

Ministry of Home Affairs
Police-II Division
(Pers-Coord)

North Block,
New Delhi-110001.

Subject:- Standard Treatment Guidelines related with Ayushman CAPF Scheme.

Please find enclosed herewith a copy of Dos & Don'ts and checklist (Standard Treatment Guidelines) for CPDs of NHA related with Ayushman CAPF Scheme, for information and necessary action.

Encl:- As above.

Abhishek
23/12/2022

(Abhishek Sahay)

Second in Command (Coord)

Tele:- 23094381

Director (Convergence), NHA

ID No. 3584884/MHA/P-II/P&C/2022/ 344

23.12.2022

Copy to:-

1. ADG (Medical) CAPFs, NSG & AR
2. IsG (ADM) -AR/BSF/CISF/CRPF/ITBP/NSG/SSB
3. Directors (Medical) - AR/BSF/CISF/CRPF/ITBP/NSG/SSB
4. Sr. PPS to Pr. CCA (Home), MHA.

Dos & Don'ts and check-list (Standard Treatment Guideline) for the CPDs

FOR OPD CLAIMS

- Proper referral slip from any CAPF/Govt/CGHS doctor with date and ~~time~~ of treatment should be enclosed.
- Aadhar & Dependents, CGHS or Ayushman Card is not a mandatory requirement for verification and need not to be verified, as the same has already been checked at multiple level i.e at unit/HOO level, Force HQ level and BIS(eKYC). However, in case of any fraud, concerned Force HQ, Unit/HOO and individual shall be held responsible.
- CPD will check Aadhar based verification of the beneficiaries (for doubtful cases).
- Once patient referred for OPD, beneficiaries is free to purchase medicines/Investigations as prescribed by the treating doctor and claim can be processed for the referral period only.
- Medicine/Investigations/consultation Fee/bills should be of, within the referral period only.
- Prescription slip/Investigation report/Medicine, with breakup GST Invoice/Bills as per CGHS rate should be mandatorily enclosed.
- In case of extra amount claimed by the individual instead of querying/rejecting the claims, claims can be retrenched by CPD as per the CGHS rate/package rate and process the claim.
- Bill should be restricted for the line of treatment only for which beneficiaries has been referred.
- Package rate/Investigation rate as per CGHS should be checked by CPD, if necessary, appropriate deduction should be made by CPD as per the CGHS rate and process the claim.

FOR IPD (Bills raised by the Hospitals)

- Referral of any Govt Hospital/CGHS Wellness Center/CAPF doctor or Emergency certificate (as per the notified emergency list provided by the CGHS) from the treating Hospital with clearly defined reason for emergency admission is mandatory.

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- Emergency certificate should be issued by the treating specialist and counter signed by the medical superintendent of the hospital.
- Pre-authorization should be checked by CPD, in case of Implant above Rs 1 lac, bills above 5 lacs, any procedure beyond authorized rate & hospital stay of more than 7 days should be duly obtained by the hospital from the competent authority.
- In case of new born baby bill will be included in the name of the Mother and It should be processed further.
- Signature of the beneficiary/employee/Dependents/NOKs should be obtained on all bills raised by the hospital.
- Breakup GST Invoices/bills should be restricted as per CGHS rate to be checked by CPD and appropriate deduction to be done at the CPD level.
- CPD to check scanned copy of Ayushman CAPF Card is uploaded duly attested by the beneficiaries/ employee/NOKs/Dependents.
- Where package rate of CGHS for any particular procedure/treatment exist, than claim should be restricted to the package rate only.
- Hospital satisfaction certificate from the beneficiary should be enclosed along with the bills.
- In Case of discharge against medical advice(DAMA) and left against medical advice(LAMA) beneficiary should give a written explanation citing the reason and such cases should be referred to Director Medical of the Force by CPD for decision.

FOR IPD (Bill raised by the Individual)

- CPD should check and verify the Identification of the beneficiary as per the data pushed by forces and BIS (Beneficiary Identification system) or e-KYC.
- Referral of any Govt Hospital/CGHS Wellness Center/CAPF doctor or Emergency certificate (as per the notified emergency list provided by the CGHS) from the treating Hospital with clearly defined reason for emergency admission is mandatory.
- Emergency certificate should be issued by the treating specialist and counter signed by the medical superintendent of the hospital.
- Pre-authorization should be checked by CPD, in case of implant above Rs 1 lac, bills above 5 lacs, any procedure beyond authorized rates & hospital stay

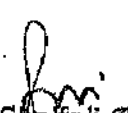
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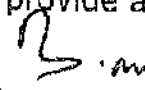
of more than 7 days should be duly obtained by the hospital from the competent authority.

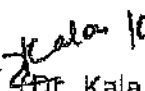
- In case of new born baby bill will be included in the name of the Mother and it should be processed further.
- Signature of the beneficiary/employee/NOKs/Dependents should be obtained on all bills.
- Breakup GST Invoices/bills should be restricted as per CGHS rate to be checked by CPD and appropriate deduction to be done at the CPD level.
- CPD to check scanned copy of Ayushman CAPF Card is uploaded duly attested by the beneficiaries/dependents/NOKs.
- Where package rate of CGHS for any particular procedure/treatment exist, than claim should be restricted to the package rate only.

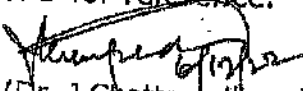
Note : i) If any hospital claims found exorbitant bill beyond CGHS package rate, CPD should report the matter to the NHA inspite of further processing the claims for necessary action.

ii) NHA should provide all relevant documents to the CPD for reference.

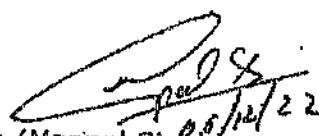

(Dr. Salfali Gupta)
Comdt(Med), Spl Grade-I, ITBP
Member-III


(Dr. Binod Kumar)
Comdt(Med), ITBP
Member-II


(Dr. Kala Kumari)
Comdt(Med), ITBP
Member-I


(Dr. J. Chattopadhyay)
IG HQRS, FHQ BSF
Presiding Officer


(D.K. Singh)
SI/Min, Dte General CRPF
Member-VI


(Manpal Singh)
AssttComdt, CRPF
Member-V


(Rajesh Kumar)
2-IC, Bt CRPF
Member-IV