



All India Institute of Medical Sciences, New Delhi



Ayushman Bharat

Pradhan Mantri Jan ArogyaYojna

Helpdesk No. 001-26593251

Information Booklet

Cover Photo: Ayushman Bharat Kendra, Near Gate No. 1, Opposite RAK OPD, AIIMS, New Delhi

Email: abpmjayaiims@gmail.com

All India Institute of Medical Sciences

Ansari Nagar, New Delhi 110029



Information Booklet

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Pradhan Mantri Jan Arogya Yojna

AIIMS, New Delhi

Authors

1. Dr. Abdul Hakim Choudhary
Assistant Professor, Dept of Hospital Administration, AIIMS, New Delhi
2. Dr. Rajeev Kumar (2016-2019)
Senior Resident, Dept. of Hospital Administration, AIIMS, New Delhi
3. Dr. Mohammad Kausar (2016-2019)
Senior Resident, Dept. of Hospital Administration, AIIMS, New Delhi
4. Dr. Biraj Chandra Paul
Senior Resident, Dept. of Hospital Administration, AIIMS, New Delhi
5. Dr. Narinder Kumar (2016-2019)
Resident, Dept. of Hospital Administration, AIIMS, New Delhi

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Director's Message



I am happy to learn that All India Institute of Medical Sciences (AIIMS), New Delhi has successfully implemented *Ayushman Bharat Pradhan Mantri Jan Arogya Yojana* (AB-PMJAY) across the institute. AIIMS is the first Institute of National importance to implement world's largest national health scheme. Implementation of any new scheme is always a challenge and Institutional adaptability and adjustment needs a ready guide.

The Department of Hospital Administration has effectively and efficiently implemented all the aspects of the scheme and come up with this information booklet. I congratulate Department of Hospital Administration for the commendable task. I am sure this information booklet would turn into a valuable resource for all stakeholders.

AB-PMJAY is a National initiative launched by Government of India as the part of National Health Policy 2017, in order to achieve the vision of Universal Health Coverage (UHC). AB-PMJAY will provide financial protection for more than 10 crore poor, deprived rural families and identified occupational categories of urban workers' families as per the latest Socio-Economic Caste Census (SECC) data (approx. 50 crore beneficiaries).

A handwritten signature in black ink, appearing to read 'Randeep Guleria'.

Dr. Randeep Guleria

Medical Superintendent's Message



Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) is a health insurance scheme launched by Government of India in 2018. It is a step towards providing social security to the poor and indigent people of India. I am happy to announce that AIIMS, New Delhi has implemented all aspects of the scheme successfully.

This information booklet will be instrumental in providing all necessary information related to various policies and procedures for implementation of this scheme at AIIMS, New Delhi.

The infrastructure developed to implement this scheme include a Ayushman Bharat Kendra which is a 24×7 operational, centralised facility which acts as a one stop centre for all matters related to AB-PMJAY such as verification of beneficiaries, creation of golden card, and pre-authorization for procedures etc.

This manual describes the job responsibilities of various personnel involved in implementation of this scheme such as PMAM, PCM, MSSO, nursing staff, treating doctor, nodal officers, accounts officers & heads of department/units etc. to ensure smooth operations & to eliminate any ambiguity. The process flows developed & depicted will also help in this regard. This manual describe the patient journey in entirety like beneficiary identification, pre-authorization, admission, provision of supplying drugs, surgical consumables etc. during hospitalization.

To make it self explanatory, necessary figures and FAQs have been developed. This manual will be of immense assistance to all staff/stakeholders in implementing this scheme at AIIMS, New Delhi.

A handwritten signature in black ink, appearing to be 'D.K. Sharma'.

Dr. D. K. Sharma

Acknowledgement

We take this opportunity to express our deepest appreciation and gratitude to all officials who had contributed in preparing this information booklet.

We are obliged to our Director Dr. Randeep Guleria for being source of constant inspiration throughout the compilation of this information booklet.

We are indebted to Dr. D. K. Sharma, Medical Superintendent, AIIMS, New Delhi for his vision, ability to inspire and generosity in giving his guidance that has been fruitful in the form of this booklet

We are thankful to all faculty members, Department of Hospital Administration, AIIMS for their inputs. We acknowledge the contribution of Dr. Vijay Tadia, Senior Resident, Dr. Amit Phogat, Junior Resident and all other Residents of Department of Hospital Administration.

We wish to thank Mr. B.R Shekhar (Chief MSSO), Mr. Md. Shahid (MSSO), other MSSOs of AIIMS, New Delhi for implementation of this scheme. We would also like to express special thanks to all those who played a key role in the implementation of the AB-PMJAY scheme. We also like to express our gratitude towards PCMs and PMAMs who had implemented this scheme at the ground level.

This scheme implementation would not have been possible without the participation of all the Faculty members, Resident doctors, Nursing staff and other AIIMS staff who have provided us with valuable insight.



