

Formation of State Health Agency and District Implementation Unit under Ayushman Bharat-National Health Protection Mission

In order to facilitate the effective implementation of the scheme, the State Government shall set up the State Health Agency (SHA) or designate this function under any existing agency/ trust/ society designated for this purpose, such as the state nodal agency for RSBY or a trust/ society set up for a state insurance program. SHA can either implement the scheme directly (Trust/ Society mode) or it can use an insurance company to implement the scheme. The SHA shall be responsible for delivery of the services under AB-NHPM at the State level.

The SHA plan to hire a core team to support the Chief Executive Officer in discharge of different functions. For States implementing the scheme in assurance mode (through trust/society), they have two options:

- Option 1 – They can hire the same number of staff as the States with insurance mode, additionally staff for beneficiary identity verification. For rest of the functions they can hire an ISA.
- Option 2 – Instead of hiring an ISA They can hire additional staff in the team itself to carry out the additional functions. For option 2,

Similar to the National Health Agency (NHA) at the central level, the day-to-day operations of the SHA will be administered by a Chief Executive Officer (CEO) appointed by the State Government. The CEO will look after all the operational aspects of the implementation of the scheme in the State and shall be supported by a team of specialists (dealing with specific functions). The CEO/ operations team will be counselled and overseen by a governing council set up at the State level.

1.1. Roles and Responsibilities of SHA

All key functions relating to delivery of services under AB-NHPM shall be performed by the SHA viz. data sharing, verification/validation of families and members, awareness generation, monitoring etc. The SHA shall perform following activities through staff of SHA/Implementation Support Agency (ISA):

- Policy related issues of State Health Protection/ Insurance scheme and its linkage to AB-NHPM
- Convergence of State scheme with AB-NHPM
- Selection of Insurance Company through tendering process (if implementing AB-NHPM through Insurance Companies)
- Selection of Implementation Support Agencies (in Trust/ society mode) if needed
- Awareness generation and Demand creation
- Aadhaar seeding and issuing print out of E-card to validated AB-NHPM beneficiaries

- Empanelment of network hospitals which meet the criteria
- Monitoring of services provided by health care providers
- Fraud and abuse Control
- Punitive actions against the providers
- Monitoring of pre-authorizations which are already approved by Insurer/ ISA
- Administration of hospital claims which are already approved by Insurer/ ISA
- Package price revisions or adaptation of AB-NHPM list
- Adapting AB-NHPM treatment protocols for listed therapies to state needs, as needed
- Adapting operational guidelines in consultation with NHA, where necessary
- Forming grievance redressal committees and overseeing the grievance redressal function
- Capacity development planning and undertaking capacity development initiatives
- Development of proposals for policy changes –e.g. incentive systems for public providers and implementation thereof
- Management of funds through the Escrow account set up for purposes of premium release to Insurance Company under AB-NHPM
- Data management
- Evaluation through independent agencies
- Convergence of AB-NHPM with State funded health insurance/ protection scheme (s)
- Alliance of State scheme with AB-NHPM
- Setting up district level offices and hiring of staff for district
- Oversee district level offices
- Preparation of periodic reports based on scheme data and implementation status
- Implementing incentive systems for ASHA workers & public providers in line with national guidance

1.2. Constitution of SHA/Governing Council

The suggested composition of SHA is as follows:

| S. No. | Name / Designation | Position |
|--------|---|-------------------------------|
| 1 | Chief Secretary | Chairperson, ex-officio |
| 2 | Principal Secretary to Government, Health & Family Welfare Department | Vice-Chairperson , ex officio |
| 3 | Secretary, Finance Department | Member, ex officio |
| 4 | Secretary, Department of Rural Development | Member, ex officio |
| 5 | Secretary, Department of Housing and Urban Affairs | Member, ex officio |
| 6 | Secretary, Department of IT | Member, ex officio |
| 7 | Secretary, Department of Labour | Member, ex officio |

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| 8 | MD, NHM or Commissioner, Health Department | Member, ex officio |
| 9 | Director of Medical Education or his/her nominee | Member, ex officio |
| 10 | Director of Health Services or his/her nominee | Member, ex officio |
| 11 | CEO (SHA) | Member Secretary, ex officio |
| 12 | Representative of NHA | Special Invitee |
| 13 | 1 Subject matter experts as nominated by the State Government | Special Invitee |

