

# User Manual for Approvers in Transaction Management System

AYUSHMAN BHARAT – PRADHAN MANTRI JAN AROGYA YOJANA  
(AB PM-JAY)

VERSION 2.0

17-DEC-2018

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**ABBREVIATION:**

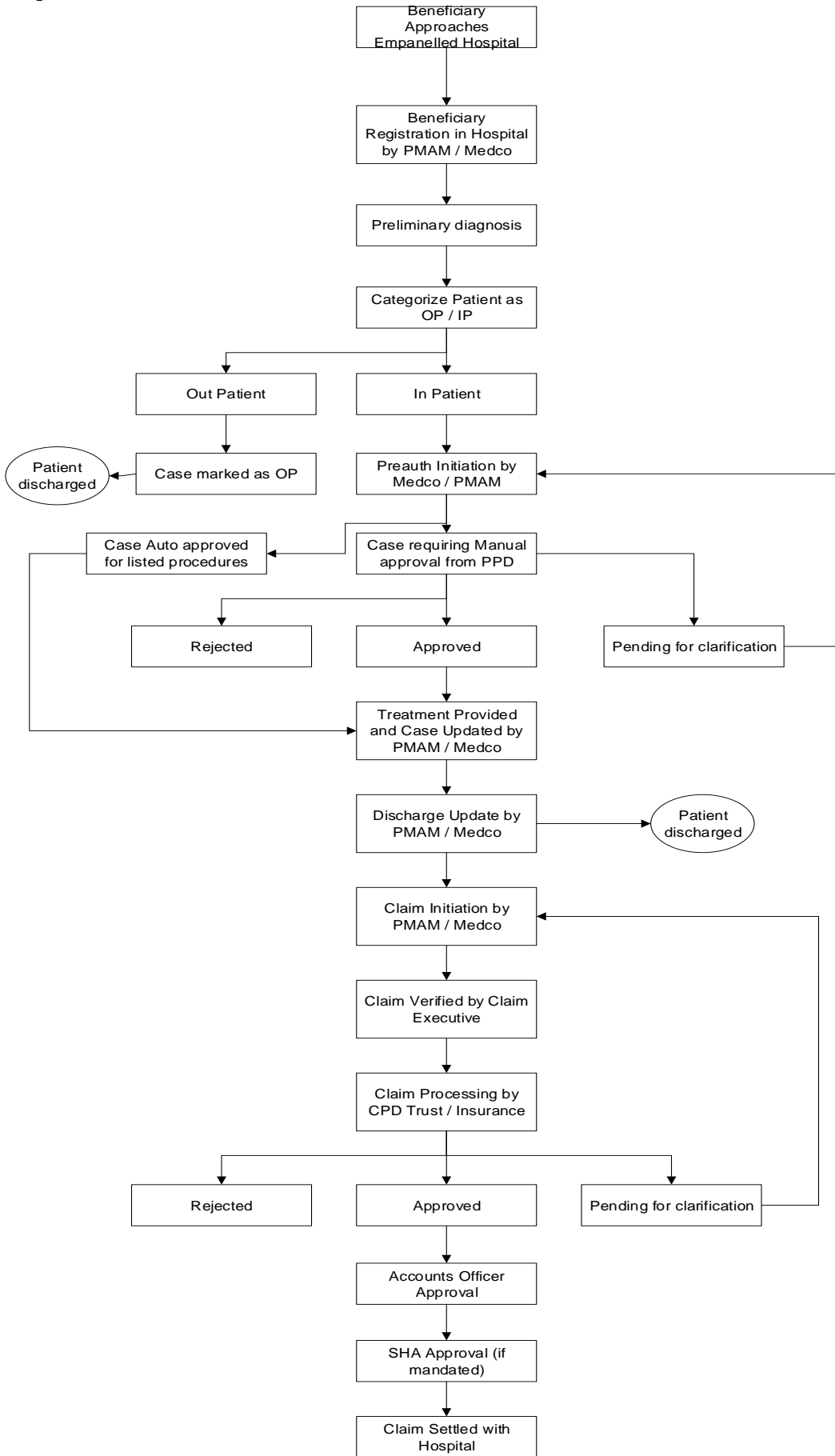
<b>TERMS</b>	<b>DEFINITION</b>
PMAM/ AM	Pradhan Mantri Arogya Mitra / Arogya Mitra
MEDCO	Medical Coordinator
PEX	Pre-Authorization Executive
PPD	Pre-Authorization Panel Doctor
CEX	Claim Executive
CPD	Claim Panel Doctor
AO	Account Officer
SHA	State Health Agency

## Changes made in the TMS

1. The system will allow the users(except MEDCO/MITHRA) to reassign the task to either a different user within same role or a different role altogether for seeking the feedback/comment(s).This new feature will be available as “assign” in the action drop menu.
2. The system will allow CPD to make partial payment of claimed amount.
3. The system will have the separate queue for Day care procedures in PPD log-in for pre-authorization approval.
4. The system will allow the SHA-Trust to revoke cases where preauthorization or claim request has been previously rejected or approved.
5. The system will allow the users to zoom in, zoom out and rotate all the attachments.
6. The system will allow users to enter page numbers manually in the worklist and go to it directly.
7. The system will allow the PPD to reject the entire pre-authorization during first enhancement (for a Medical Case) using the case reject option in the action drop down menu.
8. Auto approval after six hours has been removed for the cases with unspecified surgical procedures.
9. PPD-multi and CPD-Multi login concept has been removed.

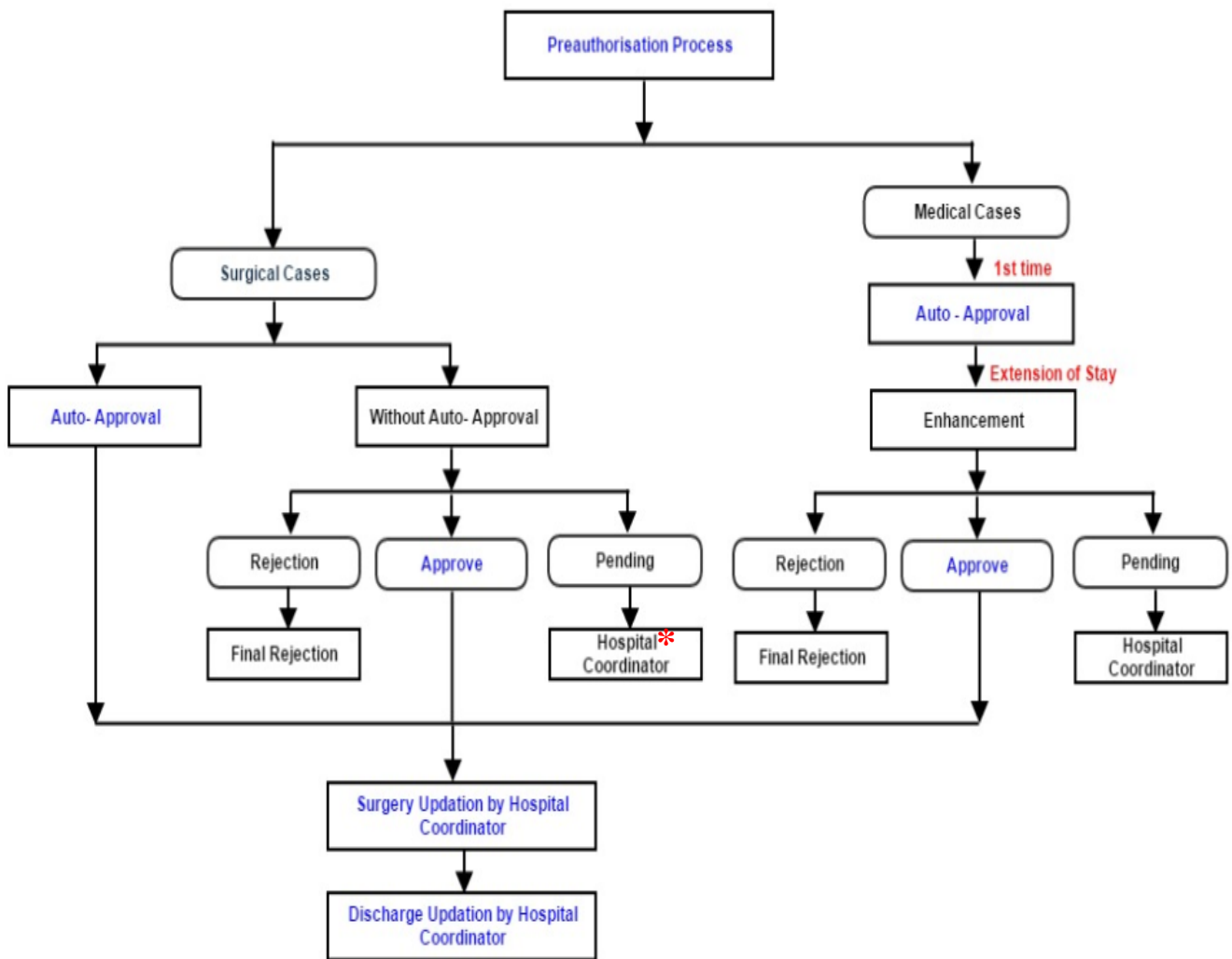
## TMS Workflow

TMS Workflow explains all roles and responsibility involved in this process as mentioned below.



# Preauthorization Workflow

Preauthorization Workflow explains all roles and responsibility involved in this process as mentioned below.



\* Hospital Co-Ordinator: It could be MEDCO and /or PMAM.

## Menus and Sub Menus

Below are the Menus and Sub Menus involved in TMS Application.

s.no	Menus	Sub-Menus
1	Patient	Register Patient
		Register Patient View
		Telephonic Registered patients
		Out patient Registered cases
2	Case Search	NA
3	Pre-Auth	Pre auth Initiation
		Pre auth Updation
		Cases for Surgery Update
		Cases for discharge Update
		Cancel Pre auth
4	Claims	Claims Initiation
		Claims Updation

## Case Status

Below are the Case status for all cases involved in TMS Application.

s.no	Case	Case status		
		Current	Previous	Next
1	Out patient	OP case Registered	NA	NA
2	In patient	IP case registered	NA	MEDCO Pre auth initiated
3	Pre auth initiation	MEDCO Pre auth initiated	IP case registered	PPD Approve/PPD rejected/PPD pending
4	Pre auth Updation	PPD Insurer/Trust /Multi Approve	MEDCO Pre auth initiated	Surgery date updated by MEDCO
5	Pre auth Updation	PPD Insurer/Trust /Multi Pending	MEDCO Pre auth initiated	MEDCO Pending Updated
6	MEDCO Updation	MEDCO Pending Updated	PPD Insurer/Trust /Multi Pending	PPD Insurer/Trust /Multi Pending Approved
7	Pre auth Updation	PPD Insurer/Trust /Multi Pending Approved	MEDCO Pending Updated	Surgery date updated by MEDCO
8	Pre auth Updation	PPD Insurer/Trust /Multi Reject	MEDCO Pre auth initiated	NA
9	NA	Procedure Auto Approved	MEDCO Pre auth initiated	Surgery date updated by MEDCO
10	Cancel	Pre auth Cancelled	NA	NA
11	Cases for Surgery updation	Surgery date updated by MEDCO	PPD Approve	Discharge date updated by MEDCO
12	Cases for Discharge updation	Discharge Date updated by MEDCO	Surgery date updated by MEDCO	Claim initiated by MEDCO
13	Claim initiation	Claim initiated By MEDCO	Discharge Date updated by MEDCO	Claim forwarded By CEX
14	Claim Updation	Claim forwarded By CEX	Claim Initiated by MEDCO	Claim approved by Claim Panel doctor
15	Claim Updation	Claim Insurer/Trust /Multi approved by Claim Panel doctor	Claim forwarded By CEX	NA
		Claim kept Pending by CPD	Claim forwarded By CEX	Claim Pending Updated by MEDCO to CPD
16	Claim Updation	Claim Pending Updated by MEDCO to CPD	Claim kept Pending by CPD	Claim Pending Approved by CPD
17	MEDCO Updation	Claim Pending Approved by CPD	Claim Pending Updated by MEDCO to CPD	NA
18	Claim Updation	CPD Insurer/Trust /Multi Reject	Claim forwarded By CEX	Claim forwarded to Accounts Officer
19	Claim Updation	Claim forwarded to Accounts officer	CPD Insurer/Trust/Multi Reject	Claim forwarded to SHA
20	Claim Updation	Claim forwarded to SHA	Claim forwarded to Accounts Officer	NA
21	Claim Updation			



## Pre-Authorization

Pre-Authorization process has to be approved by Pre-Auth Panel Doctor for In-patient registered patients. Before performing surgery, Network Hospital has to get approval from higher authorities whether the surgery is required or not. This process is known as Pre-Authorization.

1. Preauthorization Process Initiated by MEDCO.
2. Preauthorization Verification by Arogya Mitra.
3. Preauthorization Approval by Panel Doctor.

### **Preauthorization Process Initiated by MEDCO:**

MEDCO (Network Hospital doctor) has to initiate the Preauthorization process by submitting all mandatory information like illness details, surgery details and total cost estimation etc. After this action, the case status will be changed to Preauthorization MEDCO Initiated.

### **Preauthorization Verification by Arogya Mitra\*:**

Arogya Mitra will verify the details which was submitted by MEDCO and forward the Preauthorization. Claim number for this case will be generated. After this action, the case status will be changed to 'Preauthorization Forwarded by Arogya Mitra'.

**Note\*:** For some states (on request), if they are having Arogya Mitra, then it will go to Arogya Mitra pool. For the other states, after pre-auth initiation, request will go to Panel doctor directly.

### **Preauthorization Approval by Panel Doctor:**

The Preauthorization will be processed by Panel Doctor. He will retrieve the Cases waiting for Approval based on FIFO Order. Panel Doctor will 'Approve'/'Reject'/'Pending' after checking past history and verifying the case he wants to 'Approve'/'Reject'/'Pending' for Preauthorization by providing fields in Checklist.

# Preauthorization Sub-Menus

## Preauth Updation

**Pradhan Mantri Jan Arogya Yojana**  
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Preauth Cases For Approval

Case Number: \_\_\_\_\_ Card Number: \_\_\_\_\_ Patient Name: \_\_\_\_\_ Category: ----Select----

Procedure Name: ----Select---- Registered From Date: \_\_\_\_\_ Registered To Date: \_\_\_\_\_

QSearch Reset

1 Displaying Records: 1-21 Total no of Records: 21

S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date
1	<a href="#">CASE/HS22011221/M576</a>	TRUST/BJJ/2018/636559/1	BANDI	P02DUPFGU	Medco Preauth Initiated(Insurance)	aaarogya hospital	16/10/2018
2	<a href="#">CASE/HS22011221/M639</a>	TRUST/RAJ/2018/387600/1	SANTOSH SAHU	P50C524D0	Enhancement Initiated (Insurer)	aaarogya hospital	29/10/2018
3	<a href="#">CASE/HS22011183/S821</a>	TRUST/RAJ/2018/386764/1	GOND RAM SONI	PDTXGNOIB	Enhancement Initiated (Insurer)	UPADHAYAY HOSPITAL	19/11/2018
4	<a href="#">CASE/HOSP22P00544/P655</a>	TRUST/JAN/2018/379827/1	Sushila Sonwani	PLMF30KJF	Medco Preauth Initiated(Insurance)	BALCO MEDICAL CENTRE	30/10/2018
5	<a href="#">CASE/HOSP22P00544/S886</a>	TRUST/KAN/2018/381845/1	NARAYAN SINGH SHORI	PBHRU7FGY	PPD-Insurer Pending updated by Medco(Insurance)	BALCO MEDICAL CENTRE	26/11/2018
6	<a href="#">CASE/HS22011221/S887</a>	TRUST/SUR/2018/648849/1	kunti	POVZLFL3U	Enhancement Initiated (Insurer)	aaarogya hospital	29/11/2018
7	<a href="#">CASE/HS22011221/S888</a>	TRUST/SUR/2018/648850/1	kunti	POVZLFL3U	Medco Preauth Initiated(Insurance)	aaarogya hospital	29/11/2018
8	<a href="#">CASE/HS22011221/S889</a>	TRUST/SUR/2018/648851/1	kunti	POVZLFL3U	Enhancement Initiated (Insurer)	aaarogya hospital	29/11/2018
9	<a href="#">CASE/HS22011221/S899</a>	TRUST/SUR/2018/648865/1	kunti	POVZLFL3U	Enhancement Initiated (Insurer)	aaarogya hospital	07/12/2018
10	<a href="#">CASE/HS22011206/R963</a>	TRUST/BAL/2018/644927/1	Dayamati	P3X060P29	Medco Preauth Initiated(Insurance)	matre smriti hospital	11/12/2018

## Day Wise Worklist

System shall allow user to view cases of day care separately in this worklist.

