TREATMENT PROCESS FOR ESM THROUGH ECHS

SEQUENCE FOR NORMAL TREATMENT

ESM goes to ECHS PC

Registers with Smart Card at the Reception and is allocated a Doctor or goes to collect repeat medicine

ESM goes to Med Officer

ESM goes to Pharmacy for repeat medicine collection and leaves the PC

Doctor gives Treatment

Doctor Issues Referral

Refer to Service Hosp in case of Polyclinic in Mil Stn with Service Hosp Available

Refer to empanelled hosp in case of non-mil stn / NA of avlb facility in Service hosp

Service Hospital specialist Examines the ESM and may treat the ESM as an OPD patient or if bed available, may admit for treatment.
In case Bed not available for admission, ESM is referred back to Polyclinic for Referral to EMP Hosp.

Referred to a PC under different RC (incase treatment is NA in any empanelled hosp with PC)

Other PC Refers the ESM to Empanelled Hosp

ESM goes to OIC Polyclinic and takes Referral for Empanelled Hosp

Empanelled Hosp treats the ESM on CASHLESS basis

Emp facility processes claim Online as per CGHS rates

EMERGENCY TRETMENT IN EMPANELLED HOSP

ESM reports to an empanelled hosp in an emergency

Empanelled Hosp assesses the emergency and generates an emergency information report (EIR) within 48 hours and sends online to the polyclinic

Polyclinic issues an online referral for the Empanelled Hosp based on the EIR

Empanelled Hosp treats the ESM on CASHLESS basis

EMERGENCY TRETMENT IN NON - EMPANELLED HOSP

ESM report to a non Empanelled hosp in an emergency

Non Empanelled hosp assesses the emergency. Commences treatment of the ESM on payment basis

ESM/ Relative of ESM must report the admission to Parent PC by any means and get a Referal letter **(mandatory reqmt to process the re-imbursement claim later)**

TIMELINE FOR INFORMING ABOUT EMER ADMISSION :-
1. Info PC within **48 hrs** from time of admission.
2. If delayed, Waiver by Dir, RC (**within hospitalization pd**)
3.If delayed beyond hospitalization pd, waiver by Cent Org (**upto 90 days of dt of admission**).

Non - Empanelled Hosp treats the ESM on PAYMENT basis

ECHS beneficiary to submit a Re-imb claim at parent Polyclinic.
Docu to be as per Check List

1. Within **90 days** from date of discharge.
2. If delayed, (**91 – 180 days**) Waiver by Dir, RC
3.If delayed, (**beyond 180 days**) Waiver by Cent Org.

Parent Polyclinic processes the Re-imb claim online.Cheque is finally issued to the ECHS beneficiary.

(CGHS Rates Apply)

TREATMENT IN NON GOVT NATIONAL REPURTE HOSP

ESM reports to a non-Govt National Repute Hosp with referral from nearest PC/ parent PC and various procedure will followed.
Hosps are as under:-
(i) TMH, Mumbai
(ii) CMC, Vellore
(iii) Shankar Nethralaya , Chennai

These referrals will not allow cashless treatment but will be required for preferring the re-imb claims and are part of regulatory mechanism.

Non-Govt National Repute Hosp treats the ESM on PAYMENT basis

TREATMENT IN GOVT HOSP/INSTITUTE

ESM reports to a Govt Hosp **(NO REFERAL REQD)** However, the beneficiary must inform the parent PC within 48 Hrs of treatment having commenced

*** Please note that Referral from PC is required even for Govt hospitals in case of following ailments** :-
(i) Major Cardiac Surgery/ Interventional Cardiology
(ii) Oncology
(iii) Organ Transplant cases
(iv) Joint Replacement cases
(v) Major Neurosurgical / Neurology cases
(vi) Bariatric Surgery

Govt hosp treats the ESM on PAYMENT basis

ECHS beneficiary / dependent submit a Re-imb claim at parent Polyclinic
Docu to be as per Check List

1. Within **90 days** from date of discharge.
2. If delayed, (**91 – 180 days**) Waiver by Dir, RC
3.If delayed, (**beyond 180 days**) Waiver by Cent Org.

Parent Polyclinic processes the reimbursement claim online. Cheque is finally issued to the ECHS beneficiary

(**100 % reimbursement. CGHS rates don't apply**)