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Draft for Approval.

ANNEXURE - II

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General Guidelines for preferring medical claim(s) for MANUU Beneficiaries.

[Section-I]

For Out- Patient Claims

- 1) Please submit your claim in the appropriate format viz; CERTIFICATE-A duly signed by the Employee & Doctor @ designated spaces along with the supporting documents listed below.
 - a. Doctor's prescription copy.
 - b. Original cash receipt for diagnostics (if any and (or) medicines(s) purchased cash bills in Original only, and duly countersigned & stamped by the treating doctor/ Superintendent of the Hospital/ Authorised signatory along with the doctor's MCI- Registration No.
 - c. Copies of the diagnostics reports-as may be necessary.
- 2) Kindly note that illegibly filled in claim forms/ prescription(s) without details of prescribed drugs/ diagnostics & dosage will be summarily rejected/ not accepted/ returned.
- 3) Under extant University rules i.e. Your claim will be valid up to a period of Ninety (90) days from the date of completion of treatment i.e. For example if your doctor has prescribed medicine(s)/ Investigations for a period of ten(10) days then your claim validity shall be up to (90) days from the completion of your treatment on the 10th day.
- 4) It has also been observed that, there is a misconception that pregnancy treatment is a continuous treatment till the time of delivery which is taken as date of completion of treatment and claim(s) are being preferred in the said manner.

PLEASE NOTE: that this is inadmissible, and such requests will not be entertained for whatsoever reason(s). Kindly, submit your claim at the end of each Ante-natal visit to your doctor in order to prefer your claim in an appropriate & judicious & hassle- free manner within the said validity period.

- 5)
 - a) Kindly also note that your doctor's each prescription is valid only for a period of ten (10) days and within which you are required to purchase all the medicine(s) and (or) get investigations done for the time period as may be prescribed by your doctor viz; For example, your doctor has prescribed some drugs and (or) diagnostic tests on date- 'X' , then the same is to be completed, within ten (10) days of date-'X'.
 - b) Further, any medicines(s) purchased and (or) any investigations done beyond the prescription validity period shall be inadmissible under extant University rules please.
 - c) All pharmacy bills shall be submitted along with the proper medicine details of Batch nos/ Manufacturing date/ Expiry date etc. in Original and duly countersigned by treating doctor/ Hospital Superintendent.
 - d) Cash bills which are 'Over-written/ shall not be entertained and may be summarily rejected and (or) returned/treated as inadmissible.



- 6) Diagnostic tests bills and (or) medicine(s) bills, before the date of prescription will ^{also} be rejected summarily
- 7) Please do not purchase medicine(s) in excess' of prescribed dosage by your doctor. These will be inadmissible and hence will be deducted from your claim.
- 8) Do not forget to completely fill up your medical Reimbursement form/ proforma including legibly mentioning of Total amount claimed, your signature (Employee's signature) etc. Failure to legibly & completely fill in your claim may result in your claim being summarily rejected/ returned.
- 9) Always ask for an acknowledgement of your claim copy for future records etc.
- 10) Kindly take due care to insist upon your chemist to make proper entries in medicine(s) cash bill(s) with reference to patient's name, doctor's name, medicines batch nos./ Mfg. dates/ Expiry dates along with Name, signature & stamp of pharmacist/person *authorised signatory*.

[Section-II]

II For In-PATIENT Claims

1. Kindly prefer all I.P claim(s) in appropriate format only viz; CERTIFICATE-"B" form of IN-PATIENT form.
2. Please Note: that MANUU has adopted CGHS/ CSMA rules of the GOI as a policy for medical reimbursement to its Employees/ Beneficiaries-
 - a) Hence, for treatments availed in Govt/ Pvt.Empanelled Hospital(s) of the University, the reimbursement shall be as per existing CGHS package rates, and such reimbursement shall be "Tax- Free" for the Beneficiaries.
 - b) However, for treatments availed in pvt. Non-Empanelled Hospital(s) of the University, reimbursement shall be restricted to the existing CGHS package rates only as applicable city-wise, under CGHS cover. Reimbursement shall be taxable 'beyond Rs.15,000.00 in a financial year.'
 - c) For Non- CGHS covered cities, the rates for nearest geographically located CGHS covered city to the city where treatment was availed, shall be applicable, / Taxable as the case may be.
3. Please support your In-patient claim with the following supporting documents:
 - a) Complete In-patient claim form duly signed by the Employee, attested by the treating doctor/ Medical superintendant of the Hospital along with Registration no of the doctor/ Hospital and stamp.
 - b) Discharge summary/ Discharge ticket clearly showing I.P.No:/ D.O.A – D.O.D along with legible details of the patient's treatment summary and advice at discharge.
 - c) All Original cash bills with proper bill break-up details of Admission charges/Bed charges/Investigation charges/Pharmacy charges etc.