**Pradhan Mantri Jan Arogya Yojana**  
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Preauth Cases For Approval

Case Number: \_\_\_\_\_ Card Number: \_\_\_\_\_ Patient Name: \_\_\_\_\_ Category: ----Select----

Procedure Name: ----Select---- Registered From Date: \_\_\_\_\_ Registered To Date: \_\_\_\_\_

QSearch Reset

1 Displaying Records: 1-5 Total no of Records: 5

S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date
1	<a href="#">CASE/HS22017008/S825</a>	TRUST/DHA/2018/377867/1	Kerti Yadav	PH5HF393X	Medco Preauth Initiated(Insurance)	District hospital	19/11/2018
2	<a href="#">CASE/HS22011221/M957</a>	TRUST/RAJ/2018/388925/1	Surjo	PMFTQXAMZ	PPD-Insurer Pending updated by Medco(Insurance)	aaarogya hospital	11/12/2018
3	<a href="#">CASE/HS24001134/S949</a>	TRUST/RAJ/2018/386929/1	Phul Bai Mahant	PKRX3S2YA	Medco Preauth Initiated(Insurance)	JAGRUTI MULTISPECIALITY HOSPITAL	05/12/2018
4	<a href="#">CASE/HS22019003/S981</a>	TRUST/MAH/2018/385948/1	LALKUMAR	P4M24D2RX	Medco Preauth Initiated(Insurance)	CHC Navagarh	07/12/2018
5	<a href="#">CASE/HOSP22P00544/P1051</a>	TRUST/BAL/2018/6461012/1	Shandi Bai	PGDJE9BAW	Medco Preauth Initiated(Insurance)	BALCO MEDICAL CENTRE	17/12/2018

# Preauthorization Action Types

## Preauthorization Forward (Trust/Insurer)

The system shall allow to forward cases pre authorization workflow from trust to Insurance and Vice-versa.

Forward to Trust: (similar flow for insurance to trust also)

The screenshot shows the 'Preauth' section of the Pradhan Mantri Jan Arogya Yojana interface. The left sidebar contains navigation options: Assigned Cases, Pendency, Preauth, Preauth Update (23), Day-Wise Worklist (5), and Cases Search. The main content area displays the 'Enhancement' and 'Work Flow' sections.

**Enhancement Table:**

Admission Unit	No Of Days	Enhancement amount	Remarks	Enhancement Rejected	Attachments
HDU	1	2700	d	N	Patient Photo, Preauth Enhancement,

**Work Flow Table:**

S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
1	14/12/2018 15:58:05	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
2	14/12/2018 18:36:44	BALCO MEDICAL CENTRE MEDCO(MEDCO)	Procedure Auto Approved	Procedure auto approved insurance(Insurance)	2700
3	14/12/2018 18:38:09	BALCO MEDICAL CENTRE MEDCO(MEDCO)	d	Enhancement Initiated (Insurer)	5400

**Action:** Forward to Trust

**Submit**

Note:Wallet: balance including current package  
Insurance Consumed Amount: Rs.46,050  
Trust Consumed Amount: Rs.0  
Unspecified Consumed Amount: Rs.0

Upon clicking “Submit” button, the following message is shown in case of enhancement. Otherwise it will be shown as “PPD forwarded to trust”

The screenshot shows the 'Patient Details' section of the Pradhan Mantri Jan Arogya Yojana interface. The left sidebar contains navigation options: Assigned Cases, Pendency, Preauth, Preauth Update (23), Day-Wise Worklist (5), and Cases Search. The main content area displays the 'Patient Details' section.

**Patient Details:**

Name:	Card No:	Registration No:	Case No:
Pramila Bagnel	PSI2LQGGP	1208	CASE/HOSP22P00544/P1041
Case Status:	IP No:	IP Registered Date:	Actual Registration Date:
Enhancement Initiated (Insurer)	NA	14/12/2018	14/12/2018 15:58:05
Contact No:	Age:	District Address:	Hospital Name:
8719046253	22 years 0 months 0 days	JAN GIR-CHAMPA , CHHATTISGARH	BALCO MEDICAL CENTRE
Hospital Address:	Family ID:		
RAIPUR , CHHATTISGARH	22954020421301912		

**Confirmation Dialog:**

Do you want to Forward the Enhancement to Trust?

**OK** **Cancel**

**Treatment Protocol Table:**

Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
General Medicine(67553)	Pneumothroax(M100006)	1	clinical notes	-NA- sad		0

System shall ask for confirmation as shown below

The screenshot shows the Pradhan Mantri Jan Arogya Yojana (PM-JAY) interface. The top navigation bar includes the National Health Agency logo and the text 'Pradhan Mantri Jan Arogya Yojana AYUSHMAN BHARAT'. A user profile dropdown shows 'PPD-Insurer'. The left sidebar contains navigation options: Assigned Cases, Pendency, Preauth, Preauth Updation (23), Day-Wise Worklist (5), and Cases Search.

The main content area displays 'Patient Details' for Case No: CASE/HOSP22P00544/P1041. The patient information includes:

- Name: Pramila Baghel
- Card No: F812LQG9P
- Registration No: 1208
- Case Status: Enhancement Initiated (Insurer)
- IP No: NA
- IP Registered Date: 14/12/2018
- Contact No: 8719046253
- Age: 22 years 0 months 0 days
- Patient Address: JANJGIR-CHAMPA, CHHATTISGARH
- Hospital Address: RAIPUR, CHHATTISGARH
- Family ID: 22P54020421301912
- Case No: CASE/HOSP22P00544/P1041
- Actual Registration Date: 14/12/2018 15:58:05
- Hospital Name: BALCO MEDICAL CENTRE

A confirmation message is displayed: 'Enhancement Case has been Forwarded successfully to Trust'. Below this, the 'Treatment Protocol' table is visible:

Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
General Medicine(67553)	Pneumothroax(M100006)	1	<a href="#">clinical notes</a>	-NA-	sad	0

System will show a confirmation message as shown below

This screenshot is identical to the one above, showing the same patient details and confirmation message. The interface elements, including the navigation bar, sidebar, and patient information, are consistent with the previous image.

## Pre auth Assign Functionality

The system will allow the users (except Medco/Mithra) to reassign the task to either a different user within same role or different role altogether for seeking their feedback/Comment(s). Upon selecting re-assign, another drop down (select unit-role) where the user will be able to select the next user to whom the case is to be assigned

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Total Package Amount Admissible Under the Scheme Rs: 6550

Remarks:

Note: Only %07./ special characters are allowed for Remarks and remarks are mandatory while assigning

**Admission Unit**  
Admission Unit: HDU

S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
1	13/12/2018 11:11:06	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
2	13/12/2018 16:46:03	BALCO MEDICAL CENTRE MEDCO(MEDCO)	--NA--	Medco Preauth Initiated(Insurance)	6550

Action: Assign | Select User Role: --Select--  
 Medical Committee  
 PPD-Insurer

Submit

Note: Wallet balance including current package  
 Insurance Consumed Amount: Rs.48,700  
 Trust Consumed Amount: Rs.0  
 Unspecified Consumed Amount: Rs.0

## In case of medical Committee is selected from select user role:

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Total Package Amount Admissible Under the Scheme Rs: 6550

Remarks:

Note: Only %07./ special characters are allowed for Remarks and remarks are mandatory while assigning

**Admission Unit**  
Admission Unit: HDU

S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
1	13/12/2018 11:11:06	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
2	13/12/2018 16:46:03	BALCO MEDICAL CENTRE MEDCO(MEDCO)	--NA--	Medco Preauth Initiated(Insurance)	6550

Action: Assign | Select User Role: Medical Committee | Select User to Assign: Medical Committee Medical Committee - Insurer(CHH003497)

Submit

Note: Wallet balance including current package  
 Insurance Consumed Amount: Rs.48,700  
 Trust Consumed Amount: Rs.0  
 Unspecified Consumed Amount: Rs.0

PPD can select appropriate Medical Committee user shown in the “select user to assign” drop -down

The screenshot shows the 'Assign' action screen in the TMS. The 'Select User Role' dropdown is set to 'Medical Committee'. The 'Work Flow' table shows two entries:

S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
1	13/12/2018 11:11:06	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
2	13/12/2018 16:46:03	BALCO MEDICAL CENTRE MEDCO(MEDCO)	--NA--	Medico Preauth Initiated(Insurance)	6550

The 'Select User to Assign' dropdown is set to 'Medical Committee Medical Committee - Insurer(CHH003497)'. A 'Submit' button is visible at the bottom.

In case PPD (insurer/Trust) is selected from select user role:  
PPD can select appropriate user shown in the “select user to assign” drop -down

The screenshot shows the 'Assign' action screen with 'PPD-Insurer' selected in the 'Select User Role' dropdown. The 'Select User to Assign' dropdown is open, showing a list of PPD users:

- Chhattisgarh PPD-INS(CHH000)
- Chhattisgarh PPD-INSMULTI(CHH0010)
- Dr. Poonam Bagge Amarjeet PPD-INS(CHH003272)
- Dr. Rashmi Arya PPD-INS(CHH003273)
- Dr. Richa Agarwal PPD-INS(CHH003274)
- Dr. Myuresh Agrawal PPD-INS(CHH003275)
- Dr. Sandhya Kumari PPD-INS(CHH003276)
- Dr. Lippi Gogoi PPD-INS(CHH003277)
- Dr. Kiran Kumari PPD-INS(CHH003278)
- Dr. Richa Puri PPD-INS(CHH003279)
- Dr. Md. Faheem Khan Pathan PPD-INS(CHH003280)
- Dr. Ankur Grover PPD-INS(CHH003281)
- Dr. Ashish Dhadhich PPD-INS(CHH003282)
- Dr. Ravi Mehra PPD-INS(CHH003283)
- Dr. Nishant Bagoria PPD-INS(CHH003284)
- Dr. Sumit Kumar PPD-INS(CHH003285)
- Dr. Himanshu PPD-INS(CHH003286)
- Dr. Aditi Yadav PPD-INS(CHH003287)
- Dr. Riddhi Gulati PPD-INS(CHH003288)

Upon submitting “Assign”, the system asks for confirmation as shown below:

The screenshot shows the 'Assign' action screen with a confirmation dialog box open. The dialog box asks: "Do you want to Assign?". The background shows the 'Patient Details' section with the following information:

**Patient Details**

Name: Ballo Das Derrhiya  
 Card No: P1ASAP6QH  
 Case Status: Medico Preauth Initiated(Insurance)  
 Contact No: 9752849638  
 Hospital Address: RAIPUR, CHHATTISGARH

Registration No: 1162  
 IP Registered Date: 13/12/2018  
 Patient Address: RAJNANDGAON, CHHATTISGARH

Case No: CASE/HOSP22P00544/5989  
 Actual Registration Date: 13/12/2018 11:11:06  
 Hospital Name: BALCO MEDICAL CENTRE

The dialog box has 'OK' and 'Cancel' buttons.

Upon successfully assigning the case, the following message is shown

The screenshot shows the 'Patient Details' form for Case No: CASE/HOSP22/P00544/5989. The form includes fields for Name, Card No, Registration No, Case No, Case Status, IP No, IP Registered Date, Actual Registration Date, Medico Preauth Initiated, Contact No, Age, Patient Address, Hospital Address, and Family ID. A success message box is overlaid on the form, stating 'Case has been Assigned to selected user' with an 'OK' button.

## Preauthorization Approved by PPD

Pre-Auth Panel Doctor should be able to Approve/Pending/Reject the Case verified by Mithra as shown in the screen shot.

The screenshot shows the 'Preauthorization' form for Case No: CASE/CON-RRY/NHPST3341. The form includes sections for Patient Details, NWH Details, Diagnosis and Treatment, Treatment Protocol, Comorbid Conditions, Admission Details, Technical Checklist, and Work Flow.

**Treatment Protocol Table:**

Category Name	ICD Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
ENDOCRINOLOGY(592)	Disorders of other endocrine glands(405)	Hormonal therapy for Pituitary - Acromegaly(292)	-NA-	Clinical Photograph	-NA-	R. BHARATHI	₹ 12140

**Work Flow Table:**

S.No	Date and Time	Role Name	Remarks	Action	Amount
1	20/07/2018 16:35:11	MEDCOCON_RRY(MEDCO)	NA	IP Case Registered	19630
2	20/07/2018 17:29:45	MEDCOCON_RRY(MEDCO)	Na	Medco Preauth Initiated	19630
3	20/07/2018 18:08:16	MEDCOCON_RRY(MITHRA)	NA	Preauth Mithra Forwarded	19630

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National Health Protection Mission

PPD

- Cases Search
- Preauth
- Preauth Update 1
- Payments

**Patient Details Case No: CASE/CON-RRV/NHPST3341**

Name:	Aadhaar No:	Relation with Family Head:	Card No:
si	786786886767	Self	NHPS2364 01
Use No:	Case Status:	IP No:	IP Registered Date:
ASE CON-RRV/NHPST3341	Preauth: Mitra Forwarded		2018-07-20 16:35:11.0
Hospital Name:	Contact No:	Slab Type:	Address:
CONTINENTAL HOSPITALS	8678678686	Semi Private Ward	54 sai anagar, Amberpet, AMBERPET, HYDERABAD

Notification buttons will be enabled in:  
**10** minutes **01** seconds

IP Registration Details
Past History
Clinical Notes
Preauthorization
Attachments
Case Sheet

**NWH Details**

Name	Address
CONTINENTAL HOSPITALS	PLOT NO3, ROAD NO 2, NANAKRAMAGUDA, GACHIBOWLI, SERILINGAMPALLY, HYDERABAD, 9948991143

**Diagnosis and Treatment**

Diagnosis Type	Main Category Name	Category Name
Factors influencing health status and contact with health services	Factors influencing health status and contact with health services	Body mass index (BMI) Kilograms per meters squared
Sub Category Name	Disease Name	Disease Anatomical Name
Body mass index (BMI) 40 or greater, adult	Body mass index (BMI) 70 or greater, adult	Body mass index (BMI) 70 or greater, adult

**Treatment Protocol**

Category Name	ICD Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
ENDOCRINOLOGY(592)	Disorders of other endocrine glands(405)	Hormonal therapy for Pituitary - Acromegaly(292)	-NA-	Clinical Photograph	-NA-	R. BHARATHI	₹ 12140

**Comorbid Conditions**

No comorbid Found

**Admission Details**

Admission Type *	Admission Date *	Procedure Consent *
<input checked="" type="radio"/> Planned <input type="radio"/> Emergency	20-07-2018	<input checked="" type="radio"/> Yes <input type="radio"/> No
Medical or Cardiology Clearance *		
<input type="radio"/> Yes <input checked="" type="radio"/> No		
Blood Transfusion *		
<input type="radio"/> Yes <input checked="" type="radio"/> No		

**Technical CheckList**

1) Is diagnosis supported by sufficient evidence\*\*  Yes  No

2) Is the Suggested line of Treatment Supported by Sufficient evidence\*\*  Yes  No

Total Package Amount Admissible Under the Scheme Rs \*

Remarks \*

**Work Flow**

S.No	Date and Time	Role Name	Remarks	Action	Amount
1	20-07-2018 16:35:11	MEDCOCON_RRV(MEDCO)	NA	IP Case Registered	19630
2	20-07-2018 17:29:45	MEDCOCON_RRV(MEDCO)	Na	Medco Preauth Initiated	19630
3	20-07-2018 18:08:16	MEDCOCON_RRV(MITHRA)	NA	Preauth Mitra Forwarded	19630

Action  
 --Select-- Submit



Once the timer is completed case will be notified by panel doctor as shown in the screen shot.

**AYUSHMAN BHARAT**

National Health Protection Mission

PPD

Cases Search

---

Preauth

---

Preauth Updation 1

---

Payments

**Patient Details Case No: CASE/CON-RRY/NHPST3341**

Name: <b>ti</b>	Aadhaar No: 786786886767	Relation with Family Head: Self	Card No: NHPS2364/01
Case No: ASE/CON-RRY/NHPST3341	Case Status: Preauth Mithra Forwarded	IP No:	IP Registered Date: 2018-07-20 16:35:11.0
Hospital Name: CONTINENTAL HOSPITALS	Contact No: 8678678686	Slab Type: Semi Private Ward	Address: 54 sai angar, Amberpet, AMBERPET, HYDERABAD

NO DATA

Action buttons will be enabled in : 00 : 00  
minutes seconds

IP Registration Details
Past History
Clinical Notes
Preauthorization
Attachments
Case Sheet

**NWH Details**

Name: CONTINENTAL HOSPITALS

**Diagnosis and Treatment**

Diagnosis Type	Main Category Name	Category Name
Factors influencing health status and contact with health services	Factors influencing health status and contact with health services	Body mass index [BMI] Kilograms per meters squared
Sub Category Name	Disease Name	Disease Anatomical Name
Body mass index (BMI) 40 or greater, adult	Body mass index (BMI) 70 or greater, adult	Body mass index (BMI) 70 or greater, adult

**Treatment Protocol**

Timer completed

OK

Approve the case by verifying below details as shown in the screen shot.