Dr. Abdul Hakim Choudhary
Officer Incharge AB-PMJAY

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List of Abbreviations

ABK	<i>Ayushman Bharat Kendra</i>
AB-PMJAY	<i>Ayushman Bharat Pradhan Mantri Jan Arogya Yojana</i>
AIIMS	All India Institute of Medical Sciences
BIS	Beneficiary Identification System
EHCP	Empanelled Health Care Provider
HHID Number	Household Identification Number
MoHFW	Ministry of Health and Family Welfare
MSSO	Medical Social Service Officer
NHA	National Health Authority
NHCP	National Health Care Provider
NIE	National Institutes of Excellence
PCM	Patient Care Manager
PMAM	Pradhan Mantri Arogya Mitra
PPD	Pre-Authorization Panel Doctor
RAK OPD	Rajkumari Amrit Kaur Out Patients Department
RSBY	<i>Rashtriya Swasthya Bima Yojana</i>
SCHIS	Senior Citizen Health Insurance Scheme
SECC	Socio-Economic Caste Census
SHA	State Health Agency
TMS	Transaction Management System

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Introduction

Ayushman Bharat Yojana, also known as the Pradhan Mantri Jan Arogya Yojana (PMJAY), is a National Health scheme that aims to help economically weaker and vulnerable Indians who are in need of healthcare facilities. The scheme aims at making interventions in primary, secondary and tertiary care systems, covering both preventive and promotive health, to address healthcare holistically. It is an umbrella of two major health initiatives namely, Health and Wellness centers and *Ayushman Bharat-Pradhan Mantri Jan Arogya Yojana* (AB-PMJAY).

AB-PMJAY is National Health scheme, which was launched on 23rd Sept., 2018 by Hon'ble Prime Minister of India. *Ayushman Bharat* covers over 10 crore poor and vulnerable families (approximately 50 crore beneficiaries) providing coverage of up to¹ ₹ 5 lakh per family per year for secondary and tertiary care hospitalization. Beneficiaries can avail the scheme benefits at both public and private empanelled hospitals across the country. To make the scheme operational at the National level, and to rollout the scheme in coordination with the various State Governments, the National Health Authority (NHA) has been established.

Cashless service provision

AB-PMJAY beneficiaries are provided treatment free of cost for all such ailments covered under AB-PMJAY within the limits/ sub-limits and sum insured, i.e., not specifically excluded under the Scheme. Treatment packages include consultation, medicine, diagnostics, implants, food, hospital charges etc. for admitted patients. In other words, the package covers the entire cost of patient from date of admission till discharge from hospital. The transaction is truly

cashless to the patient and under no circumstances hospital charges any amount from the patient admitted under this scheme.

Ayushman Bharat-Pradhan Mantri Jan Arogya Yojana subsumed the centrally sponsored schemes - *Rashtriya Swasthya Bima Yojana* (RSBY) and the Senior Citizen Health Insurance Scheme (SCHIS).

MoU (Memorandum of understanding) between AIIMS and NHA.

Dr. Randeep Guleria, Director AIIMS, New Delhi has signed an MoU (Annexure-I) with Dr. Dinesh Arora, Deputy CEO, National Health Authority (NHA) on 25th September, 2018. The term of this MOU is three years commencing on 25th September, 2018.



Fig. 1 Signing of MoU

The National Healthcare Provider (NHCP) maintains the confidentiality of all patient related health information and medical records in accordance with applicable guidelines.

Ayushman Bharat Kendra, AIIMS, New Delhi

AIIMS, New Delhi has established *Ayushman Bharat Kendra* (AB-PMJAY reception/helpdesk) which is manned by *Pradhan Mantri Arogya Mitra's* (PMAM's), Patient care Managers (PCMs) and

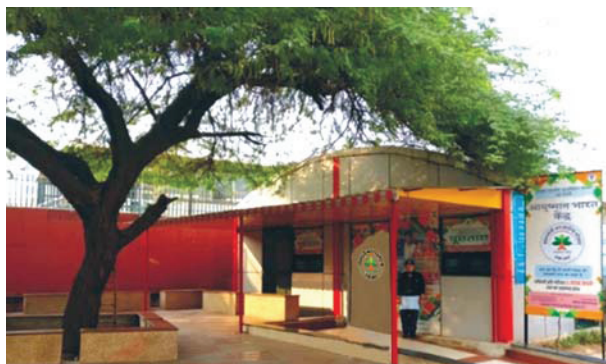


Fig. 2 Ayushman Bharat Kendra AIIMS, New Delhi

Medical Social Service Officers (MSSO's) under the supervision of Officer Incharge AB-PMJAY. It is a 24×7 central facility for the implementation of the scheme, located near Gate No. 1, opposite RAK OPD AIIMS, New Delhi. PMAM's and PCM's are available round the clock for the assistance of the beneficiaries. The activities carried out at AB-PMJAY centre are as under:

- ❖ Verifying beneficiary eligibility
- ❖ Beneficiary Identification System (BIS)
- ❖ Transaction Management System (TMS).