* under Section-17 of the IT Act (Income Tax Act)

This is O.K. Mr. JA

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- d) All diagnostic reports and diagnostics cash bills duly stamped and countersigned by the Hospital concerned.
4. Failure to follow the above instructions may lead to unnecessary & avoidable delay in the settlement of your claim and the claim may be liable to be rejected and (or) returned.

[Section-III]

For INDIAN SYSTEM OF MEDICINE (ISM) & HOMEOPATHY CLAIMS

Under the Central Services Medical Attendance Rules (CSMA), 1944 as amended from time to time, the ISM & Homeopathy claims shall be admissible subject to the condition that prescription from a 'qualified Group-A' Medical Officer possessing recognized medical qualifications as included in Schedules II, III & IV of the Indian Medicines central council Act, 1970.

Further, the purchase of medicines shall be from approved pharmacies/ Druggists in Ayurveda/ Unani/ Sidha & Homeopathy (Rule-18 of CSMA rules, 1944 as amended from time to time) & (Rule-19 of CSMA rules, 1944).

Claims not conforming to above rules shall be rejected summarily please.

Note: The list of approved pharmacies (City wise) may be viewed over CGHS website www.CGHS.nic.in

[Section-IV]

a) Procedures to be followed for Empanelled Hospitals

⇒ Planned Treatment

⇒ Emergency Treatment

b) Procedures to be followed for Non- Empanelled Hospitals

⇒ Planned Treatment

⇒ Emergency Treatment

a) Procedures to be followed for availing treatment in University Empanelled Hospitals for "Planned medical treatment" are as follows:

- 1) Kindly first consult in the OPD for Examination & opinion of the treating specialist doctor. In the event a surgery is planned, then MANUU beneficiaries may approach the University with a request letter for issue of cashless/ credit letter in F/o the Empanelled Hospital of the choice of the beneficiaries (A format of such letter is enclosed @ Annexure-"A")
- 2) After receiving the cashless/ credit letter duly issued by the competent authority of the University, the beneficiary may approach the Empanelled Hospital with a valid MANUU Employee I.D. Card/

NOTE :- All credit/cashless request letters shall be valid upto a period of one month from the date of issue

MANUU. Health card & submit the same at the credit billing department of the Hospital.

3) After availing the treatment/ surgery the beneficiary may seek for discharge from the Hospital. Note:---

- i) Certain Expenses are inadmissible such as Medical records, food items, toiletries, telephone charges etc. Which the beneficiaries may have to bear at the time of such discharge.
- ii) Please also note that any other charges such as for e.g. Implants/ Procedures etc., whose expenditure may be over and above the prescribed CGHS ceiling/package rates, shall be borne by the beneficiaries themselves and the University shall not be responsible to reimburse the same.

a) Procedures to be followed for availing treatment under "Emergency" in the University's Empanelled Hospitals: ---

- 1) As per Extant University rules, the MANUU beneficiaries when faced with medical Emergency may not be required to immediately produce a cashless/ credit letter issued by the University to the Hospital. Hence, he/she may first get the patient admitted under Emergency in the nearest Empanelled hospital as the case may be, and then later may follow the prescribed procedure of planned overleaf, to complete all such formalities before discharge of the patient.

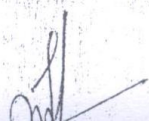
Please Note:- A latest / updated list of Empanelled hospitals of the University is enclosed @ Annexure-"B" please.

b) Procedures to be followed in Non-Empanelled Hospitals for "Planned Medical treatment" of MANUU beneficiaries:---

Since, it may not be possible to extend all facilities including credit /cashless treatment of an Empanelled Hospital, in a Non-Empanelled Hospital, treatment may be availed by the beneficiary at his/her own expense and later claim for such reimbursement- over such expenditure may be submitted by the beneficiary for settlement as per extant University rules viz; In a private Non-Empanelled Hospital, the beneficiary pays at the Non-Empanelled Hospital tariff, for a particular package/ procedure and his/her claim shall be settled by the University as per CGHS prescribed tariff/ceiling rates for a particular procedure/surgery etc. *as is the current practice in vogue.*

c) Procedures to be followed in "Emergency" at private Non-Empanelled Hospitals by MANUU beneficiaries:---

In the event of an Emergency, MANUU beneficiaries may avail Emergency Medical treatment at private Non-Empanelled Hospital as the case may be, by bearing their own expenditure for such Emergency treatment. However, following completion of such treatment, the beneficiary may claim for reimbursement of such treatment from the University, and the University may settle the claim as per prescribed CGHS rates/ tariff/rules for such treatment.



Kindly Note: 1) These guidelines are Illustrative only and Not exhaustive.

- 2) These guidelines are subject to change as per GOI's orders from time to time.
- 3) Please co-operate with the University in the fast & speedy settlement of your claims (HELP US to HELP YOU).

4) Errors & Omissions subject to correction.

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5/15/15
4/2/15
Medical Officer, MANUU.