1.3. Operational Core Team of SHA

The Chief Executive Officer (CEO) will look after all the operational aspects of the implementation of the scheme and shall be supported by a team of specialists (dealing with specific functions). The SHA should hire the following team to support the Chief Executive Officer in discharge of different functions:

| S.N. | Teams | Qualification | No. in category A State | No. in category B State | Scope of work | Reporting to | Salary Range |
|------|-----------------------|--|-------------------------|-------------------------|---|--------------------------|---|
| 1 | Operations Manager(s) | <ul style="list-style-type: none"> • MBA or Postgraduate Diploma in Business Administration or MBA (healthcare) or Master of Health Administration or public Health or similar equivalent degree/ diploma; medical degree will be of additional advantage. • At least 10 years' experience in the administration of large public sector programmes (preferably health projects), out of which preferably at least 5 years in managing health insurance or TPA. | 2 | 3 | <ul style="list-style-type: none"> • Operations Manager(s) will provide overall support to CEO, SHA in implementation of AB-NHPM in the state. • Ensure compliance of operational processes and procedures as per guidelines of AB-NHPM • Ensure the activities for effective alliance of the State health insurance scheme (if any) and AB-NHPM. • Ensure seamless internal and external communication • Supervises the operations at the state level including timelines for the activities of the AB-NHPM. • Overseeing beneficiary data management, Aadhaar seeding, validation, awareness, monitoring, audit, training etc. • Maintaining the quality and timeliness of the utilization data, reporting MIS, premium and claim payments etc. • Random reviews of pre-authorizations and claims | CEO, State Health Agency | Rs. 1.25 lakhs – Rs. 1.50 lakhs per month |

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| | | | | <ul style="list-style-type: none">• Work with the teams across functions and other stakeholders to ensure smooth flow of data to state level on a periodic basis• Organize routine, periodical and surveillance visits to the entities participating in the scheme to ensure that all processes are running as per defined standards• Claims Audit<ul style="list-style-type: none">○ Carry out claims audit on random basis○ Carry out random checks, visits and investigations pertaining to admissibility of the cases paid or declined under the scheme○ Supervising district teams and facilitating them in performing their duties.○ Co-ordinating with PMUs of other health programmes operation in the State for effective horizontal integration. <p>Required Skills:</p> <ul style="list-style-type: none">• Strong analytical skills | | |
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| | | | | | <ul style="list-style-type: none"> • Ability to lead teams • Strong strategic focus, and project management skills. • Excellent interpersonal and communication skills. • Ability to operate effectively with people at all levels. • Strong business focus • Good knowledge of the English language • Proficiency working with computers, office suites, internet and other relevant technologies. | | |
| 2 | Monitoring & Evaluation Manager | <ul style="list-style-type: none"> • M.Sc. Statistics or M.Sc. in Maths & Computing/ B. Tech in Data Science/ Master of Public Health / Master of Health Administration • Or, MBBS with Experience as a program manager for national health programs at the district and state level | 2 | 4 | <ul style="list-style-type: none"> • Monitor different activities of the scheme such as functioning of SHA, hospitals, field personnel, monitoring achievement of goals etc. • Organize routine, periodical and surveillance visits to all the entities participating in the scheme to ensure that all processes are running as per defined standards • Develop and coordinate risk and control assessment programs, fraud triggers and business intelligence tools in collaboration with the IT and medical management teams | CEO, State Health Agency | Rs. 75,000 – Rs. 1.00 lakhs per month |