**AYUSHMAN BHARAT**  
National Health Protection Mission

PPD

**Patient Details Case No: CASE/CON-RRY/NHPST3341**

time: ii  
 use No: ASE CON-RRY/NHPST3341  
 Digital Name: CONTINENTAL HOSPITALS

Aadhaar No: 786786886767  
 Case Status: Preauth Mithra Forwarded  
 Contact No: 8678678686

Relation with Family Head: Self  
 IP No:  
 Slab Type: Semi Private Ward

Card No: NHPS2364/01  
 IP Registered Date: 2018-07-20 16:35:11.0  
 Address: S4 sai angar, Amberpet, AMBERPET, HYDERABAD

NO DATA

Action buttons will be enabled in : **10** minutes : **00** seconds

IP Registration Details
Past History
Clinical Notes
Preauthorization
Attachments
Case Sheet

**NWH Details**

Name: CONTINENTAL HOSPITALS      Address: PLOT NO3, ROAD NO 2, NANAKRAMAGUDA, GACHIBOWLI, SERILINGAMPALLY , HYDERABAD , 9948991143

**Diagnosis and Treatment**

<b>Diagnosis Type</b> Factors influencing health status and contact with health services	<b>Main Category Name</b> Factors influencing health status and contact with health services	<b>Category Name</b> Body mass index [BMI] Kilograms per meters squared
<b>Sub Category Name</b> Body mass index (BMI) 40 or greater, adult	<b>Disease Name</b> Body mass index (BMI) 70 or greater, adult	<b>Disease Anatomical Name</b> Body mass index (BMI) 70 or greater, adult

**Treatment Protocol**

Category Name	ICD Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
ENDOCRINOLOGY(592)	Disorders of other endocrine glands(405)	Hormonal therapy for Pituitary - Acromegaly(292)	-NA-	Clinical Photograph	-NA-	R. BHARATHI	₹ 12140

**Comorbid Conditions**

No comorbid Found

**Admission Details**

Admission Type \*  
 Planned  Emergency      Admission Date \*  
 20-07-2018      Procedure Consent \*  
 Yes  No

Medical or Cardiology Clearance \*  
 Yes  No

Blood Transfusion \*  
 Yes  No

**Technical CheckList**

1) Is diagnosis supported by sufficient evidence?\*       Yes  No

2) Is the Suggested line of Treatment Supported by Sufficient evidence?\*       Yes  No

Total Package Amount Admissible Under the Scheme Rs \*

Remarks \*

**Work Flow**

S.No	Date and Time	Role Name	Remarks	Action	Amount
1	20/07/2018 16:35:11	MEDCOCON_RRY(MEDCO)	NA	IP Case Registered	19630
2	20/07/2018 17:29:45	MEDCOCON_RRY(MEDCO)	Na	Medco Preauth Initiated	19630
3	20/07/2018 18:08:16	MEDCOCON_RRY(MITHRA)	NA	Preauth Mithra Forwarded	19630

Action  
 Approve      Submit

After approval, message will be generated as shown in the screen shot

**AYUSHMAN BHARAT**

National Health Protection Mission

PPD ▾

Cases Search

Preauth

Preauth Updation 1

Payments

**Patient Details Case No: CASE/CON-RRY/NHPST3341**

Name:	Aadhaar No:	Relation with Family Head:	Card No:
ii	786786886767	Self	NHPS2364/01
Case No:	Case Status:	IP No:	IP Registered Date:
ASE/CON-RRY/NHPST3341	Preauth Mithra Forwarded		2018-07-20 16:35:11.0
Hospital Name:	Contact No:	Slab Type:	Address:
CONTINENTAL HOSPITALS	8678678686	Semi Private Ward	54 sai angar, Amberpet, AMBERPET, HYDERABAD

Notification buttons will be enabled in :  
00 : 00  
minutes seconds

IP Registration Details
Past History
Clinical Notes
Preauthorization
Attachments
Case Sheet

**NWH Details**

Name: CONTINENTAL HOSPITALS

**Diagnosis and Treatment**

Diagnosis Type	Main Category Name	Category Name
Factors influencing health status and contact with health services	Factors influencing health status and contact with health services	Body mass index [BMI] Kilograms per meters squared
Sub Category Name	Disease Name	Disease Anatomical Name
Body mass index (BMI) 40 or greater, adult	Body mass index (BMI) 70 or greater, adult	Body mass index (BMI) 70 or greater, adult

**Treatment Protocol**

Category Name	ICD Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
ENDOCRINOLOGY(592)	Disorders of other endocrine glands(405)	Hormonal therapy for Pituitary - Acromegaly(292)	-NA-	Clinical Photograph	-NA-	R. BHARATHI	₹ 12140 <span style="color: red; font-weight: bold;">+</span>

Preauthorisation case has been Approved

OK

### Query raised by PPD

If Action is Raise query as shown in the screen shot, Medco has to update the case and Mithra will forward the case and then PPD will approve.

**Pradhan Mantri Jan Arogya Yojana**  
AYUSHMAN BHARAT

Total Package Amount Admissible Under the Scheme Rs \* ₹ 14000

Remarks: Note: Only %07./ special characters are allowed for Remarks and remarks are mandatory while assigning

S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
1	14/12/2018 15:56:37	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
2	14/12/2018 17:37:16	BALCO MEDICAL CENTRE MEDCO(MEDCO)	--NA--	Medco Preauth Initiated(Insurance)	14000

Action: **Raise Query**

**Submit**

Note:Wallet balance including current package  
Insurance Consumed Amount: Rs.46,050  
Trust Consumed Amount: Rs.0  
Unspecified Consumed Amount: Rs.0

After submitting the action type as “query raise”, system will asks for confirmation as shown:

**Pradhan Mantri Jan Arogya Yojana**  
AYUSHMAN BHARAT

Case No: CASE/HOSP22P00544/P1034

**Patient Details**

<b>Name:</b> Pramila Baghel	<b>Card No:</b> P812LQG9P	<b>Registration No:</b> 1206	<b>Case No:</b> CASE/HOSP22P00544/P1034
<b>Case Status:</b> Medco Preauth Initiated(Insurance)	<b>IP No:</b> NA	<b>IP Registered Date:</b> 14/12/2018	<b>Actual Registration Date:</b> 14/12/2018 15:56:37
<b>Contact No:</b> 8719046253	<b>Age:</b> 22 years 0 months 0 days	<b>Patient Address:</b> JANIGIR-CHAMPA , CHHATTISGARH	<b>Hospital Name:</b> BALCO MEDICAL CENTRE
<b>Hospital Address:</b> RAIPUR , CHHATTISGARH	<b>Family ID:</b> 22PS4020421301912		

Do you want to proceed for Pending ?

**OK** **Cancel**

Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
Ophthalmology(67539)	Buckle Removal(S300001)	2	clinical notes	-NA-	sfds	7000

After clicking “OK”, the following message is shown

**Pradhan Mantri Jan Arogya Yojana**  
AYUSHMAN BHARAT

Case No: CASE/HOSP22P00544/P1034

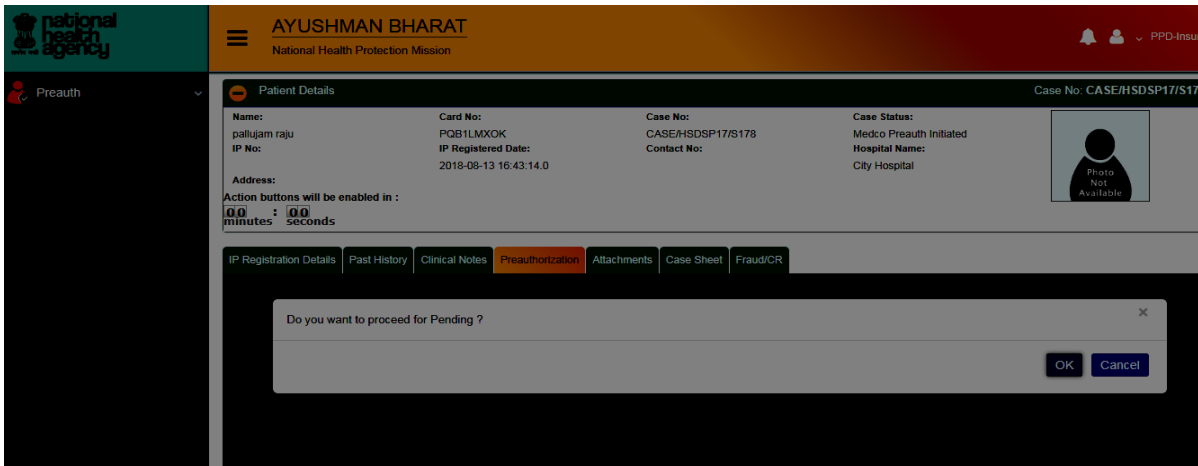
**Patient Details**

<b>Name:</b> Pramila Baghel	<b>Card No:</b> P812LQG9P	<b>Registration No:</b> 1206	<b>Case No:</b> CASE/HOSP22P00544/P1034
<b>Case Status:</b> Medco Preauth Initiated(Insurance)	<b>IP No:</b> NA	<b>IP Registered Date:</b> 14/12/2018	<b>Actual Registration Date:</b> 14/12/2018 15:56:37
<b>Contact No:</b> 8719046253	<b>Age:</b> 22 years 0 months 0 days	<b>Patient Address:</b> JANIGIR-CHAMPA , CHHATTISGARH	<b>Hospital Name:</b> BALCO MEDICAL CENTRE
<b>Hospital Address:</b> RAIPUR , CHHATTISGARH	<b>Family ID:</b> 22PS4020421301912		

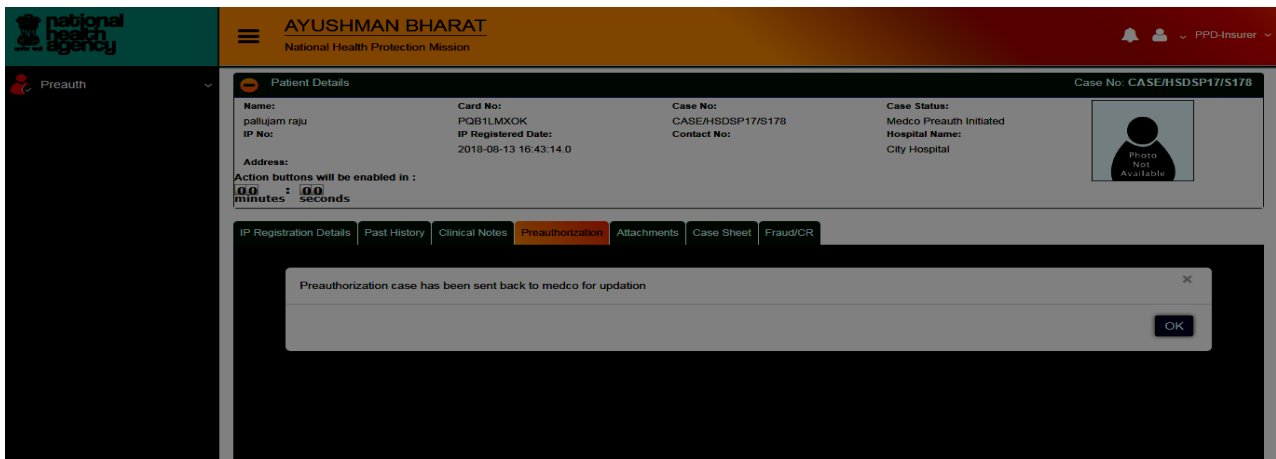
Preauthorization case has been sent back to medco for updation

**OK**

Click on OK button for pending if any additional information is needed as shown in the screen shot.



After Clicking OK, message will be generated as shown in the screen shot.



### Preauthorization Rejecting by PPD

In surgical cases, there is only one type of reject. It will be final rejection.


S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
1	30/10/2018 11:23:09	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
2	27/11/2018 14:31:35	BALCO MEDICAL CENTRE MEDCO(MEDCO)	--NA--	Medco Preauth Initiated(Insurance)	7000
3	27/11/2018 16:07:15	Chhattisgarh PPD-INS(PPD-INSURER)	--NA--	PPD Reject	7000
4	06/12/2018 23:13:50	SHAInsurer Insurer(SHA)	sdsd	Medco Preauth Initiated(Insurance)	NA
5	06/12/2018 23:31:20	Chhattisgarh PPD-INS(PPD-INSURER)	--NA--	PPD Reject	7000
6	11/12/2018 16:36:14	SHA INSURER(SHA)	56sd	Medco Preauth Initiated(Insurance)	NA

**Action**  
Reject

**Submit**

Note:Wallet balance including current package  
Insurance Consumed Amount: Rs.13,750  
Trust Consumed Amount: Rs.0  
Unspecified Consumed Amount: Rs.50,000

System will ask for confirmation as shown below:


Pradhan Mantri Jan Arogya Yojana  
AYUSHMAN BHARAT
PPD-Insurer

- Assigned Cases
- Pendency
- Preauth
- Cases Search

Patient Details
Case No: CASE/HOSP22P00544/P655

<b>Name:</b> Sushila Sonwani	<b>Card No:</b> PLME30IGJE	<b>Registration No:</b> 777	<b>Case No:</b> CASE/HOSP22P00544/P655
<b>Case Status:</b> Medco Preauth Initiated(Insurance)	<b>IP No:</b> NA	<b>IP Registered Date:</b> 30/10/2018	<b>Actual Registration Date:</b> 30/10/2018 11:23:09
<b>Contact No:</b> 9617575419	<b>Age:</b> 26 years 0 months 0 days	<b>Patient Address:</b> JAN/GIR-CHAMPA , CHHATTISGARH	<b>Hospital Name:</b> BALCO MEDICAL CENTRE
<b>Hospital Address:</b> RAIPUR , CHHATTISGARH	<b>Family ID:</b> 22PS4020106600513		

Past History
Preauthorization
Attachments
Case Sheet
Flag

**NWH Details**

**Name:** BALCO

**Diag:** Acoustic neuritis in infectious and parasitic diseases classified elsewhere

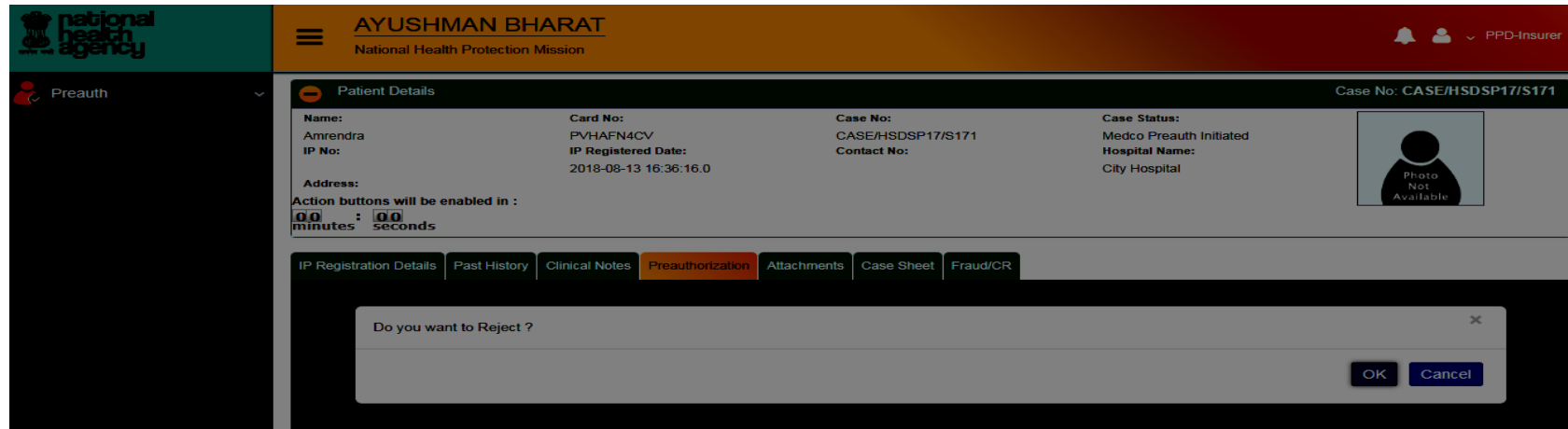
**Treatment Protocol**

Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount

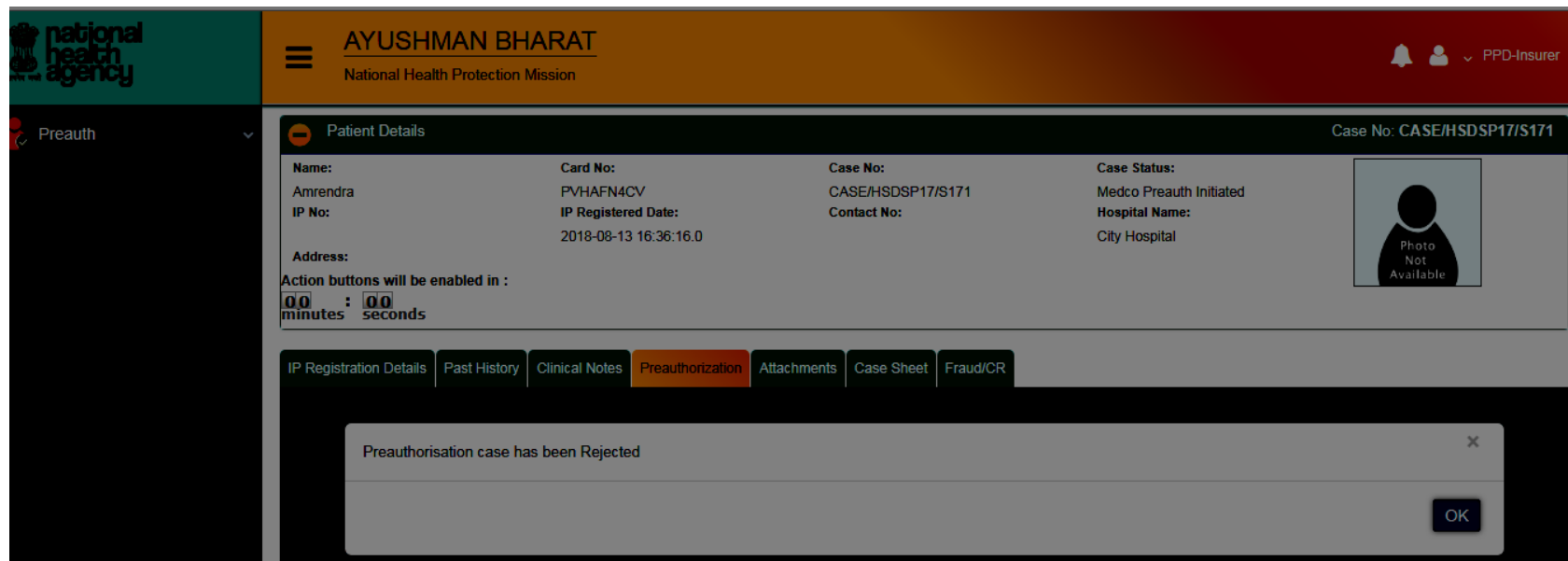
Do you want to Reject ?

