



Government of Jammu & Kashmir
Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana
State Health Agency

Registered under J&K Societies Registration Act VI (1941 A.D)
(Reg. No.: D18C/7188-RS/916)

Old Secretariat, Srinagar/Director Stationery & Office Supplies Rail Head Jammu

Subject: Implementation of Standard Treatment Guidelines (STGs) – Capacity Building thereof.

Circular No.: 15 SHA of 2021

Dated: 03/06/2021

Whereas, Standard Treatment Guidelines (STG) have been introduced by National Health Agency (NHA) from 15th August, 2020.

Whereas, it has been analyzed that most of the rejections are due to the non-adherence of Standard Treatment Guidelines (STGs) introduced by NHA.

Whereas, a virtual meeting was held with NHA on 27th May 2021 which was attended by State Health Agency, representatives of public tertiary care hospitals and representatives of Bajaj Allianz GIC. Minutes of the meeting is attached at Annexure A and same shall be implemented in letter and spirit along with the STGs.

In view of above, it is informed to all the Empaneled Health Care Providers (EHCPs) that STGs shall be implemented in the UT of J&K from 12th June, 2021 onwards. As such, all the Administrators of EHCPs are requested to direct the concerned to attend the virtual training as per schedule appended herewith at Annexure B.

Sd/-

(Dr. Doifode Sagar Dattatray), IAS
Chief Executive Officer

Copy to: -

1. Financial Commissioner, Health & Medical Education Department Civil Secretariat, Jammu/Srinagar for favor of information.
2. Director SKIMS, Soura, for favor of information.
3. Principal GMC Jammu, Srinagar, Kathua, Doda, Rajouri, Anantnag and Baramulla for information.
4. Director Health Services, Jammu/Kashmir for information.
5. Medical Superintendents/Nodal Officers (All) for information and necessary action
6. Chief Medical Officers (All) for information and necessary action.
7. Apoorva Mahajan, UT Coordinator, National Health Authority for information
8. Bajaj Allianz GIC for information and necessary action.

(Aza ul Munim Tak), KAS 03-06-21

Deputy Chief Executive Officer





Government of Jammu & Kashmir
Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana
State Health Agency

Registered under J&K Societies Registration Act VI (1941 A.D)
 (Reg. No.: D18C/7188-RS/916)

Old Secretariat, Srinagar/Director Stationery & Office Supplies Rail Head Jammu

Subject: Minutes of Meeting cum orientation workshop held with the public tertiary care hospitals in the UT of J&K.

For smooth implementation of Standard Treatment Guidelines (STG) and Turn Around Time guidelines, a virtual meeting cum orientation workshop was conducted at 2:15 P.M on 27th May 2021. Following officers/officials of NHA, SHA, Public Tertiary Care hospitals and Bajaj Allianz GIC attended the meeting:

1. Dr. J L Meena – Joint Director, NHA
2. Dr. Sudha
3. Dr. Rimy
4. Dr. Piyush Chaturvedi
5. Dr. Vikas Matto
6. Dr. Jeetendra Agarwal
7. Dr. Vikas Patted
8. Dr. Pradeep Maurya
9. Dr. Sangita Shinde
10. Dr. Raksha Bakshi
11. Apoorva Mahajan – UT Coordinator
12. Jayathra
13. Dr. Wasim Akram – State Consultant SHA, J&K
14. Dr. Naseer Ahmad – Consultant Programme Management SHA, J&K
15. Muzaffar Ahmad Malik – Consultant IT SHA, J&K
16. Representatives & Arogya Mitras of Public Tertiary Care hospitals
17. Representative of Bajaj Allianz GIC

The meeting cum workshop started with the discussion/orientation on guidelines for Turn Around Time applicable to public hospitals. Following key decisions and instructions were given by NHA on TAT guidelines:

1. TAT guidelines must be followed by all the empaneled hospitals in letter and spirit.
2. Date of Discharge as mentioned in the TAT guidelines shall be considered as Actual Date of Discharge as per Discharge Certificate /Hospital Records and not Date of Discharge manually selected by hospital on TMS. Hospitals were instructed to select same Date of Discharge in TMS as mentioned in Discharge Certificate/Hospital Records.
3. NHA informed that TAT guidelines issued by NHA has not yet been integrated in TMS for public hospitals due to COVID 19 pandemic situation. If SHA decides to implement the TAT guidelines manually then in this case, manual reminders must be given on time-to-time basis before rejecting the claim. These reminders must be kept as record for further course of action.
4. Hospital has every right to request for re-consideration of rejected cases with proper justification which will be reviewed by SHA and decision may be taken accordingly.



