

**PROCESSING OF BILLS FROM EMPANELLED MEDICAL
FACILITY/INDIVIDUAL CLAIMS**

1. Ref :-

- (a) Govt of India, Min of Def letter No 24(8)/03/US(WE)/D(Res) dated 19 Dec 2003.
- (b) Central Org ECHS letter No B/49773/AG/ECHS dated 25 May 2004.
- (c) Central Org ECHS letter No B/49773/AG/ECHS dated 05 Feb 2005.
- (d) Central Org ECHS letter NO B/49778/AG/ECHS/Policy dated 01 Sep 07.

2. Detailed instr have been passed vide our letter as ref in para 1 above regarding correct processing of indl/empanelled hospital reimbursement bills. In cases of bills where the recommended/admitted amount is less than the amount claimed the reasons for such deductions are clear from the remarks column of the worksheet (which is attached to the Cover note). However cases have come to notice in the receipt past wherein reimbursement bills submitted by individuals and empanelled hospitals have been forwarded "NOT RECOMMENDED" by intermediary authorities without assigning any reasons for the same. Similarly requests for condition of delay in intimating emergency by ECHS beneficiaries have been disallowed without elucidation of reasons. This is contrary to the sprit of instr passed vide para 6 of letter referred in para 1 (c) above.

3. Therefore in future all recommending/approving authorities will endorse detailed reasons for Not Recommending/Rejecting claims (on a separate sheet, if necessary). The final auth to reject a claim is only CFA in all hospital reimbursement bills and Central Org ECHS for indl reimbursement bills. This will ensure transparency as well as avoid unnecessary correspondence at a later stage should the claimant wish to represent.

Sd/xxxxxxx

Offg Dir (Med)
For Managing Director

Authority :B/497783AG/ECHS/Policy 09 Jan 2008