OK
Cancel

Click on OK button for rejecting the case as shown in the screen shot.




After Clicking OK, message will be generated as shown in the screen shot.



In **Medical cases**, there are two type of reject functionalities.


- a) **Case Reject:** This feature will allow PPD to reject the enhancement of the case.
- b) **Reject:** This is similar to reject option in surgical cases, which allows the final rejection of the case.

In case the enhancement to be rejected, the following flow occurs



**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT


PPD-Insurer

Assigned Cases

Pendency

● Preauth

Preauth Updation 20

Day-Wise Worklist 5

+ Cases Search

**Admission Unit**

HDU

**Enhancement**

Admission Unit	No Of Days	Enhancement amount	Remarks	Enhancement Rejected	Attachments
HDU	1	2700	sa	N	Patient Photo, Preauth Enhancement,

**Work Flow**

S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
1	14/12/2018 15:56:08	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
2	14/12/2018 17:19:47	BALCO MEDICAL CENTRE MEDCO(MEDCO)	--NA--	Medco Preauth Initiated(Insurance)	9300
3	14/12/2018 17:22:13	Chhattisgarh PPD-INS(PPD-INSURER)	--NA--	PPD Approved(Insurance)	9300
4	14/12/2018 17:24:45	BALCO MEDICAL CENTRE MEDCO(MEDCO)	sa	Enhancement Initiated (Insurer)	12000

**Action**

Reject

Submit



System will throw a message before rejecting enhancement as shown below:

**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT

PPD-Insurer

Assigned Cases

Pendency

Preauth v

Preauth Update 20

Day-Wise Worklist 5

Cases Search +

Patient Details
Case No: CASE/HOSP22P00544/P1033

<b>Name:</b>	<b>Card No:</b>	<b>Registration No:</b>	<b>Case No:</b>	
Pramila Baghel	P8I2LQG9P	1205	CASE/HOSP22P00544/P1033	
<b>Case Status:</b>	<b>IP No:</b>	<b>IP Registered Date:</b>	<b>Actual Registration Date:</b>	
Enhancement Initiated (Insurer)	NA	14/12/2018	14/12/2018 15:56:08	
<b>Contact No:</b>	<b>Age :</b>	<b>Patient Address:</b>	<b>Hospital Name:</b>	
8719046253	22 years 0 months 0 days	JANJGIR-CHAMPA , CHHATTISGARH	BALCO MEDICAL CENTRE	
<b>Hospital Address:</b>	<b>Family ID:</b>			
RAIPUR , CHHATTISGARH	22P54020421301912			

Past History

Preauthorization

Treatment/Discharge

Attachments

Case Sheet

Flag

**NWH Details**

Name: BALCO M

Diag: NA

Primary Diagnosis: NA

**Treatment Protocol**

Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
---------------	----------------	-------	------------------------	---------	----------------------	------------------

Do you want to Reject the Enhancement ?

OK
Cancel

Upon clicking “Ok”, the following screen is shown:

**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT

PPD-Insurer

Assigned Cases

Pendency

Preauth ▼

Preauth Updation 20

Day-Wise Worklist 5

Cases Search +

← Patient Details
Case No: CASE/HOSP22P00544/P1033

<b>Name:</b>	<b>Card No:</b>	<b>Registration No:</b>	<b>Case No:</b>	
Pramila Baghel	P812LQG9P	1205	CASE/HOSP22P00544/P1033	
<b>Case Status:</b>	<b>IP No:</b>	<b>IP Registered Date:</b>	<b>Actual Registration Date:</b>	
Enhancement Initiated (Insurer)	NA	14/12/2018	14/12/2018 15:56:08	
<b>Contact No:</b>	<b>Age:</b>	<b>Patient Address:</b>	<b>Hospital Name:</b>	
8719046253	22 years 0 months 0 days	JANJGIR-CHAMPA , CHHATTISGARH	BALCO MEDICAL CENTRE	
<b>Hospital Address:</b>	<b>Family ID:</b>			
RAIPUR , CHHATTISGARH	22P54020421301912			

Past History

Preauthorization

Treatment/Discharge

Attachments

Case Sheet

Flag

← NWH Details

Enhancement has been Rejected Successfully

OK

Diagnosis

Primary Diagnosis

NA

## Claims

MEDCO should be able to raise Claim after entering the date of discharge of the patient by submitting all the relevant documents. Claim Executive will verify and forward the claim. Panel Doctor has to scrutinize the documents submitted by the hospital and process the claim. Once the claim is processed, the claim amount will be directly credited into the hospital account.

1. Claim Initiated by MEDCO.
2. Claim Verification by Claim Executive.
3. Claim Approved by Claim Panel Doctor.
4. Claim Pending by Claim Panel Doctor.
5. Claim Rejected by Claim Panel Doctor.
6. Claim Forward by Accounts Officer.
7. Claim Approved by SHA/CEO

### **Claim Initiated by MEDCO:**

MEDCO (Network Hospital Doctor) raise the claim by selecting the Discharge updated cases. He has to submit remarks and initiate the claim. After initiation, claim will come to Claim Executive.

### **Claim Verification by Claim Executive:**

After initiation, claim will come to Claim Executive where he will verify check list and provide his remarks and update the claims. Once the claim is verified, he will forward to Panel Doctor.

### **Claim Processed by Panel Doctor:**

After Verification, claim will come to Panel Doctor where he will verify check list and provide his remarks and update the claims. He can Approve, Pending and Reject the claims. He can keep pending option for one time only. Then hospital has to provide additional information. Once the claim is processed, the claim amount will be directly credited into the hospital account. For Rejected cases process will end.

### **Claim Forward by Accounts Officer:**


Accounts Officer will receive the claim case after claim accepted by Panel Doctor. Accounts Officer will view the claim case and will forward the case to the SHA.

### **Claim Approval by SHA:**

SHA will verify the claim case forwarded by Accounts Officer and will approve the claim and is the final approval.



**Claim Verified by Claim Executive**

CEX should be able to verify the claim process initiated by Medco in Claim Updation tab as shown in the screen shot.



**AYUSHMAN BHARAT**

National Health Protection Mission



CEX

Cases Search

Claims



Claim Updation 1

➔ Claim Cases For Approval

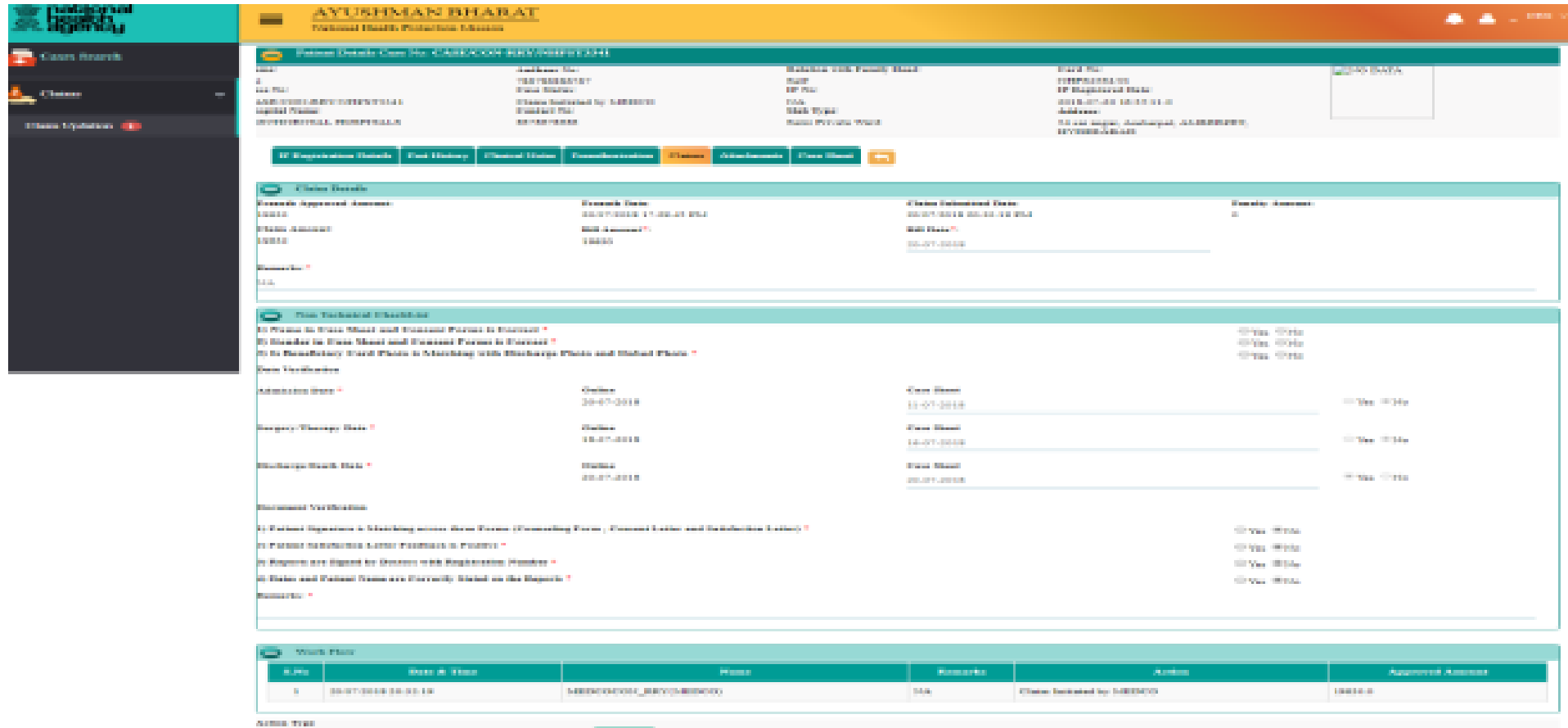
Case Number	Card Number	Patient Name	Category --Select--
ICD Category Name --Select--	Procedure Name --Select--	Registered From Date	Registered To Date

Search
Reset

1 Displaying Records: 1 Total no of Records: 1

S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date	Case Form	PRF Form
1	CASE/CON-RRY/NHPST3341	TRUST/HYD/2018/507134998/1	Sai	NHPS2364/01	Claim Initiated by MEDCO	CONTINENTAL HOSPITALS	20/07/2018 04:35:11 PM		

Click on forward by verifying the Claim Details and giving Remarks in the Claim tab as shown in the screen shot.



The screenshot displays the TMS Approval User Manual interface. At the top, there is a header for 'AYUSHMAN BHARAT' with the tagline 'National Health Protection Mission'. Below this, a navigation bar includes tabs for 'Registration Details', 'Claim History', 'Clinical Status', 'Prescription Details', 'Claims', 'Attachments', and 'Claim Status'. The 'Claims' tab is currently active, showing a list of claims with columns for 'Claim ID', 'Claim Date', 'Claim Amount', and 'Status'. Below the list, there are sections for 'Claim Details' and 'Claim Verification Details'. The 'Claim Verification Details' section contains a list of verification questions with corresponding 'Yes' and 'No' buttons. At the bottom, there is a 'Claims Table' with columns for 'Sl No', 'Claim ID', 'Status', 'Remarks', 'Action', and 'Approved Amount'.

Sl No	Claim ID	Status	Remarks	Action	Approved Amount
1	20210001-0001-10	SA	Claim Rejected by 1000000		10000.0

After forwarding Claim, need to click on 'OK 'button as shown in the screen shot.

**AYUSHMAN BHARAT**

National Health Protection Mission

CEX

Cases Search

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Claims

---

Claim Update 1

← Patient Details Case No: CASE/CON-RRY/NHPST3341

Name:	Aadhaar No:	Relation with Family Head:	Card No:
ii	786786886767	Self	NHPS2364/01
Case No:	Case Status:	IP No:	IP Registered Date:
ASE/CON-RRY/NHPST3341	Claim Initiated by MEDCO	NA	2018-07-20 16:35:11.0
Hospital Name:	Contact No:	Slab Type:	Address:
ONTINENTAL HOSPITALS	8678678686	Semi Private Ward	54 sai angar, Amberpet, AMBERPET, HYDERABAD

IP Registration Details

Past History

Clinical Notes

Preauthorization

Claims

Attachments

Case Sheet

← Claim Details

Preauth Approved Amount:	Preauth Approved Date:	Penalty Amount:
19630	2018-07-20 16:35:11.0	0
Claim Amount:	Bill Amount:	
19630	19630	

Remarks:\*

NA

← Non Technical CheckList

- 1) Name in Case Sheet and Consent Forms is Correct \*  Yes  No
- 2) Gender in Case Sheet and Consent Forms is Correct \*  Yes  No
- 3) Is Beneficiary Card Photo is Matching with Discharge Photo and Onbed Photo \*  Yes  No

Date Verification

Do you want to Forward?

OK
Cancel

On clicking OK, message will be generated as shown in the screen shot.

**AYUSHMAN BHARAT**

National Health Protection Mission

CEX ▾

Cases Search

---

Claims

---

Claim Updation 1

**Patient Details Case No: CASE/CON-RRY/NHPST3341**

Name:	Aadhaar No:	Relation with Family Head:	Card No:
ii	786786886767	Self	NHPS2364/01
Case No:	Case Status:	IP No:	IP Registered Date:
ASE/CON-RRY/NHPST3341	Claim Initiated by MEDCO	NA	2018-07-20 16:35:11.0
Hospital Name:	Contact No:	Slab Type:	Address:
ONTINENTAL HOSPITALS	8678678686	Semi Private Ward	54 sai angar, Amberpet, AMBERPET, HYDERABAD

IP Registration Details

Past History

Clinical Notes

Preauthorization

Claims

Attachments

Case Sheet

↩

**Claim Details**

Preauth Approved Amount:	Preauth Approved Amount:	Penalty Amount:
19630	2018-07-20 16:35:11.0	0
Claim Amount:	Bill Amount:	
19630	19630	

Remarks:\*

NA

**Non Technical CheckList**

1) Name in Case Sheet and Consent Forms is Correct *	<input type="radio"/> Yes <input checked="" type="radio"/> No
2) Gender in Case Sheet and Consent Forms is Correct *	<input type="radio"/> Yes <input checked="" type="radio"/> No
3) Is Beneficiary Card Photo is Matching with Discharge Photo and Onbed Photo *	<input type="radio"/> Yes <input checked="" type="radio"/> No

Date Verification

Claim Case has been Forwarded to CPD

OK

## Claim Updation

Claim Updation will show the claims worklist to CPD.

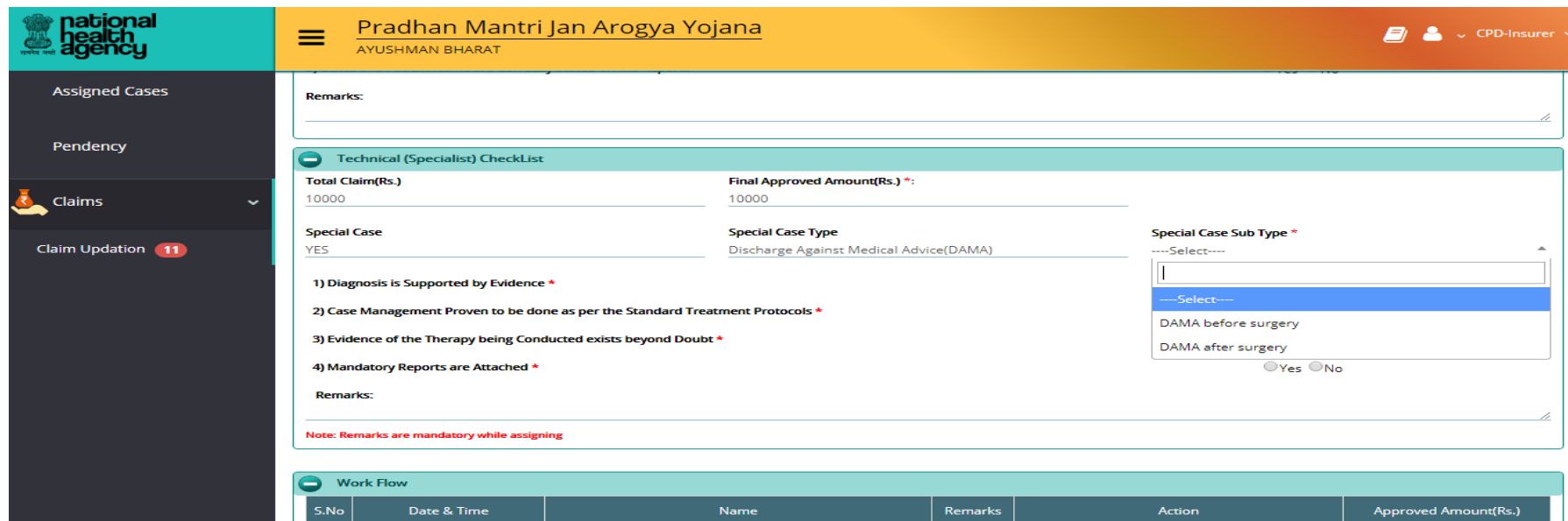
- Special Case Scenario: (for Surgical Cases)

\*In case the Medco had selected Special case as “yes” in his login, then Special case details are shown in CPD login. Here CPD shall be able to select “Special case sub-type”.

