in the file are to be properly Flagged . File Cover is to be neat and in Good Condition and Properly Labelled .
18	Claims returned for rectification of observations are not rectified and returned in due time .	Claims returned for rectification of observation are not rectified and returned to this HQ in due time . If the observation is not rectified with in two weeks of receipt of claim at your office, then the present position of the claim and reason for delay to be intimated to this office with out waiting for this HQ's intervention.
19	Amendments made in the documents are not authenticated properly.	The Amendments / Corrections / cuttings made in the documents to be authenticated properly with Rubber stamp and date .
20	While returning the claim after rectification of observations, para wise / point wise reply is not furnished and this HQ letter reference is not referred properly.	While retrurning the claims to this HQ after rectification of observations, para wise / point wise reply to this HQ letter is to be furnished and this HQ letter Number (Ref No) is also to be cross referred properly.

*** Dir RC is to ensure that guide lines issued by this HQ are adhered strictly by RC / Stn HQ / PC etc. before forwarding the claims to this HQ.