(2)

Government of Jammu & Kashmir
Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana
State Health Agency

Registered under J&K Societies Registration Act VI (1941 A.D)
(Reg. No.: D18C/7188-RS/916)

Old Secretariat, Srinagar/Director Stationery & Office Supplies Rail Head Jammu

5. SHA, shall review all rejected claims and take decision on merit of case. It was also instructed by NHA that proper communication should be sent to the hospitals and time should be provided to make necessary arrangements/Trainings.
6. Hospitals should update their information like email etc on HEM portal. This is necessary so that daily case summary and other necessary communications are sent to the hospital.

After orientation on TAT guidelines, detailed training/orientation was given on Standard Treatment Guidelines introduced by NHA from 15th August 2020. Following key decisions and instructions were given by NHA on Standard Treatment Guidelines (STGs):

1. It was informed by the NHA that ONLY following documents are mandatory for public hospitals:
 - a) Admission notes/ clinical notes (at the time of pre-auth)
 - b) At the time of Claims processing
 - i. Operative/ procedure notes (as applicable)
 - ii. Discharge summary
 - iii. Post-operative investigation reports (if any)
2. Intra-Operative Photo and Scar Photo are non-mandatory documents for all the public empanelled hospitals. Insurance Company must not ask for such documents from Public EHCPs and similarly claims must not be rejected solely due to non-submission of such documents.
3. Queries like On Bed Photo along with active IV-line, scar photo along with the face of patient, scar photo without surgical dressings are outside the ambit of extant STGs. None of the guidelines issued by NHA such as STGs, Claims adjudication manual, etc. do not require any such document. Therefore, insurance company should refrain from asking such documents.
4. SHA shall revoke all claims where rejection is based on non-submission of non-mandatory documents or on the basis of TAT deviance on account of non-submission of such documents. NHA suggested that SHA may also like to look into the penalty clause for Insurance company as per KPIs, as mentioned in the MoU between SHA and Insurance Company.
5. Insurance Company was guided not to raise unnecessary queries and all the queries must be asked in one go.
6. It was also instructed that refresher trainings/orientation of PMAMs/Medco/PPDs/CPDs must be done on regular basis by SHA/ Insurance company
7. SHA was also requested to submit Action Taken Report on rejected cases to NHA at the earliest.

Issued after approval of National Health Authority

Sd/-

(Dr. Doifode Sagar Dattatray), IAS
Chief Executive Officer



Government of Jammu & Kashmir
Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana
State Health Agency

Registered under J&K Societies Registration Act VI (1941 A.D)
(Reg. No.: D18C/7188-RS/916)

Old Secretariat, Srinagar/Director Stationery & Office Supplies Rail Head Jammu

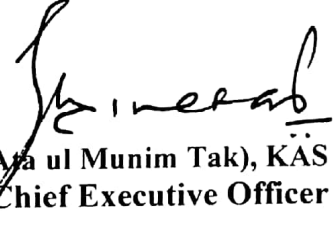
3

No: SHA/AB-PMJAY/JK/2021-22/5148-5301

Dated: 03/06/2021

Copy to: -

1. Financial Commissioner, Health & Medical Education Department Civil Secretariat, Jammu/Srinagar for favor of information.
2. Director SKIMS, Soura, for favor of information.
3. Principal GMC Jammu, Srinagar, Kathua, Doda, Rajouri, Anantnag and Baramulla for information.
4. Director Health Services, Jammu/Kashmir for information.
5. Medical Superintendents/Nodal Officers (All) for information and necessary action
6. Chief Medical Officers (All) for information and necessary action.
7. Administrators of all the Private EHCPs for information and necessary action
8. Apoorva Mahajan, UT Coordinator, National Health Authority for information
9. Bajaj Allianz GIC for information and necessary action.


(Ata ul Munim Tak), KAS 03.06.21
Deputy Chief Executive Officer