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| | | <p>in the public health system</p> <ul style="list-style-type: none"> • At least 10 years of relevant experience • Experience in health insurance industry is desirable • Experience with managing and analyzing administrative datasets and producing data reports/dashboards will be added advantage. | | <ul style="list-style-type: none"> • Design and implement feedback forms including in local vernacular ascertaining awareness, utilization of benefits by beneficiaries and healthcare outcomes • Facilitate baseline survey and impact assessment by the organization as and when needed • Report to the Chief Executive Officer on all exceptional findings and provide routine dashboard support • Produce regular progress and monitoring reports for district counterparts and ensure regular and systematic feedback loops <p>Required Skills:</p> <ul style="list-style-type: none"> • Strong analytical skills. • Strong strategic focus, analytical and project management skills. • Excellent interpersonal and communication skills. • Ability to operate effectively with people at all levels of the business. • Strong business focus | | |
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| | | | | | <ul style="list-style-type: none"> • Excellent command of the english language • Proficiency working with computers, office suites, internet and other relevant technologies. | | |
| 3 | Manager Policy | <ul style="list-style-type: none"> • Post-graduation or higher qualification in Public health, Community health, Preventive & Social Medicine, Health Economics. • Published work/published reports/working papers in the area of health systems or health financing or public health. • At least 10 years of post-qualification work experience in Health Systems Research or in Planning and implementation of service delivery. | 1 | 2 | <ul style="list-style-type: none"> • Responsible for reviewing program guidelines prepared for SHA, analyzing these documents for consistency and synergy • Ensure activities adhere to agreed guidelines; provide overarching support to SHA and Districts. • Undertake periodic field visits to districts to review implementation of the scheme in the States, identify implementation challenges and support SHA in charting appropriate solutions or enable linkages with appropriate institutions for technical inputs in the state • Provide technical inputs on thematic areas of Health Financing and Health Protection • Undertake analytical documentation of field review visits to inform improvements in implementation | CEO, State Health Agency | Rs. 1.25 lakhs – Rs. 1.50 lakhs per month |

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| | | | | | <ul style="list-style-type: none">• Identify best practices and innovations within state and support SHA in expanding these.• Technical assistance for planning & strengthening systems in the poor performing districts• Building capacities at district and state level for effective implementation of the scheme.• Develop study / evaluation protocols and undertake and guide studies as needed.• Mobilizing technical assistance inputs for the SHA and districts, including preparation of Terms of Reference, inviting proposals application etc.• Undertake review of literature and stay up-to-date on current trends in health financing.• Collect and analyze state and national data on components of health financing on a regular basis• Provide periodic synopsis of progress in districts using data and field findings as a means of technical support and program oversight | | |
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| | | | | | <p>Required skills:</p> <ul style="list-style-type: none"> • Excellent oral and written communication skills in English. • Demonstrated ability to work in a multi-disciplinary team environment. • Demonstrated experience in operationalizing health program at field level • Willingness to travel to districts to provide technical assistance & ability to work on different assignments simultaneously to meet the timelines for assignments. • Proficiency working with computers, office suites, internet and other relevant technologies. | | |
| 4 | IT Support cum Data Manager | <ul style="list-style-type: none"> • B Tech IN CS/ IT/ Math & Computing/Data Science / MCA • Minimum of 10 years' experience in setting up and managing IT systems • Experience in insurance industry IT system maintenance | 2 | 3 | <ul style="list-style-type: none"> • Helping hospitals and implementing agencies (insurer/ISA) with use of the information system • Ensuring uptime of hardware and software, availability of data, integrity & security of data • Understand the software functional requirements for the smooth functioning of the scheme. • Overall supervising and managing IT tasks for implementation of the scheme | CEO, State Health Agency | Rs. 75,000 – Rs. 1.00 lakhs per month |

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| | | <p>would be an advantage</p> <ul style="list-style-type: none"> • Familiarity with insurance enrolment and claims IT systems shall be an added advantage | | <ul style="list-style-type: none"> • Maintaining high standards of Quality of process documentation and implementation • Participate in the meetings convened with senior officers of the state • Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary • Work with the teams across functions and other stakeholders to ensure smooth flow of data to Dashboard on a periodic basis • Ensuring data security and implementation of access protocols for data as defined by senior management • Ensures the IT updates are communicated to all the relevant stakeholders and appropriate training is provided to ensure ease of usage <p>Required Skills:</p> <ul style="list-style-type: none"> • Strong analytical skills • Excellent interpersonal and communication skills | | |
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| | | | | | <ul style="list-style-type: none"> • Excellent command of the English language • Experience of working in the IT department of an organization | | |
| 5 | Beneficiary Verification Manager | | 1 | 2 | <ul style="list-style-type: none"> • Develop format for beneficiary list development in consultation with NHA; follow NHA guidelines • Help prepare beneficiary list using relevant databases; assign category flags for eligible beneficiaries • Review beneficiary list as per the detailed guidelines provided by NHA; prepare a detailed work plan for achieving the same • Hire resources to develop and manage IT platform for verification of eligible beneficiaries; manage day-to-day operations of the agency • Help facilitate conversion of paper based beneficiary list to web usable formats • Facilitate cleanse, merge, dedupe, categorize and format of the list as required. The data shall be split by village, block, district, and category wise as per the requirement of NHA | CEO, State Health Agency | Rs. 75,000 – Rs. 1.00 lakhs per month |