In case the Medco not entered any special case details in his login (i.e.: special cases is marked as “NO”), then Special case details are **Not-shown** in CPD login. Here CPD will be able to edit the “Final approved amount”.

- Special Case Scenario: (for Medical Cases)

The amount is editable by CPD for medical cases irrespective of “yes” or “No” options selected by MEDCO.



The screenshot displays the 'Pradhan Mantri Jan Arogya Yojana' interface. On the left, a sidebar menu includes 'Assigned Cases', 'Pendency', 'Claims', and 'Claim Updation' (highlighted with a red notification badge '11'). The main content area shows a 'Technical (Specialist) Checklist' form. The form includes fields for 'Total Claim(Rs.)' (10000) and 'Final Approved Amount(Rs.) \*:' (10000). The 'Special Case' is set to 'YES', and the 'Special Case Type' is 'Discharge Against Medical Advice(DAMA)'. The 'Special Case Sub Type' dropdown menu is open, showing options: 'DAMA before surgery' and 'DAMA after surgery'. Below the dropdown are radio buttons for 'Yes' and 'No'. The form also contains four numbered checklist items, a 'Remarks' field, and a note: 'Note: Remarks are mandatory while assigning'. At the bottom, a 'Work Flow' table is visible with columns: S.No, Date & Time, Name, Remarks, Action, and Approved Amount(Rs.).

*Special case sub-type:*

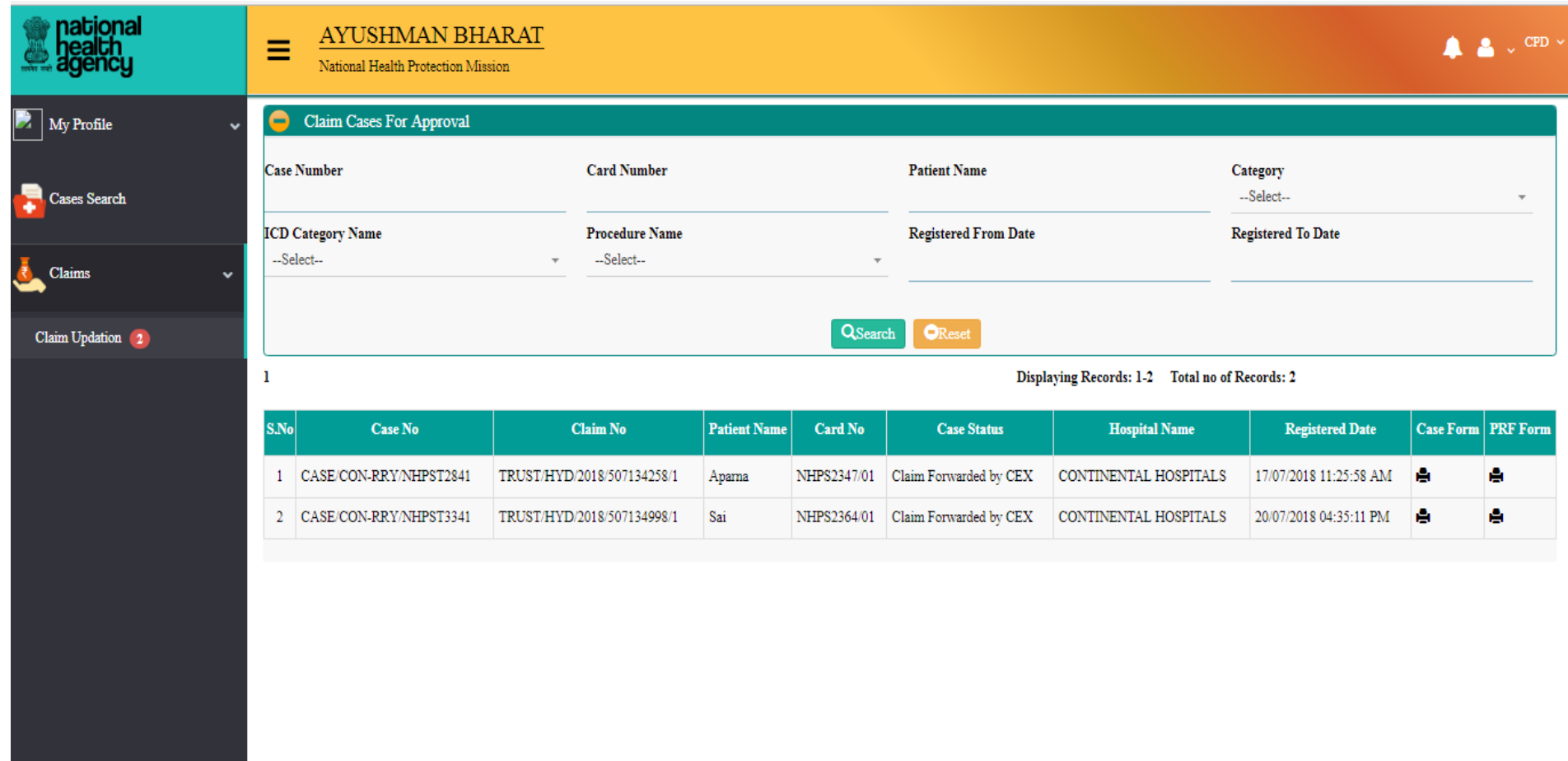
In case of before surgery: The final approved will be “**ZERO**”



In case of after surgery: The final approved amount will be calculated according to NHA partial payment guidelines.

**Claim Approved by Claim Panel Doctor**

CPD should be able to view claim forwarded cases in Claim Updation tab as shown in screen short.



**Claim Cases For Approval**

Case Number: \_\_\_\_\_ Card Number: \_\_\_\_\_ Patient Name: \_\_\_\_\_ Category: --Select--

ICD Category Name: --Select-- Procedure Name: --Select-- Registered From Date: \_\_\_\_\_ Registered To Date: \_\_\_\_\_

1 Displaying Records: 1-2 Total no of Records: 2

S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date	Case Form	PRF Form
1	CASE/CON-RRY/NHPST2841	TRUST/HYD/2018/507134258/1	Aparna	NHPS2347/01	Claim Forwarded by CEX	CONTINENTAL HOSPITALS	17/07/2018 11:25:58 AM		
2	CASE/CON-RRY/NHPST3341	TRUST/HYD/2018/507134998/1	Sai	NHPS2364/01	Claim Forwarded by CEX	CONTINENTAL HOSPITALS	20/07/2018 04:35:11 PM		

Claim Panel Doctor should be able to approve the Case verified by Mithra as shown in the screen shot.

**national health agency**

- My Profile
- Case Search
- Claims
- Claim Updates

**AYUSHMAN BHARAT**  
National Health Protection Mission

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**Patient Details Case No: CA9EAC00N-3005-0000001-0001**

Address No: 78478484747 Case Name: ASD-COD-RUC-0000001-0001 Hospital Name: DOTTEDICAL HOSPITALS	Relative with Family Head: Self EP No: DIA DRG Type: Short Private Ward	Card No: 0000000000 EP Registered Date: 2018-07-20 16:33:01.0 Address: 0000000000, 0000000000, 0000000000
---	---	---

IP Registration Details | Post History | Clinical Notes | Prescription | Claims | Attachments | Case Sheet

---

**Claim Details**

Process Approved Amount: 10000	Process Date: 20-07-2018 17:29:01 Pkt	Claim Submitted Date: 20-07-2018 20:32:19 Pkt	Final Amount: 0
Claim Amount: 10000	Bill Amount: 10000	Bill Date: 20-07-2018	

Remarks: N/A

---

**Non Technical Checklist**

- 1) Name in Case Sheet and Consent Form is Correct Yes No
- 2) Gender in Case Sheet and Consent Form is Correct Yes No
- 3) Is Mandatory Card Photo is Matching with Discharge Photo and Outpat Photo Yes No

**Date Verification**

Admission Date: 20-07-2018	Case Sheet: 10-07-2018	Yes No
Surgery/Therapy Date: 19-07-2018	Case Sheet: 10-07-2018	Yes No
Discharge/Death Date: 20-07-2018	Case Sheet: 10-07-2018	Yes No

**Document Verification**

- 1) Patient Signature is Matching across three Form (Consent Form, Consent Letter and Satisfaction Letter) Yes No
- 2) Patient Satisfaction Letter Feedback is Positive Yes No
- 3) Reports are Signed by Doctors with Registration Number Yes No
- 4) Date and Patient Name are Correctly stated on the Reports Yes No

Remarks: N/A

---

**Technical (Specialist) Checklist**

Specialist (Dr.) 10000	Final Approved Amount: 10000
------------------------	------------------------------

- 1) Diagnosis is supported by Evidence Yes No
- 2) Case Management Process to be done as per the Standard Treatment Protocols Yes No
- 3) Evidence of the Therapy being Conducted exists beyond Death Yes No
- 4) Mandatory Reports are Attached Yes No

Remarks: N/A

---

**Work Flow**

S.No	Date & Time	Name	Remarks	Action	Approved Amount
1	20-07-2018 20:32:19	0000000000-0000000000	N/A	Claim Initiated by MEDICO	10000.0
2	20-07-2018 20:37:43	0000000000-0000000000	N/A	Claim Forwarded by CEN	10000.0

**Action Type**  
 Approve Submit

After approving the case, need to click on 'OK' button as shown in the screen shot.

- My Profile
- Cases Search
- Claims
- Claim Update **2**

**Patient Details Case No: CASE/CON-RRY/NHPST3341**

Name:	Aadhaar No:	Relation with Family Head:	Card No:	
ii	786786886767	Self	NHPS2364/01	
Case No:	Case Status:	IP No:	IP Registered Date:	
ASE/CON-RRY/NHPST3341	Claim Forwarded by CEX	NA	2018-07-20 16:35:11.0	
Hospital Name:	Contact No:	Slab Type:	Address:	
CONTINENTAL HOSPITALS	8678678686	Semi Private Ward	54 sai angar, Amberpet, AMBERPET, HYDERABAD	

- IP Registration Details
- Past History
- Clinical Notes
- Preauthorization
- Claims**
- Attachments
- Case Sheet

**Claim Details**

Preauth Approved Amount:	19630	Penalty Amount:	0
Claim Amount:	19630		

Remarks: \*  
NA

**Non Technical CheckList**

- 1) Name in Case Sheet and Consent Forms is Correct \*  Yes  No
- 2) Gender in Case Sheet and Consent Forms is Correct \*  Yes  No
- 3) Is Beneficiary Card Photo is Matching with Discharge Photo and Onbed Photo \*  Yes  No

Date Verification

Do you want to Approve?

After approval, message will be shown as shown in the screen shot

**AYUSHMAN BHARAT**

National Health Protection Mission

CPD

My Profile

---

Cases Search

---

Claims

---

Claim Update 2

**Patient Details Case No: CASE/CON-RRY/NHPST3341**

Name:	Aadhaar No:	Relation with Family Head:	Card No:
ii	786786886767	Self	NHPS2364-01
Case No:	Case Status:	IP No:	IP Registered Date:
ASE CON-RRY/NHPST3341	Claim Forwarded by CEX	NA	2018-07-20 16:35:11.0
Hospital Name:	Contact No:	Slab Type:	Address:
CONTINENTAL HOSPITALS	8678678686	Semi Private Ward	54 sai angar, Amberpet, AMBERPET, HYDERABAD

IP Registration Details

Past History

Clinical Notes

Preauthorization

Claims

Attachments

Case Sheet

↩

**Claim Details**

Preauth Approved Amount:	Preauth Approved Amount:	Penalty Amount:
19630	2018-07-20 16:35:11.0	0
Claim Amount:	Bill Amount:	
19630	19630	

Remarks: \*

NA

**Non Technical CheckList**

1) Name in Case Sheet and Consent Forms is Correct \*  Yes  No

2) Gender in Case Sheet and Consent Forms is Correct \*  Yes  No

3) Is Beneficiary Card Photo is Matching with Discharge Photo and Onbed Photo \*  Yes  No

javascript:fn\_dashboard();

Claim Case has been Approved by CPD

OK

### Claim Query Raised by Claim Panel Doctor

Claim case is kept as Query raised by CPD, then it will be verified by Medco



**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT



CPD-Insurer

Assigned Cases

Pendency

**Claims**

1) Diagnosis is Supported by Evidence \*  Yes  No

2) Case Management Proven to be done as per the Standard Treatment Protocols \*  Yes  No

3) Evidence of the Therapy being Conducted exists beyond Doubt \*  Yes  No

4) Mandatory Reports are Attached \*  Yes  No

Remarks: \_\_\_\_\_

Note: Remarks are mandatory while assigning

**Work Flow**

S.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)
1	17/12/2018 13:41:04	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Initiated by Medco(Insurance)	2700.0
2	17/12/2018 14:48:46	CEX Insurer(CEX)	NA	Claim Forwarded by CEX(Insurance)	2700.0

**Action Type**

Raise Query ▼

Submit

Note:Wallet balance including current package  
 Insurance Consumed Amount: Rs.46,050  
 Trust Consumed Amount: Rs.0

After selecting Raise Query in action type, user need to click on 'OK 'button as shown in the screen shot.



The screenshot displays the Pradhan Mantri Jan Arogya Yojana (PM-JAY) interface. The top navigation bar includes the National Health Agency logo and the text "Pradhan Mantri Jan Arogya Yojana AYUSHMAN BHARAT". The user is logged in as "CPD-Insurer".

The main content area shows "Patient Details" for Case No: CASE/HOSP22P00544/P1024. The details are as follows:

Name:	Card No:	Registration No:	Case No:
Pramila Baghel	F012LQG9P	1203	CASE/HOSP22P00544/P1024
Case Status:	IP No:	IP Registered Date:	Actual Registration Date:
Claim Forwarded by CEX(Insurance)	NA	14/12/2018	14/12/2018 15:53:00
Contact No:	Age:	Patient Address:	Hospital Name:
8719046253	22 years 0 months 0 days	JANJIR-CHAMPA , CHHATTISGARH	BALCO MEDICAL CENTRE
Hospital Address:	Family ID:		
RAIPUR , CHHATTISGARH	22P54020421301912		

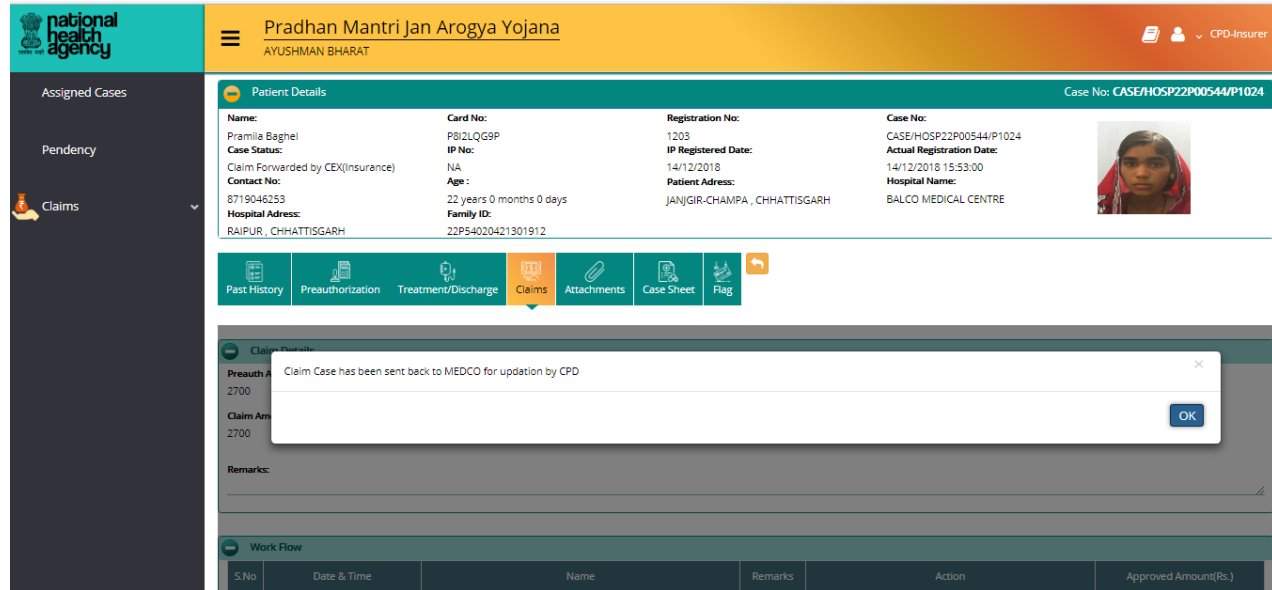
Below the patient details, there is a navigation bar with icons for "Past History", "Preauthorization", "Treatment/Discharge", "Claims", "Attachments", "Case Sheet", and "Flag". The "Claims" icon is highlighted.