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| | | | | | <ul style="list-style-type: none"> • Conduct sample field visits to audit beneficiary list; if errors are found, facilitate correction of the same • Upload Beneficiary List in central NHPM database/ website after the validation and approval from SHA, as per its direction <p>Required Skills:</p> <ul style="list-style-type: none"> • Strong analytical skills • Excellent interpersonal and communication skills • Excellent command of the English language • Experience of working in the IT department of an organization with at least 100 persons | | |
| 6 | Grievance Redressal Manager | <ul style="list-style-type: none"> • MSW/Public relations//MBA or Postgraduate Diploma in Business Administration or Master in Hospital/Health Administration, or MBA in healthcare. | 1 | 2 | <ul style="list-style-type: none"> • Help in setting up State and District level Grievance Redressal Committees (SGRC and DGRC) and oversee functions of SGRC. • Assess various systems of grievance redressal management (GRM) and use the learning to implement GRM mechanism in the state | CEO, State Health Agency | Rs. 75,000 – Rs. 1.00 lakhs per month |

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| | | <ul style="list-style-type: none"> • At least 10 years' experience in managing public relations/social audits/monitoring of large public sector programmes (preferably health sector projects). Or similar experience in marketing/customer service/grievances of a large private sector/PSU organization preferably in insurance sector. | | | <ul style="list-style-type: none"> • Help form systems and frameworks for grievance redressal – preferably an IT system; follow central guideline while developing these frameworks and systems • Managing complaint and grievances in timely manner • Responsible for organizing meetings of State Grievance Redressal Committees • Help state carry out grievance process audit in a timely manner • Manages communication campaigns to make beneficiaries aware of contours of the scheme and also their rights • Popularize call-center and website details for logging grievances <p>Required Skills:</p> <ul style="list-style-type: none"> • Strong analytical skills • Excellent interpersonal and communication skills • Excellent command of the English and local language • Proficiency working with computers, office suites, internet and other relevant technologies. | | |
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| 7 | Medical Management & Quality Manager | <ul style="list-style-type: none"> • Essential- MBBS from a recognized medical college; • MBA or Postgraduate Diploma in Business Administration or Master of Health/Hospital Administration or Master of Public Health or MBA in healthcare would be of additional advantage • At least 10 years of work experience in the area of healthcare quality. • Experience in insurance or TPA industry in the area of provider management is desirable. | 2 | 4 | <ul style="list-style-type: none"> • Implement criteria for empanelment of hospitals in various categories • Manage the empanelment and de-empanelment process • Enquire complaints related to hospital and recommend disciplinary action to the Chief Executive Officer • Responsible for medical audits, fraud control etc. • Discuss with hospitals and persuade observing of the key indicators related to public safety and quality • Support development of STGs and process documentation for covered packages • Compile and analyze the reported data to highlight trends in patient safety and quality <p>Required Skills:</p> <ul style="list-style-type: none"> • Strong analytical skills. • Ability to work in a team. • Strong strategic focus, and project management skills. • Excellent interpersonal and communication skills. | CEO, State Health Agency | Rs. 1.25 lakhs – Rs. 1.75 lakhs |
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| | | | | | <ul style="list-style-type: none"> • Ability to operate effectively with people at all levels of the business • Proficiency working with computers, office suites, internet and other relevant technologies. | | |
| 8 | IEC Manager | <ul style="list-style-type: none"> • Post Graduate degree in public health/ health management from a reputed and recognized institution with 5-7 years of experience in IEC/BCC; or • Post Graduate degree in Mass Communication, journalism/ communication design from a reputed and recognized University/Institution. • Minimum 10 years of professional work experience at state or national levels in advocacy, information and communication related to social development, | 1 | 2 | <ul style="list-style-type: none"> • Develop guidelines for IEC/BCC Program for the scheme, keeping in view the evidence (data) based rationale, background work already undertaken, innovations etc. • Coordinate with the verticals of SHA and analyze need for IEC/BCC; this should be reflected in the guideline for the IEC/BCC program • Develop Media Plans for mass media campaigns, social media campaigns. • Advise on the appropriate mix of materials to be developed as per the specific request for the communication campaigns and facilitate creating prototypes / artworks for the same • Review available formative research to develop, guide the development/modification/adaptation of the communication materials • Identify and undertake the creative development of key messages that need | CEO, State Health Agency | Rs. 75,000 – Rs. 1.00 lakhs |