A confirmation dialog box is displayed in the center of the screen with the text "Do you want to proceed for Pending?". The dialog box has "OK" and "Cancel" buttons.

At the bottom, there is a "Non Technical Checklist" section with the following items:

- 1) Name in Case Sheet and Consent Forms is Correct \*  Yes  No
- 2) Gender in Case Sheet and Consent Forms is Correct \*  Yes  No
- 3) Is Beneficiary Card Photo is Matching with Discharge Photo and Onbed Photo \*  Yes  No

After Query raised successfully, message will be shown as shown in the screen shot



The screenshot displays the 'Pradhan Mantri Jan Arogya Yojana' interface. The top navigation bar includes the National Health Agency logo and the program name. The main content area shows 'Patient Details' for a patient named Pramila Baghel. A notification modal is overlaid on the page, stating: 'Claim Case has been sent back to MEDCO for updation by CPD'. Below the notification, there is a table for 'Work Flow'.

S.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)



### Claim Rejecting by Claim Panel Doctor

Claim Panel Doctor should be able to reject the Case verified by Mithra/MEDCO as shown in the screen shot.

**AYUSHMAN BHARAT**  
National Health Protection Mission

**Patient Details** Case No: CASE/HSDSP17/5178

Name: Poojyam raju	Card No: PGB1LMXCK	Case No: CASE/HSDSP17/5178	Case Status: Claim Pending updated by Medico
IP No: NA	IP Registered Date: 2018-08-13 16:43:14.0	Contact No:	Hospital Name: City Hospital
Address:			

[IP Registration Details](#) | [Fast History](#) | [Clinical Notes](#) | [Preauthorization](#) | [Surgery/Discharge](#) | **Claims** | [Attachments](#) | [Case Sheet](#) | [TransCR](#)

**Claim Details**

Preauth Approved Amount: 27500	Preauth Date:	Claim Submitted Date: 13/09/2018 13:33:22 PM	Penalty Amount: 0
Claim Amount: 27500	Bill Amount: 27500	Bill Date: 13-09-2018	

Remarks: NA

**Non-Technical Checklist**

1) Name in Case Sheet and Consent Forms is Correct \*  Yes  No

2) Gender in Case Sheet and Consent Forms is Correct \*  Yes  No

3) Is Identificatory Card Photo is Matching with Discharge Photo and Onhd Photo \*  Yes  No

**Date Verification**

Admission Date *	Online 13-08-2018	Case Sheet 13-08-2018	<input checked="" type="radio"/> Yes <input type="radio"/> No
Surgery/Therapy Date *	Online 12-08-2018	Case Sheet 13-08-2018	<input type="radio"/> Yes <input checked="" type="radio"/> No
Discharge/Death Date *	Online 13-08-2018	Case Sheet 13-08-2018	<input checked="" type="radio"/> Yes <input type="radio"/> No

**Document Verification**

1) Patient Signature is Matching across three Forms (Counseling Form, Consent Letter and Satisfaction Letter) \*  Yes  No

2) Patient Satisfaction Letter Feedback is Positive \*  Yes  No

3) Reports are Signed by Doctors with Registration Number \*  Yes  No

4) Dates and Patient Name are Correctly Stated on the Reports \*  Yes  No

Remarks: NA

**Technical (Specialist) Checklist**

Total Claims: 1	Final Approved Amount: 27500
-----------------	------------------------------

1) Diagnosis is Supported by Evidence \*  Yes  No

2) Case Management Proven to be done as per the Standard Treatment Protocols \*  Yes  No

3) Evidence of the Therapy being Conducted exists beyond Doubt \*  Yes  No

4) Mandatory Reports are Attached \*  Yes  No

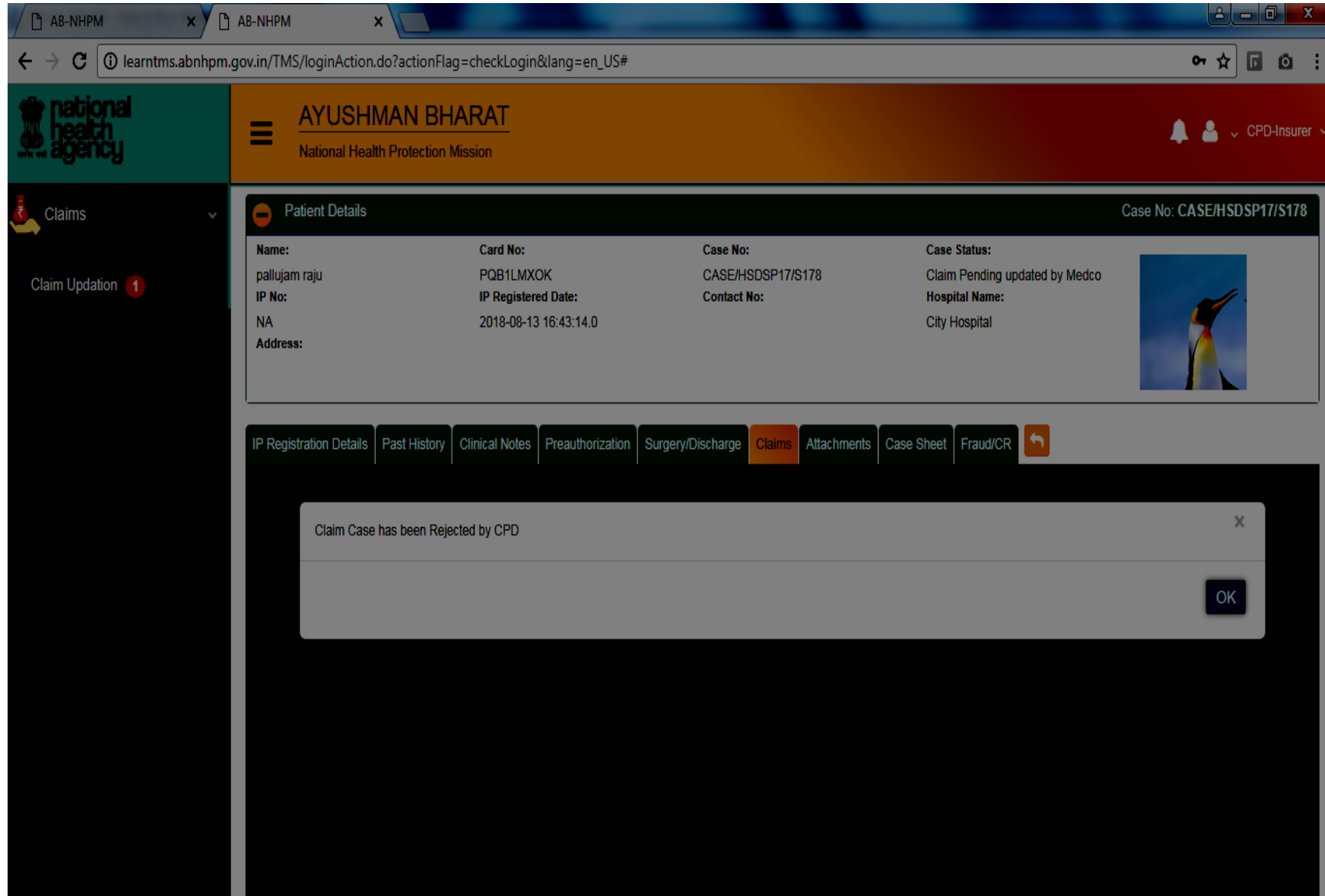
Remarks: NA

**Work Flow**

S No	Date & Time	Name	Remarks	Action	Approved Amount
1	13/09/2018 13:23:46	City Hospital MEDCO(MEDCO)	NA	Claim Initiated by Medico	27500.0
2	13/09/2018 13:26:36	Chattisgarh CEX(CEX)	NA	Claim Forwarded by CEX	27500.0
3	13/09/2018 13:30:07	Chattisgarh CPD-INR(CPD-INBURER)	NA	Claim kept pending by CPD	27500.0
4	13/09/2018 13:33:22	City Hospital MEDCO(MEDCO)	NA	Claim Pending updated by Medico	27500.0

Action Type: Reject

Below message will be displayed after rejecting the claim and this is final rejection.



The screenshot shows a web browser window with two tabs labeled 'AB-NHPM'. The address bar shows the URL: `learntms.abnhpm.gov.in/TMS/loginAction.do?actionFlag=checkLogin&lang=en_US#`. The page header includes the 'national health agency' logo and 'AYUSHMAN BHARAT National Health Protection Mission'. A user profile dropdown shows 'CPD-Insurer'. The main content area is titled 'Patient Details' for Case No: CASE/HSDSP17/S178. It contains a table with patient information:

Name:	Card No:	Case No:	Case Status:
pallujam raju	PQB1LMXOK	CASE/HSDSP17/S178	Claim Pending updated by Medco
IP No:	IP Registered Date:	Contact No:	Hospital Name:
NA	2018-08-13 16:43:14.0		City Hospital
Address:			

Below the table is a navigation bar with tabs: IP Registration Details, Past History, Clinical Notes, Preauthorization, Surgery/Discharge, Claims (active), Attachments, Case Sheet, and Fraud/CR. A modal dialog box is displayed with the message: 'Claim Case has been Rejected by CPD' and an 'OK' button.

**Claim Assign functionality**

In case CPD wants to assign the case to another CPD, the following flow is applicable:

**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT

CPD-Insurer ▾

Assigned Cases

Pendency

Claims ▾

Claim Updation 10

Work Flow

S.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)
1	17/12/2018 13:41:04	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Initiated by Medco(Insurance)	2700.0
2	17/12/2018 14:48:46	CEX Insurer(CEX)	NA	Claim Forwarded by CEX(Insurance)	2700.0
3	17/12/2018 15:13:05	Chhattisgarh CPD-INS(CPD-Insurer)	NA	Claim kept pending by CPD(Insurance)	2700.0
4	17/12/2018 15:17:20	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Pending updated by Medco(Insurance)	2700.0

**Action Type**

Assign ▾

**Select User Role**

CPD-Insurer ▾

**Select User to Assign**

---select---

---select---

Chhattisgarh CPD-INS(CHH004)

Chhattisgarh CPD-INSMULTI(CHH006)

Submit

Note:Wallet balance including current package  
 Insurance Consumed Amount: Rs.46,050  
 Trust Consumed Amount: Rs.0

In case CPD wants to assign the case to medical committee:

**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT

CPD-Insurer

Assigned Cases

---

Pendency

---

Claims

---

Claim Updation 10

- Work Flow

S.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)
1	17/12/2018 13:41:04	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Initiated by Medco(Insurance)	2700.0
2	17/12/2018 14:48:46	CEX Insurer(CEX)	NA	Claim Forwarded by CEX(Insurance)	2700.0
3	17/12/2018 15:13:05	Chhattisgarh CPD-INS(CPD-Insurer)	NA	Claim kept pending by CPD(Insurance)	2700.0
4	17/12/2018 15:17:20	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Pending updated by Medco(Insurance)	2700.0

**Action Type**

Assign

**Select User Role**

Medical Committee

**Select User to Assign**

---select---

---select---

Medical Committee Medical Committee - Insurer(CHH003497)

Submit

Note:Wallet balance including current package  
 Insurance Consumed Amount: Rs.46,050  
 Trust Consumed Amount: Rs.0

System will ask the user for confirmation as shown below:

**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT

Assigned Cases

Pendency

Claims

Claim Update 10

← Patient Details
Case No: CASE/HOSP22P00544/P1024

<b>Name:</b>	<b>Card No:</b>	<b>Registration No:</b>	<b>Case No:</b>
Pramila Baghel	P8I2LQG9P	1203	CASE/HOSP22P00544/P1024
<b>Case Status:</b>	<b>IP No:</b>	<b>IP Registered Date:</b>	<b>Actual Registration Date:</b>
Claim Pending updated by Medco(Insurance)	NA	14/12/2018	14/12/2018 15:53:00
<b>Contact No:</b>	<b>Age :</b>	<b>Patient Address:</b>	<b>Hospital Name:</b>
8719046253	22 years 0 months 0 days	JANJIR-CHAMPA , CHHATTISGARH	BALCO MEDICAL CENTRE
<b>Hospital Address:</b>	<b>Family ID:</b>		
RAIPUR , CHHATTISGARH	22P54020421301912		

← Claim Details
×

Preauth A  
2700

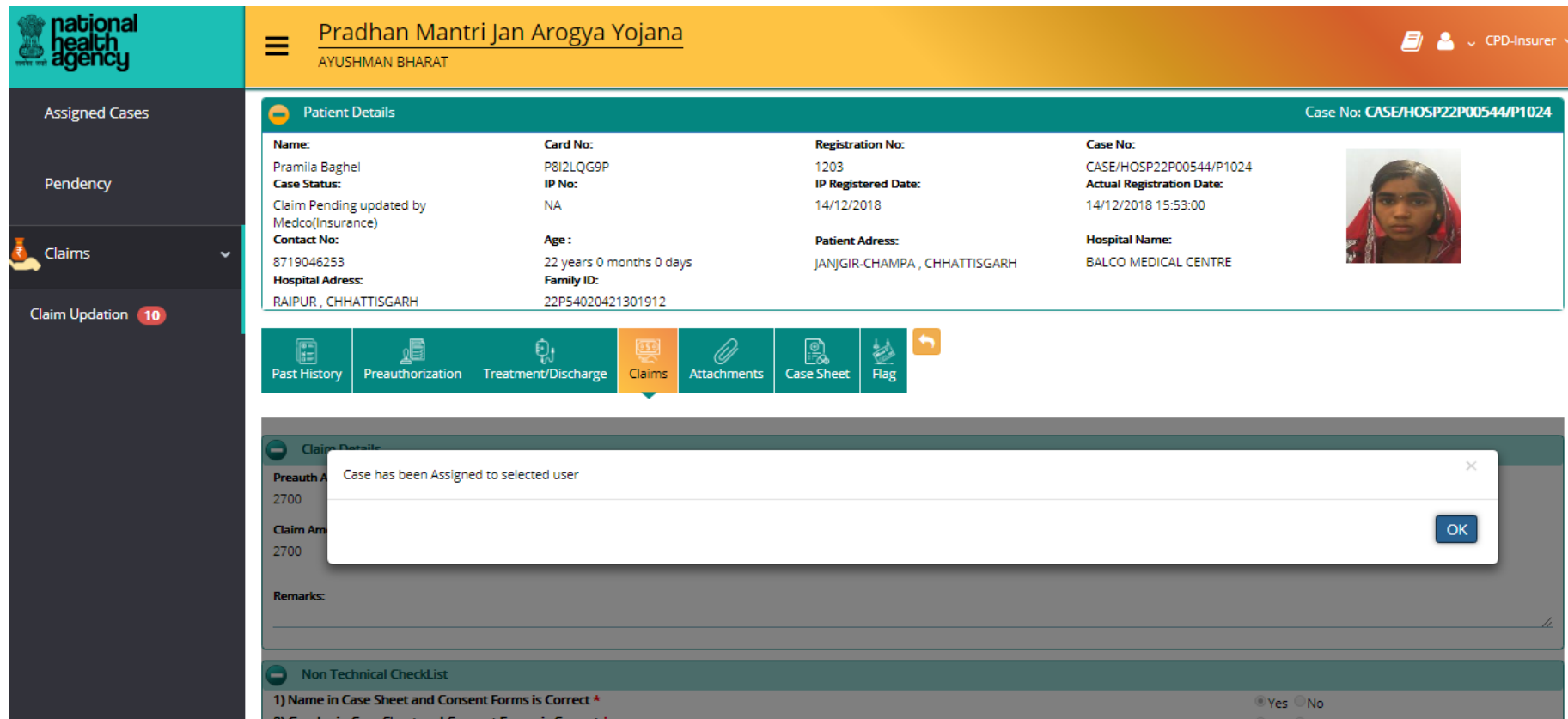
Claim Am  
2700

Remarks:

Do you want to Assign?

OK
Cancel

System throws a confirmation message upon clicking “ok”, as shown below



The screenshot displays the Pradhan Mantri Jan Arogya Yojana (PM-JAY) interface. The top navigation bar includes the National Health Agency logo and the text "Pradhan Mantri Jan Arogya Yojana AYUSHMAN BHARAT". A user profile dropdown shows "CPD-Insurer". The left sidebar contains navigation options: "Assigned Cases", "Pendency", "Claims", and "Claim Updation 10". The main content area is titled "Patient Details" and shows the following information:

Name:	Card No:	Registration No:	Case No:
Pramila Baghel	P812LQG9P	1203	CASE/HOSP22P00544/P1024
Case Status:	IP No:	IP Registered Date:	Actual Registration Date:
Claim Pending updated by Medco(Insurance)	NA	14/12/2018	14/12/2018 15:53:00
Contact No:	Age :	Patient Address:	Hospital Name:
8719046253	22 years 0 months 0 days	JANJGIR-CHAMPA , CHHATTISGARH	BALCO MEDICAL CENTRE
Hospital Address:	Family ID:		
RAIPUR , CHHATTISGARH	22P54020421301912		

Below the patient details is a navigation bar with icons for "Past History", "Preauthorization", "Treatment/Discharge", "Claims", "Attachments", "Case Sheet", and "Flag". The "Claims" icon is highlighted. A confirmation message dialog box is displayed over the "Claims" section, containing the text "Case has been Assigned to selected user" and an "OK" button. Below the dialog box, the "Claims Details" section is partially visible, showing "Preauth Amount" and "Claim Amount" both set to 2700. The "Remarks" field is empty. The "Non Technical CheckList" section is also partially visible, with the first item "1) Name in Case Sheet and Consent Forms is Correct" and a "Yes" radio button selected.