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| | | <p>preferably in the field of health insurance.</p> <ul style="list-style-type: none"> • Computer proficiency/experience with high level of familiarity with commonly used packages like MS Word, Excel, Power Point & Web surfing to search relevant data & documents. • Excellent communication and presentation skills, analytical and interpersonal abilities, excellent oral and written communication skills in English and local language. | | | <p>to be included in communication materials for concerned campaigns.</p> <ul style="list-style-type: none"> • Organize review of IEC/BCC activities. • Coordinate development of creative graphics and content suitable for social media • Coordinate development of the following: annual report, e-book, newsletter, reports etc. • Coordinate with print and electronic media to organize press briefings and subsequently prepare and disseminate press releases • Manage and oversee the work of agencies contracted for the development of communication campaigns / materials, if needed. This includes guiding as well as overseeing aspects related to creative content development / treatment, graphic design and layout • Make IEC/BCC Repository available online • Support in organizing IEC activities <p>Required Skills:</p> <ul style="list-style-type: none"> • Strong analytical skills. | | |
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| | | | | | <ul style="list-style-type: none"> • Ability to lead teams • Strong group facilitation skills • Strong strategic focus and project management skills. • Excellent interpersonal and communication skills. • Ability to operate effectively with people at all levels of the business. • Proficiency working with computers, office suites, internet and other relevant technologies. | | |
| 9 | Capacity Development Manager | <ul style="list-style-type: none"> • A Post Graduate degree or equivalent in public health, health financing, health insurance, or other relevant disciplines. • Minimum 10 years of experience in the health sector in India and in the design and management of health projects • Demonstrated experience in | 1 | 2 | <ul style="list-style-type: none"> • Prepare roll-out plan for capacity building program • Conduct training needs assessment in consultation with the NHA • Provide support in development of training content (modules) – coordinate with NHA. Some of the areas of focus may include – (i) overview of the scheme; (ii) grievance redressal; (iii) claim settlement; (iv) fraud and corruption; (v) identification of beneficiaries; (vi) empanelment of hospitals etc. • Getting training content pre-tested and also reviewed by technical experts of different domains | CEO, State Health Agency | Rs. 75,000 – Rs. 1.00 lakhs |