**Claim Forwarded by Accounts Officer**

After the Claim Panel Doctor approves the Claim, it will be viewed by Accounts officer. Accounts officer will check the claim and will forward the claim to SHA as shown in the screen shot.



**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT

ACO Insurer

Assigned Cases

Pendency

Claims

MIS

+ Claim Details

+ Non Technical CheckList

+ Technical (Specialist) CheckList

- ACO Remarks

<b>Final Approved Amount(Rs.)</b>	<b>Remarks:</b>
7500.0	Approved

- Work Flow

S.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)
1	17/12/2018 10:25:23	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Initiated by Medco(Insurance)	10000.0
2	17/12/2018 10:41:48	CEX Insurer(CEX)	NA	Claim Forwarded by CEX(Insurance)	10000.0
3	17/12/2018 10:53:01	Chhattisgarh CPD-INS(CPD-Insurer)	sdf	Assigned to Medical Committee Medical Committee - Insurer	10000
4	17/12/2018 10:58:36	Medical Committee Medical Committee - Insurer(MEDICAL COMMITTEE)	NA	CPD Insurer Approved(Insurance)	7500.0

**Action Type**

Forward

Submit

System prompts the user with a confirmation message on screen as shown

## Pradhan Mantri Jan Arogya Yojana

AYUSHMAN BHARAT

ACO Insurer ▼

Assigned Cases

Pendency

Claims

MIS

Patient Details
Case No: CASE/HOSP22P00544/P1051

<b>Name:</b> Shanti Bai	<b>Card No:</b> PGDJE9BAW	<b>Registration No:</b> 1248	<b>Case No:</b> CASE/HOSP22P00544/P1051
<b>Case Status:</b> CPD Insurer Approved(Insurance)	<b>IP No:</b> NA	<b>IP Registered Date:</b> 17/12/2018	<b>Actual Registration Date:</b> 17/12/2018 10:07:41
<b>Contact No:</b> 7566209700	<b>Age :</b> 58 years 0 months 0 days	<b>Patient Address:</b> BALOD , CHHATTISGARH	<b>Hospital Name:</b> BALCO MEDICAL CENTRE
<b>Hospital Address:</b> RAIPUR , CHHATTISGARH	<b>Family ID:</b> 22P49020856400434		

Past History
Preauthorization
Treatment/Discharge
Claims
Attachments
Case Sheet
Flag

Claims Details
×

Do you want to Forward the case?

OK
Cancel

ACO Remarks
×

<b>Final Approved Amount(Rs.)</b> 7500.0	<b>Remarks:</b> Approved
---	-----------------------------

Work Flow
×

S.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)



After clicking the “OK” button the claim case will be forwarded to SHA.

**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT

Assigned Cases

Pendency

Claims

MIS

← Patient Details
Case No: CASE/HOSP22P00544/P1051

<b>Name:</b>	<b>Card No:</b>	<b>Registration No:</b>	<b>Case No:</b>
Shanti Bai	PGDJE9BAW	1248	CASE/HOSP22P00544/P1051
<b>Case Status:</b>	<b>IP No:</b>	<b>IP Registered Date:</b>	<b>Actual Registration Date:</b>
CPD Insurer Approved(Insurance)	NA	17/12/2018	17/12/2018 10:07:41
<b>Contact No:</b>	<b>Age :</b>	<b>Patient Address:</b>	<b>Hospital Name:</b>
7566209700	58 years 0 months 0 days	BALOD , CHHATTISGARH	BALCO MEDICAL CENTRE
<b>Hospital Address:</b>	<b>Family ID:</b>		
RAIPUR , CHHATTISGARH	22P49020856400434		

Past History
 Preauthorization
 Treatment/Discharge
 Claims
 Attachments
 Case Sheet
 Flag

← Claims Details
×

Claim Case has been Forwarded to SHA

OK

Preauth A  
10000

Claim Am  
10000

Remarks:

---

**Non Technical CheckList**

1) Name in Case Sheet and Consent Forms is Correct \*  Yes  No

2) Gender in Case Sheet and Consent Forms is Correct \*  Yes  No

3) Is Beneficiary Card Photo is Matching with Discharge Photo and Onbed Photo \*  Yes  No

# State Health Agency (SHA)

## SHA Sub-Menus


### Pre-auth: Cases for Review

SHA will be able to view all the cases rejected by PPD in this worklist as shown below.

This feature helps SHA to revoke the cases. Once SHA revoke the case, it will automatically get displayed in the PPD login where the case got rejected.



S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date
1	CASE/HS22019003/5686	TRUST/KAN/2018/381643/1	SUBELAL DEHARI	PSAGOM3HX	PPD Reject	CHC Nawagarh	06/11/2018
2	CASE/HS22024017/P725	TRUST/KOR/2018/383667/1	BUDHNI CHAUHAN	PWE4X143F	PPD Reject	a.d vaishnav smriti chikitsalay bhatgaon	12/11/2018
3	CASE/HS22019003/5846	TRUST/DHA/2018/377799/1	PRAKASH	P5RQM19JS	PPD Reject	CHC Nawagarh	20/11/2018
4	CASE/HS22024017/P848	TRUST/KOR/2018/383801/1	BUDHNI CHAUHAN	PWE4X143F	PPD Reject	a.d vaishnav smriti chikitsalay bhatgaon	23/11/2018
5	CASE/HS22019003/5849	TRUST/DHA/2018/377802/1	PRAKASH	P5RQM19JS	PPD Reject	CHC Nawagarh	20/11/2018
6	CASE/HS22017008/5884	TRUST/DHA/2018/377842/1	PRAKASH	P5RQM19JS	PPD Reject	District hospital	29/11/2018
7	CASE/HS22017008/5885	TRUST/DHA/2018/377843/1	PRAKASH	P5RQM19JS	PPD Reject	District hospital	29/11/2018
8	CASE/HS22011221/5890	TRUST/SUR/2018/648854/1	kunti	P0VZFL3U	PPD Reject	aaarogya hospital	29/11/2018
9	CASE/HS22019003/5913	TRUST/RAI/2018/386882/1	arjun	PK0CVOE1H	PPD Reject	CHC Nawagarh	08/12/2018

SHA can revoke the case by selecting the case ID as shown:



**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT



SHA Insurer

Assigned Cases

Pendency

Preauth

Cases For Review 15

Cases Search

Payments

Claims

MIS

**Enhancement**

Admission Unit	No Of Days	Enhancement amount	Remarks	Enhancement Rejected	Attachments
HDU	1	2700	sa	Y	Patient Photo, Preauth Enhancement,
HDU	1	2700	s	N	Patient Photo, Preauth Enhancement,

**Work Flow**

S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
1	14/12/2018 15:56:08	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
2	14/12/2018 17:19:47	BALCO MEDICAL CENTRE MEDCO(MEDCO)	--NA--	Medco Preauth Initiated(Insurance)	9300
3	14/12/2018 17:22:13	Chhattisgarh PPD-INS(PPD-INSURER)	--NA--	PPD Approved(Insurance)	9300
4	14/12/2018 17:24:45	BALCO MEDICAL CENTRE MEDCO(MEDCO)	sa	Enhancement Initiated (Insurer)	12000
5	17/12/2018 13:00:24	Chhattisgarh PPD-INS(PPD-INSURER)	--NA--	Enhancement Rejected by Insurer	2700
6	17/12/2018 13:06:57	BALCO MEDICAL CENTRE MEDCO(MEDCO)	s	Enhancement Initiated (Insurer)	12000
7	17/12/2018 13:11:01	Chhattisgarh PPD-INS(PPD-INSURER)	--NA--	PPD Reject	12000

Revoke

Upon clicking "Revoke" button, system asks for confirmation as shown below

**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT

SHA Insurer ▾

Assigned Cases

Pendency

Preauth ▾

Cases For Review 15

Cases Search

Payments ▾

Claims ▾

MIS ▾

➔ Patient Details
Case No: CASE/HOSP22P00544/P1033

<b>Name:</b> Pramila Baghel	<b>Card No:</b> P812LQG9P	<b>Registration No:</b> 1205	<b>Case No:</b> CASE/HOSP22P00544/P1033
<b>Case Status:</b> PPD Reject	<b>IP No:</b> NA	<b>IP Registered Date:</b> 14/12/2018	<b>Actual Registration Date:</b> 14/12/2018 15:56:08
<b>Contact No:</b> 8719046253	<b>Age :</b> 22 years 0 months 0 days	<b>Patient Address:</b> JANJGIR-CHAMPA , CHHATTISGARH	<b>Hospital Name:</b> BALCO MEDICAL CENTRE
<b>Hospital Address:</b> RAIPUR , CHHATTISGARH	<b>Family ID:</b> 22P54020421301912		

Past History

Preauthorization

Attachments

Case Sheet

Flag

➔ Patient Details
Address

<b>Name</b> BALCO M	<b>Address</b>
<b>Diag</b>	
<b>Primary D</b>	
<b>NA</b>	

➔ Treatment Protocol

Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
General Medicine(67553)	Pneumothroax(M100006)	1	clinical notes	-NA-	sdsd	0
High End Diagnostics()	MRI Head - with Contrast(990002)	--		-NA-		3850

Do you want to Revoke the Case ?

OK
Cancel

System throws a confirmation message after revoking as shown below:

**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT

SHA Insurer ▾

Assigned Cases

Pendency

Preauth

Cases For Review 15

Cases Search

Payments

Claims

MIS

Patient Details
Case No: CASE/HOSP22P00544/P1033

<b>Name:</b> Pramila Baghel	<b>Card No:</b> P8I2LQG9P	<b>Registration No:</b> 1205	<b>Case No:</b> CASE/HOSP22P00544/P1033
<b>Case Status:</b> PPD Reject	<b>IP No:</b> NA	<b>IP Registered Date:</b> 14/12/2018	<b>Actual Registration Date:</b> 14/12/2018 15:56:08
<b>Contact No:</b> 8719046253	<b>Age :</b> 22 years 0 months 0 days	<b>Patient Address:</b> JANJGIR-CHAMPA , CHHATTISGARH	<b>Hospital Name:</b> BALCO MEDICAL CENTRE
<b>Hospital Address:</b> RAIPUR , CHHATTISGARH	<b>Family ID:</b> 22P54020421301912		

Past History
Preauthorization
Attachments
Case Sheet
Flag

**NWH Details**

Name: BALCO M

Diag

Primary Diagnosis: NA

**Treatment Protocol**

Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
General Medicine(67553)	Pneumothroax(M100006)	1	clinical notes	-NA-	sdsd	0

Preauthorisation case has been Revoked Succesfully

OK

**Claims Not updated**

This worklist consists of cases which does not have Bank Account details. SHA cannot perform any action on these cases.

**Claims Updated**

SHA can approve the cases displayed in this worklist.

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AYUSHMAN BHARAT

SHA Insurer ▾

Assigned Cases

Pendency

Preauth ▾

Cases Search

Payments ▾

Claims ▾

Claim Not Updation 0

Cases For Review 5

Claim Updation 2

MIS ▾

Claim Cases For Approval

Case Number

Card Number

Patient Name

Category  
--Select--

---

Procedure Name  
--Select--

Registered From Date

Registered To Date

Search
Reset

Download Report As:

1 Displaying Records: 1 Total no of Records: 1

S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date	Hospital Account No	Hospital IFSC Code	Tds Percentage	RF Percentage	Claim Initiated Amount(RS.)	CPD Approved Amount(RS.)	Tds Amount(RS.)	Amc
1	CASE/HS22017008/M923	TRUST/KOR/2018/383961/1	Rohit Singh	PPQPH7CGM	Claim Forwarded by ACO Insurer(Insurance)	District hospital	09/12/2018	2451525442234411			0	4500	4500.0		0

Approve

**Cases for Review**

SHA will be able to view all the cases rejected by PPD in this worklist as shown below.

This feature helps SHA to revoke the cases by submitting remarks. Once SHA revoke the case, it will automatically get displayed in the CPD login where the case got rejected.

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SHA Insurer ▾

Assigned Cases

Pendency

Preauth

Cases Search

Payments

Claims

Claim Not Updation 0

Cases For Review 5

Claim Updation 2

MIS

Claim Cases For Review

Case Number

Card Number

Patient Name

Category  
--Select--

---

Procedure Name  
--Select--

Registered From Date

Registered To Date

Hospital Name  
--Select--

Search
Reset

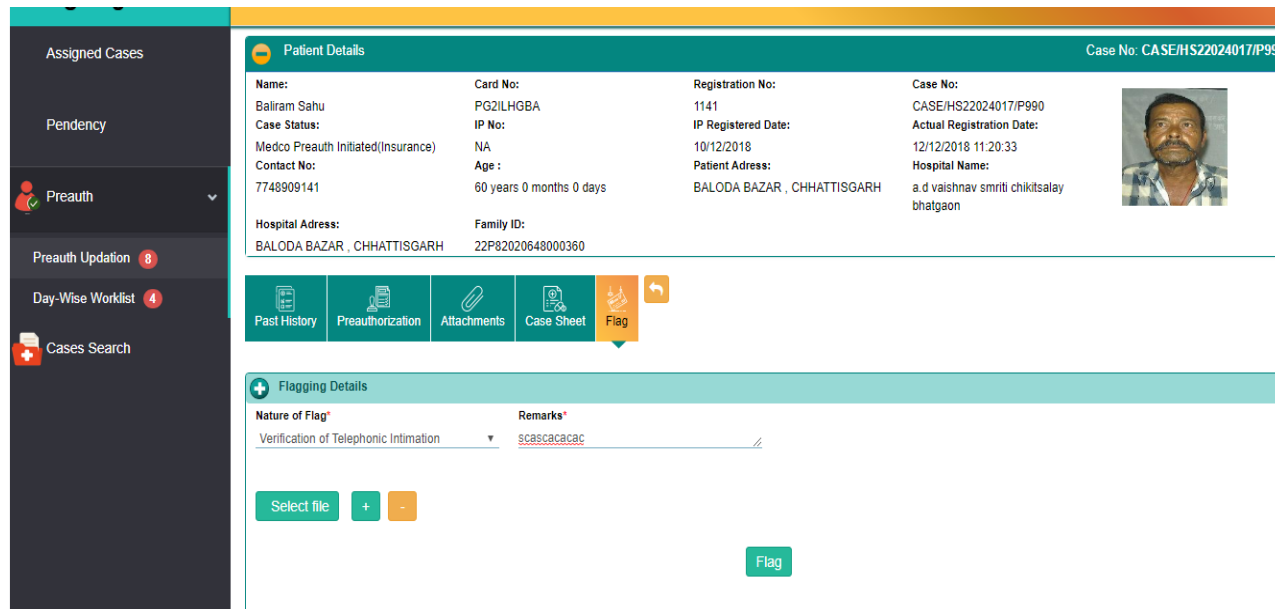
1 Displaying Records: 1-5 Total no of Records: 5

S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date	Remarks
1	CASE/HS22011206/P936	TRUST/GAR/2018/645902/1	DHARMENDRA	P5V0595KE	CPD Insurer Approved(Insurance)	matra smriti hospital	09/12/2018	
2	CASE/HS22017008/M923	TRUST/KOR/2018/383961/1	Rohit Singh	PPQPH7CGM	Claim Forwarded by ACO Insurer(Insurance)	District hospital	09/12/2018	
3	CASE/HOSP22P00544/S1008	TRUST/RAJ/2018/388972/1	Ballb Das Derhiya	P1A9AF6QH	CPD Insurer Approved(Insurance)	BALCO MEDICAL CENTRE	13/12/2018	
4	CASE/HOSP22P00544/P1051	TRUST/BAL/2018/6461012/1	Shanti Bai	PGDJE9BAW	Claim Forwarded by ACO Insurer(Insurance)	BALCO MEDICAL CENTRE	17/12/2018	

## Flagging Concept in TMS

Flagging concept provides user to raise a flag against cases which are suspicious. Flagging can be done by Trust/Insurance users. Once the case is flagged, it will be removed from work list and will be visible in Flagging Committee log in for further investigation. Once the case has been deflagged by the flagging committee, it will come back to the user worklist.

**Step 1:** Log-in as any trust user. Open a case and click on the Flag tab.



The screenshot displays the TMS interface for a patient case. On the left is a navigation menu with options: Assigned Cases, Pendency, Preauth (selected), Preauth Updation (8), Day-Wise Worklist (4), and Cases Search. The main content area is titled 'Patient Details' for Case No. CASE/HS22024017/P990. It contains a table of patient information and a row of action buttons: Past History, Preauthorization, Attachments, Case Sheet, and Flag (highlighted). Below this is the 'Flagging Details' section, which includes a dropdown for 'Nature of Flag' (set to 'Verification of Telephonic Intimation') and a text field for 'Remarks' containing 'scascacacac'. At the bottom of the flagging section are 'Select file' buttons with '+' and '-' icons, and a 'Flag' button.