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| | | <p>developing technical content for orientation of different stakeholders, especially government health functionaries and facilitating national and state level orientations in the health sector</p> <ul style="list-style-type: none"> • Proven track record of working with senior government officials and development partners | | <ul style="list-style-type: none"> • Identify master trainers as well as resources for training • Coordinate and ensure roll-out of training activities as per plan; build capacities of state and district level staff • Ensure quality assurance of the trainings; develop necessary tools and formats for this process. • Undertake pre- and posttraining assessment, analyze information and take actions on gaps <p>Required Skills:</p> <ul style="list-style-type: none"> • Strong analytical skills. • Ability to work in a team. • Strong group facilitation skills • Strong strategic focus and project management skills. • Excellent interpersonal and communication skills. • Ability to operate effectively with people at all levels of the business. • Excellent command of the English language • Knowledge of MS Office, MS Word, MS Power Point would be essential. | | |
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| 10 | Finance Manager | <ul style="list-style-type: none"> • MBA (Finance) / CA from a recognized institution preferably with a degree in Commerce from a recognized university. • Experience of at least 10 years, preferably 3-4 years in insurance/healthcare. • Exposure to financial management operation research, systems analysis, computer programming, government accounting, funds flow management, utilization certificates and scheme-wise expenditure reporting in a govt. set up and development of accounting packages will be an added advantage. • | 2 | 3 | <ul style="list-style-type: none"> • Finance Manager is primarily responsible for overseeing the funds management under SHA and monitoring overall financial management including release of funds, expenditure, reporting, Statutory Audit, Utilization Certificates, field review visits etc. • Supervision, monitoring, training and guidance of the team at state and district levels • Devise financial management information system • Submit periodic financial report to NHA • Statutory Audit arrangements for State; monitoring, review, analysis, compliance of Audit and GOI observations and timely submission of Audit Reports • Capacity building for State/District level finance & accounts staff from time to time • Act as Nodal Officer for all Finance, Accounts and Audit matters • Provide information/data support for Parliament Questions/Committees, RTI, VIP references, CAG audits etc. from time to time | CEO, State Health Agency | Rs. 1.25 lakhs – Rs. 1.50 lakhs |
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| | | | | <ul style="list-style-type: none">• Monitoring financial performance indicators and convergence of financial & accounting processes• Visits to districts for financial management performance review, financial studies and prepare status reports with recommendations for improvement. <p>Required Skills:</p> <ul style="list-style-type: none">• Strong analytical skills.• Ability to lead teams• Strong group facilitation skills• Strong strategic focus, analytical and project management skills.• Excellent interpersonal and communication skills.• Ability to operate effectively with people at all levels of the business.• Excellent command of the english language• Knowledge of Tally accounting package, MS Office, MS Word, MS Power Point would be desirable. | | |
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| 11 | Accounts Assistant | <ul style="list-style-type: none"> • CA / ICWA Intermediate cleared, or M. Com with at least 5 years' experience in accounting • Basic knowledge of accounting software | 1 | 1 | <ul style="list-style-type: none"> • The Accounts Assistant shall help the Finance Manager in conducting internal audit, fund management, and cash flow management of the SHA. • Monitor accounts receivable and payables to ensure acceptable turnaround time • Coordinates and provides inputs in preparation of budget for state NHPM. • Conduct variance analysis to determine difference between projected & actual spend and formulate / implement corrective actions for the year. • Manage corpus and funding of the trust • Manage accounts and bills, including payments to providers. • Play instrumental role in development and management of monthly monitoring and control framework • Coordinate with districts to obtain relevant data on time • Managing the timely preparation and audit of statutory books of accounts, financial statements and annual reports, ensuring conformance to regulatory accounting standards | Finance Manager, State Health Society | Rs. 50,000 – Rs. 75,000 |
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| | | | | | <ul style="list-style-type: none"> • Conduct trend analysis of claim payments on a Year on Year basis and highlight any anomalies • Overall supervise and manage finance & admin processes • Participate in the meetings convened with senior officers • Ensuring timely filing of any applicable tax returns & interfacing with Auditors and regulatory authorities for assessments and remittances <p>Required Skills:</p> <ul style="list-style-type: none"> • Strong analytical skills. • Ability to work in a team • Strong strategic focus, and project management skills. • Excellent interpersonal and communication skills. • Knowledge of Tally accounting package, MS Office, MS Word, MS Power Point would be desirable. | | |
| 12 | Administrative Officer | <ul style="list-style-type: none"> • Graduate in any stream • 3 - 4 years' experience as an office secretary, preferably working | 1 | 1 | <ul style="list-style-type: none"> • Secretarial assistance including drafting letters, taking dictation. | CEO, State | Rs. 30,000 |