Name:	Card No:	Registration No:	Case No:
Baliram Sahu	PG2ILHGBA	1141	CASE/HS22024017/P990
Case Status:	IP No:	IP Registered Date:	Actual Registration Date:
Medco Preauth Initiated(Insurance)	NA	10/12/2018	12/12/2018 11:20:33
Contact No:	Age :	Patient Address:	Hospital Name:
7748909141	60 years 0 months 0 days	BALODA BAZAR , CHHATTISGARH	a.d vaishnav smriti chikitsalay bhatgaon
Hospital Address:	Family ID:		
BALODA BAZAR , CHHATTISGARH	22P82020648000360		



List of nature of cases available in the application are

1. Verification of telephonic intimation
2. Verification of Enhancement
3. Verification of Poly-trauma
4. Verification of Burns case
5. Money collection
6. Post-OP Complications
7. Follow up Package Denial
8. Death Case

**Step 2:** Select the nature of Flag and click on “flag” button.



The screenshot displays the Pradhan Mantri Jan Arogya Yojana (PM-JAY) interface. The top navigation bar includes the National Health Agency logo and the text "Pradhan Mantri Jan Arogya Yojana" and "AYUSHMAN BHARAT". The user is logged in as "PPD-Insurer".

The main content area shows "Patient Details" for Case No: CASE/HS22024017/P990. The patient's name is Baliram Sahu, Card No: PG2ILHGBA, and Registration No: 1141. The Case Status is "Medco Preauth Initiated (Insurance)". The patient's age is 60 years 0 months 0 days. The patient address is BALODA BAZAR, CHHATTISGARH. The hospital name is a.d vaishnav smriti chikitsalay bhatgaon.

Below the patient details, there are several action buttons: Past History, Preauthorization, Attachments, Case Sheet, and Flag. The "Flag" button is highlighted.

A "Flagging Details" dialog box is open, asking "Do you want to Proceed?". The dialog box has "OK" and "Cancel" buttons.

**Step 3:** Once the user clicks on Flag button, System will throw a confirmation message as shown below:

The screenshot displays the Pradhan Mantri Jan Arogya Yojana (PM-JAY) TMS interface. The top navigation bar includes the National Health Agency logo and the text "Pradhan Mantri Jan Arogya Yojana" and "AYUSHMAN BHARAT". A user profile icon and "PPD-Insurer" are visible on the right. The left sidebar contains navigation options: "Assigned Cases", "Pendency", "Preauth", "Preauth Updation" (with 8 notifications), "Day-Wise Worklist" (with 4 notifications), and "Cases Search".

The main content area is titled "Patient Details" and shows the following information for Case No. CASE/HS22024017/P990:

<b>Name:</b> Baliram Sahu	<b>Card No:</b> PG2ILHGBA	<b>Registration No:</b> 1141	<b>Case No:</b> CASE/HS22024017/P990
<b>Case Status:</b> Medco Preauth Initiated(Insurance)	<b>IP No:</b> NA	<b>IP Registered Date:</b> 10/12/2018	<b>Actual Registration Date:</b> 12/12/2018 11:20:33
<b>Contact No:</b> 7748909141	<b>Age:</b> 60 years 0 months 0 days	<b>Patient Address:</b> BALODA BAZAR , CHHATTISGARH	<b>Hospital Name:</b> a.d vaishnav smriti chikitsalay bhatgaon
<b>Hospital Address:</b> BALODA BAZAR , CHHATTISGARH	<b>Family ID:</b> 22P82020648000360		

Below the patient details is a navigation bar with buttons for "Past History", "Preauthorization", "Attachments", "Case Sheet", and "Flag". The "Flag" button is highlighted in orange. A confirmation dialog box titled "Flagging Details" is displayed over the interface, asking "Do you want to Proceed ?" with "OK" and "Cancel" buttons.

**Step 4:** Once the user confirms, the case is successfully flagged as shown below

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Case No: CASE/HS22024017/P990

<b>Name:</b> Baliram Sahu	<b>Card No:</b> PG2ILHGBA	<b>Registration No:</b> 1141	<b>Case No:</b> CASE/HS22024017/P990
<b>Case Status:</b> Medico Preauth Initiated(Insurance)	<b>IP No:</b> NA	<b>IP Registered Date:</b> 10/12/2018	<b>Actual Registration Date:</b> 12/12/2018 11:20:33
<b>Contact No:</b> 7748909141	<b>Age :</b> 60 years 0 months 0 days	<b>Patient Address:</b> BALODA BAZAR , CHHATTISGARH	<b>Hospital Name:</b> a.d vaishnav smriti chikitsalay bhatgaon
<b>Hospital Address:</b> BALODA BAZAR , CHHATTISGARH	<b>Family ID:</b> 22P82020648000360		

Navigation: Past History | Preauthorization | Attachments | Case Sheet | **Flag**

Message: Case flagged successfully

**Step 5:** Since the case is flagged, now the case will be visible in **Flagging committee** log under Flagged cases for approval as shown below

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Flagging Committee

Flagging

View Flagged Cases 4

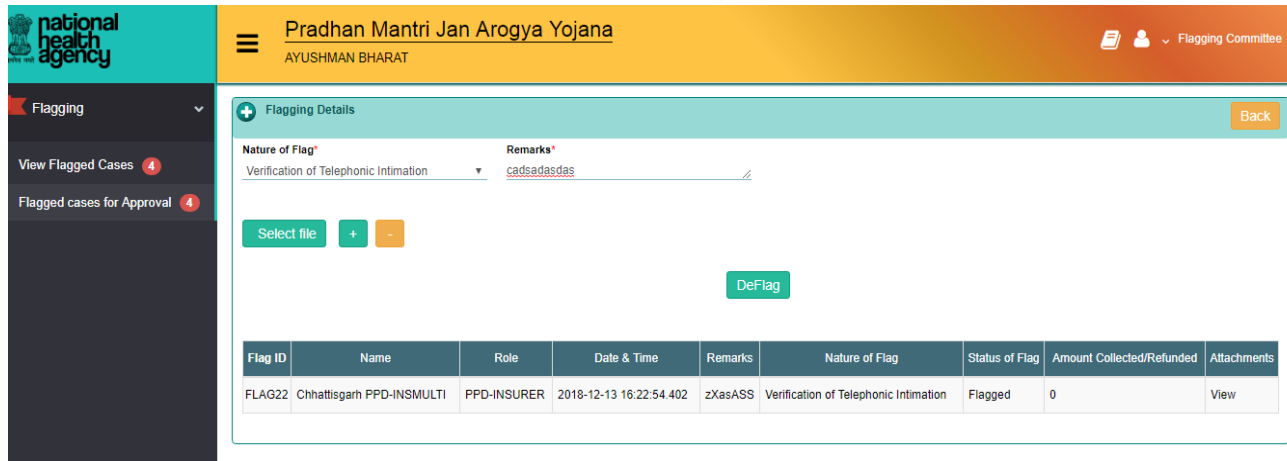
Flagged cases for Approval 4

Flagged Cases for Approval

Displaying: 1-4 Total no of records: 4

Case No	Flag ID	Flag Status	Card No	Flagged Date and Time	Patient District	Hospital District	Hospital Type	Hospital Name
S550	FLAG7	Flagged	PC5G7V9QU	2018-10-16 15:33:35.294	KANKER	BALODA BAZAR	Corporate	a.d vaishnav smriti chikitsalay bhatgaon
R477	FLAG8	Flagged	PC60349PC	2018-10-16 17:49:32.919	KONDAGAON	RAIPUR	Government	BALOO MEDICAL CENTRE
S877	FLAG21	Flagged	P0VZLFL3U	2018-11-29 17:26:52.819	SURAJPUR	RAIPUR	Corporate	aaarogya hospital
P990	FLAG22	Flagged	PG2ILHGBA	2018-12-13 16:22:54.402	BALODA BAZAR	BALODA BAZAR	Corporate	a.d vaishnav smriti chikitsalay bhatgaon

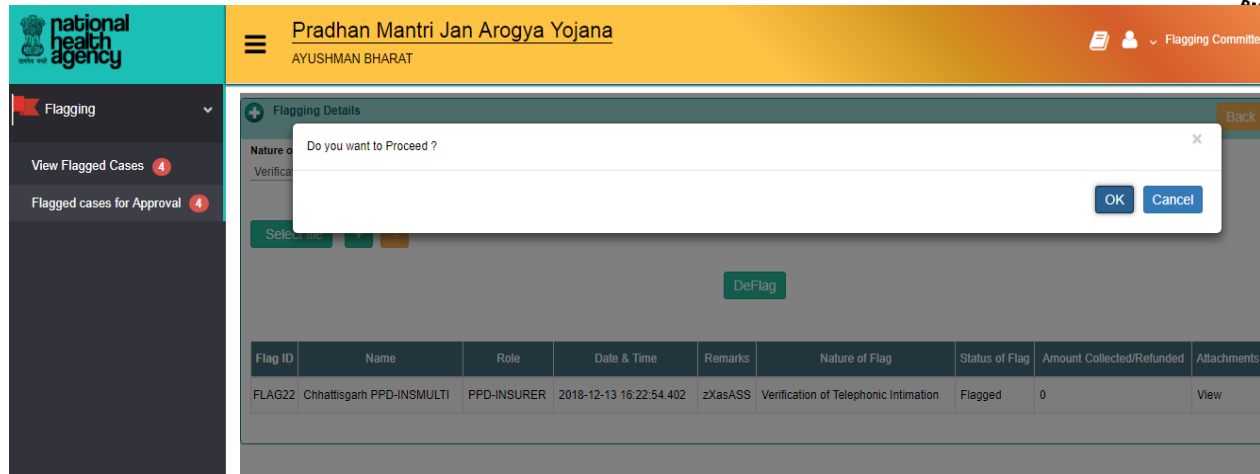
Step 6: The below screen is displayed upon Clicking on the case number



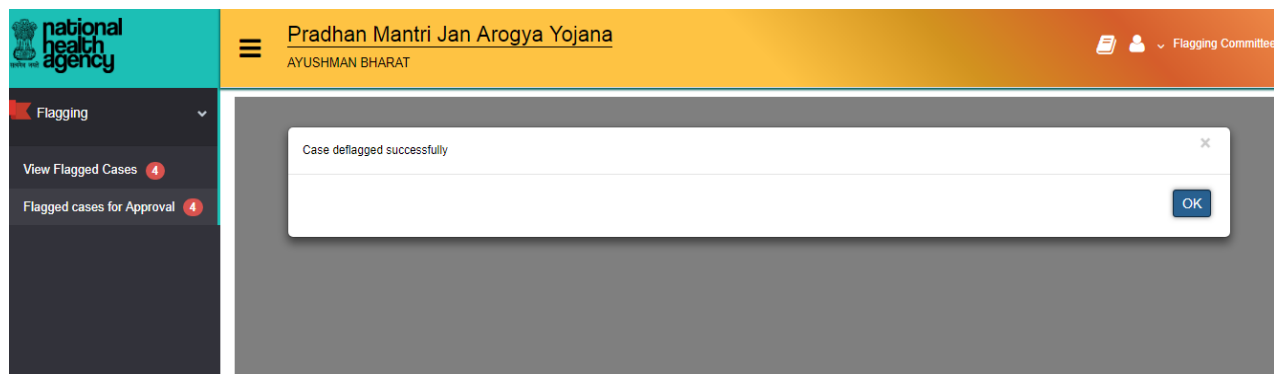
Flag ID	Name	Role	Date & Time	Remarks	Nature of Flag	Status of Flag	Amount Collected/Refunded	Attachments
FLAG22	Chhattisgarh PPD-INSMULTI	PPD-INSURER	2018-12-13 16:22:54.402	zXasASS	Verification of Telephonic Intimation	Flagged	0	View

Here Medical Committee user shall be able to view all the details of flag.

**Step 6:** After the detailed investigation if the user wants to remove the flag on the case, they can use the “De flag” button available below. Then the system prompts with a confirmation message as shown below.



**Step 7:** upon confirming, the case is successfully de-flagged. Now the case will be shown in the user log in from where it got flagged previously



SHA can revoke the case by selecting the case ID as shown:

Assigned Cases

Pendency

Preauth

Cases Search

Payments

Claims

Claim Not Updation 0

Cases For Review 5

Claim Updation 2

MIS

**Pradhan Mantri Jan Arogya Yojana**

AYUSHMAN BHARAT

SHA Insurer

7500.0 Approved

SHA Remarks

**Remarks: \***

fd

Note: Only %0?./ special characters are allowed for Remarks

Work Flow

S.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)
1	17/12/2018 10:25:23	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Initiated by Medco(Insurance)	10000.0
2	17/12/2018 10:41:48	CEX Insurer(CEX)	NA	Claim Forwarded by CEX(Insurance)	10000.0
3	17/12/2018 10:53:01	Chhattisgarh CPD-INS(CPD-Insurer)	sdf	Assigned to Medical Committee Medical Committee - Insurer	10000
4	17/12/2018 10:58:36	Medical Committee Medical Committee - Insurer(MEDICAL COMMITTEE)	NA	CPD Insurer Approved(Insurance)	7500.0
5	17/12/2018 11:03:20	aco insurer(AccountsOfficer)	Approved	Claim Forwarded by ACO Insurer(Insurance)	7500.0

Revoke

Note:Wallet balance including current package  
 Insurance Consumed Amount: Rs.20,000  
 Trust Consumed Amount: Rs.0  
 Unspecified Consumed Amount: Rs.0

Upon clicking " Revoke " button, system asks for confirmation as shown below

Pradhan Mantri Jan Arogya Yojana  
AYUSHMAN BHARAT

SHA Insurer

**Assigned Cases**  
Pendency  
Preauth  
Cases Search  
Payments  
Claims  
Claim Not Updation 0  
Cases For Review 5  
Claim Updation 2  
MIS

**Patient Details** Case No: CASE/HOSP22P00544/P1051

<b>Name:</b> Shanti Bai	<b>Card No:</b> PGDJE9BAW	<b>Registration No:</b> 1248	<b>Case No:</b> CASE/HOSP22P00544/P1051	
<b>Case Status:</b> Claim Forwarded by ACO Insurer(Insurance)	<b>IP No:</b> NA	<b>IP Registered Date:</b> 17/12/2018	<b>Actual Registration Date:</b> 17/12/2018 10:07:41	
<b>Contact No:</b> 7566209700	<b>Age :</b> 58 years 0 months 0 days	<b>Patient Address:</b> BALOD , CHHATTISGARH	<b>Hospital Name:</b> BALCO MEDICAL CENTRE	
<b>Hospital Address:</b> RAIPUR , CHHATTISGARH	<b>Family ID:</b> 22P49020856400434			

**Past History** **Preauthorization** **Treatment/Discharge** **Claims** **Attachments** **Case Sheet** **Flag**

**Claims Details**

Do you want to Revoke the Case ?

OK Cancel

**Non Technical CheckList**

- 1) Name in Case Sheet and Consent Forms is Correct \*  Yes  No
- 2) Gender in Case Sheet and Consent Forms is Correct \*  Yes  No

System throws a confirmation message after revoking as shown below:

**national health agency**

Assigned Cases

Pendency

Preauth

Cases Search

Payments

Claims

Claim Not Updation 0

Cases For Review 5

Claim Updation 2


MIS

**Pradhan Mantri Jan Arogya Yojana**  
AYUSHMAN BHARAT

SHA Insurer

**Patient Details** Case No: CASE/HOSP22P00544/P1051

<b>Name:</b> Shanti Bai	<b>Card No:</b> PGDJE9BAW	<b>Registration No:</b> 1248	<b>Case No:</b> CASE/HOSP22P00544/P1051
<b>Case Status:</b> Claim Forwarded by ACO Insurer(Insurance)	<b>IP No:</b> NA	<b>IP Registered Date:</b> 17/12/2018	<b>Actual Registration Date:</b> 17/12/2018 10:07:41
<b>Contact No:</b> 7566209700	<b>Age :</b> 58 years 0 months 0 days	<b>Patient Address:</b> BALOD , CHHATTISGARH	<b>Hospital Name:</b> BALCO MEDICAL CENTRE
<b>Hospital Address:</b> RAIPUR , CHHATTISGARH	<b>Family ID:</b> 22P49020856400434		



Past History   Preauthorization   Treatment/Discharge   **Claims**   Attachments   Case Sheet   Flag

**Claim Details**

Preauth A 10000

Claim Am 10000

Remarks:

**Non Technical CheckList**


- 1) Name in Case Sheet and Consent Forms is Correct \*  Yes  No
- 2) Gender in Case Sheet and Consent Forms is Correct \*  Yes  No

Claim has been Revoked Successfully

OK

Claim case approved by SHA is the final approval.





national health agency

- Check Balance
- Claims
- Claim Update 4
- Payments
- MIS

AYUSHMAN BHARAT  
National Health Protection Mission

SHA

Claim Cases For Approval

Claim Case has been Approved by SHA successfully

OK

Search Reset

No Records Found