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| | | <p>with Government Organizations.</p> <ul style="list-style-type: none"> • Good typing speed | | <ul style="list-style-type: none"> • Facilitating meetings with stakeholders, maintaining meeting schedules, managing appointments. • Liaison/ public relation. • Should have some working knowledge of Accounts, File maintenance, accounting, and documentation. • Entry of data in Excel sheets. • Facilitating travel plans of SHA teams <p>Required skills:</p> <ul style="list-style-type: none"> • Excellent administrative, organizational and planning skills with attention to detail, • Computer literate with knowledge and experience of MS office, Excel and Power point. • Knowledge of Filing, Indexing, and Document Management. • Excellent writing and verbal communication skills • Proficient in drafting notes and letters in English with focus on spelling, punctuation, grammar and other language skills | Health Society | - Rs. 40,000 |
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**States have been categorized based on AB-NHPM target population size as below, in two groups, where group B may need more than one official for the same role.*

| Category | State Names |
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| A | Arunachal Pradesh, Goa, Himachal Pradesh, Jammu and Kashmir, Manipur, Meghalaya, Mizoram, Nagaland, NCT Delhi, Sikkim, Tripura, Uttarakhand and 6 Union Territories (Andaman and Nicobar Islands, Chandigarh, Dadra and Nagar Haveli, Daman and Diu, Lakshadweep and Puducherry) |
| B | Andhra Pradesh, Assam, Bihar, Chhattisgarh, Gujarat, Haryana, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Odisha, Punjab, Rajasthan, Tamil Nadu, Telangana, Uttar Pradesh, West Bengal |

1.4. Structure at District Level

In addition to the state level posts, a District Implementation Unit (DIU) will also be required to support the implementation in every district included under the scheme. This team will be in addition to the team deployed by Insurance Company/ ISA. A DIU shall be created which would be chaired by the Deputy Commissioner/ District Magistrate/ Collector/ of the district. This Unit is to coordinate with the Implementing Agency (ISA/ Insurer) and the Network Hospitals to ensure effective implementation and also send review reports periodically. DIU will also work closely and coordinate with District Chief Medical officer and his/ her team.

Selection of the DIU positions may be done by a committee chaired by respective District Magistrate/ Collector or equivalent officer.

Proposed staffing pattern of the DIU as follows:

| SN. | Position | Qualification | Scope of work | Reporting to | Salary Range |
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| 1 | District Nodal | <ul style="list-style-type: none"> Regular state official | <ul style="list-style-type: none"> District Nodal Officer designated by the State and responsible for the AB-NHPM implementation in the district as an additional responsibility | CEO, State Health Agency | Not Applicable |

| SN. | Position | Qualification | Scope of work | Reporting to | Salary Range |
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| | Officer (1) | | <ul style="list-style-type: none"> • Ensure operational processes and procedures are followed • Ensure seamless internal and external communication • Supervises the district level consultants • Ensuring activities at district level to ensure effective alliance with the State scheme (if any). <p>Required Skills:</p> <ul style="list-style-type: none"> • Strong administrative and analytical skills • Prior experience of to managing a team of professionals • Strong project management skills. • Excellent interpersonal and communication skills. • Ability to network effectively with people at all levels. • Strong business focus | | |
| 2 | District Program Coordinator (1 with ISA, 2 without ISA) | <ul style="list-style-type: none"> • Essential qualification- MBBS/BHMS/BAMS; Preferable- MBA in healthcare or Master of Health/Hospital Admin or Master of Public Health full time regular university degree At least 5 years' experience in | <ul style="list-style-type: none"> • Supervises the operations at district level including overall administration of AB-NHPM in the district. • Ensuring compliance with the guidelines on beneficiary identification, utilization of services, awareness generation, expansion of hospital network, monitoring, audit, training, reporting, MIS etc. • Maintaining the quality and timeliness of programme data for report generation. • Random reviews of pre-authorizations and claims | District Nodal Officer | Rs. 40,000 – 60,000 per month |

| SN. | Position | Qualification | Scope of work | Reporting to | Salary Range |
|-----|--|--|---|------------------------|-------------------------------|
| | | <p>implementation of government health insurance programmes or insurance industry or TPA.</p> | <ul style="list-style-type: none"> • Work with the teams across functions and other stakeholders to ensure smooth flow of data to state level on a periodic basis • Organize routine, periodical and surveillance visits to all the entities participating in the scheme to ensure that all processes are running as per defined standards <p>Required Skills:</p> <ul style="list-style-type: none"> • Strong analytical and management skills • Ability to manage teams • Strong strategic focus and project management skills. • Excellent interpersonal and communication skills. • Ability to operate effectively with people at all levels. • Strong business focus • Fluent in english language | | |
| 3 | <p>District Information Systems Manager</p> <p>(1)</p> | <ul style="list-style-type: none"> • B Tech in Computer Sc./ IT/Math & Computing/Data Science/MCA • Minimum of 5 years' experience in implementing and | <ul style="list-style-type: none"> • Helping hospitals and implementing agencies (insurer/ISA) with use of the information system • Ensuring uptime of hardware and software, availability of data, integrity & security of data • Understand the software functional requirements for the smooth functioning of the scheme. • Overall supervising and managing IT tasks for implementation of the scheme | District Nodal Officer | Rs. 30,000 – 50,000 per month |

| SN. | Position | Qualification | Scope of work | Reporting to | Salary Range |
|-----|----------------------------|---|---|------------------------|-------------------------------|
| | | <p>managing information systems.</p> <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in insurance industry IT system maintenance would be an advantage • Familiarity with insurance enrolment and claims IT systems shall be an added advantage | <ul style="list-style-type: none"> • Maintaining high standards of Quality of process documentation and implementation • Participate in the meetings convened with senior officers of the state • Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary • Work with the teams across functions and other stakeholders to ensure smooth flow of data to Dashboard on a periodic basis • Ensuring data security and implementation of access protocols for data as defined by senior management <p>Required Skills:</p> <ul style="list-style-type: none"> • Strong analytical skills • Excellent interpersonal and communication skills • Excellent command of the english language • Experience of working in the IT department of a large organization | | |
| 4 | District Grievance Manager | <ul style="list-style-type: none"> • MSW/Public relations//MBA or Postgraduate Diploma in Business Administration | <ul style="list-style-type: none"> • Help in setting up of District Grievance Redressal Committee (DGRC) as per AB-NHPM guidelines. • Help formulate a plan to make all the stakeholders aware of their rights and duties under AB-NHPM, to implement | District Nodal Officer | Rs. 30,000 – 50.000 per month |

| SN. | Position | Qualification | Scope of work | Reporting to | Salary Range |
|-----|--------------------------|---|--|------------------------|-------------------------------|
| | (1) | <p>or Master in Hospital/Health Administration or MBA in healthcare.</p> <ul style="list-style-type: none"> • At least 5 years' experience in managing public relations/social audits/monitoring of large public sector programmes (preferably health sector projects). Or similar experience in marketing/customer service/grievances of a large private sector/PSU organization preferably in insurance sector | <p>this plan, to help stakeholders perform under full information, to prevent the grievances from arising.</p> <ul style="list-style-type: none"> • Managing complaints and grievances in timely manner • Responsible for organizing regular meetings of DGRC • Help state carry out grievance process audit in a timely manner • Manages communication campaigns to make beneficiaries aware of contours of the scheme and also their rights • Popularize call-center and website details for logging grievances <p>Required Skills:</p> <ul style="list-style-type: none"> • Strong analytical skills • Excellent interpersonal and communication skills • Excellent command of the English and local language | | |
| 5 | District Medical Officer | <ul style="list-style-type: none"> • Essential MBBS from a recognized medical college • Preferable MBA (healthcare) or Master of Hospital/Health Administration or Public | <ul style="list-style-type: none"> • Implement criteria for empanelment of hospitals in various categories • Manage the empanelment and de-empanelment process of hospitals • Enquire complaints related to hospital and recommend disciplinary action to the Chief Executive Officer • Responsible for medical audits, fraud control etc. | District Nodal Officer | Rs. 50,000 – 80,000 per month |

| SN. | Position | Qualification | Scope of work | Reporting to | Salary Range |
|-----|----------|---|--|--------------|--------------|
| | (1) | <p>Health would be of additional advantage.</p> <ul style="list-style-type: none"> • At least 5 years of work experience in the area of healthcare quality/hospital accreditation/hospital operations of a multi-specialty hospital. | <ul style="list-style-type: none"> • Discuss with hospitals and persuade observing of the key indicators related to public safety and quality • Compile and analyze the reported data to highlight trends in public safety and quality • To line up effectively with the ISA (if any) <p>Required skills:</p> <ul style="list-style-type: none"> • Strong analytical skills. • Team player • Strong strategic focus, and project management skills. • Eye for details. • Excellent interpersonal and communication skills. | | |