Organogram of AB- PMJAY at AIIMS, New Delhi

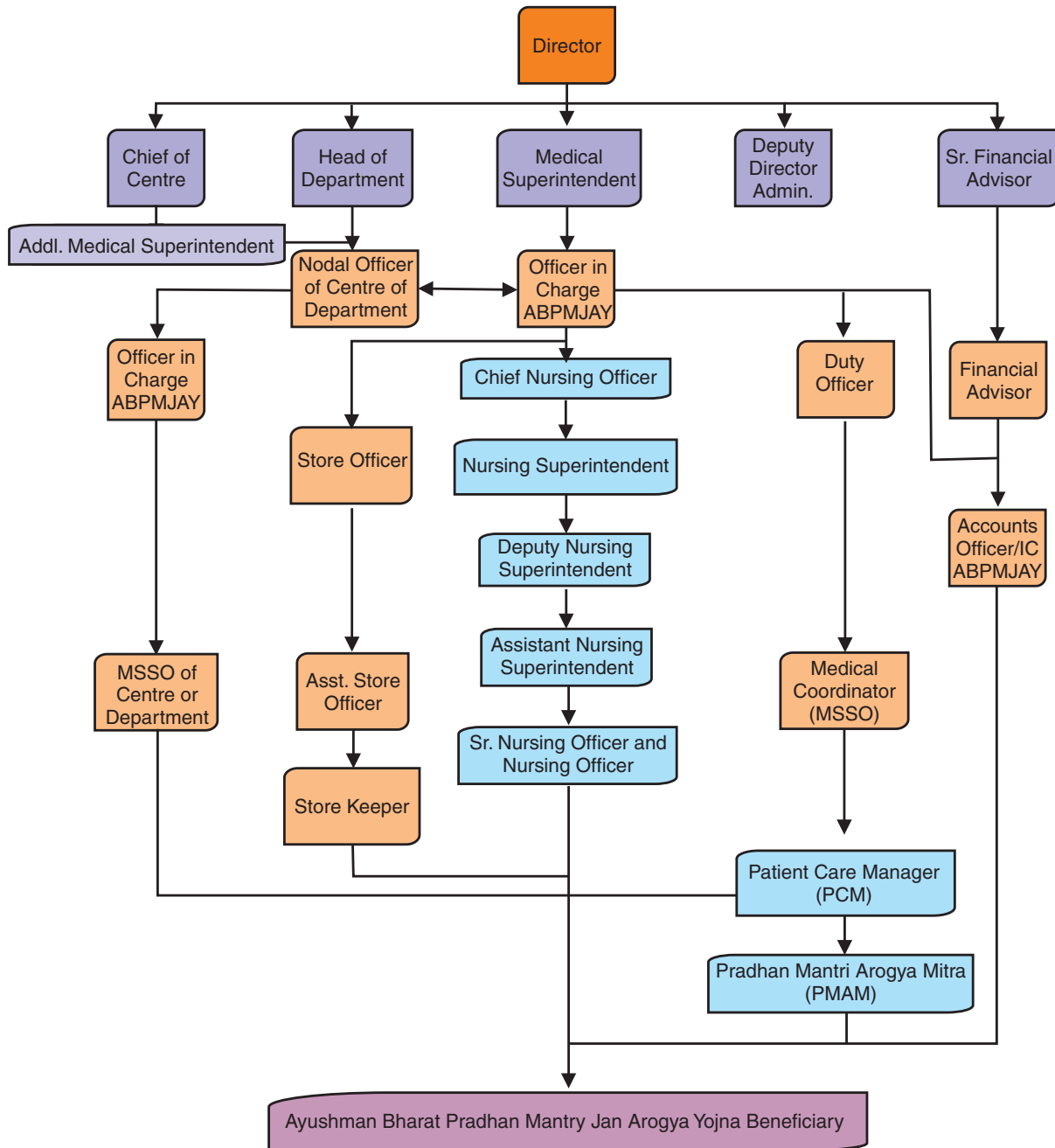


Fig. 3 Organogram of AB-PMJAY at AIIMS, New Delhi

Beneficiary Identification

Golden card (e-card)

The eligible entitled beneficiary under this scheme will be provided the Golden card, which contains all the relevant information of the beneficiary, which includes:

- ❖ Name and photograph of beneficiaries
- ❖ Date of birth
- ❖ Gender
- ❖ Golden card number
- ❖ Address of beneficiary
- ❖ Helpline number and website address of AB-PMJAY.

It is mandatory to carry the golden card details, as it is the pre-requisite for the initiation of pre-authorization. However, in *Ayushman Kendra* of AIIMS, New Delhi this card is also being generated (if not already made) or details can be retrieved for verified Ayushman beneficiary or golden card holders.

Sample Golden card



Golden Card (Front)

Golden Card (Back)

Fig. 4 Sample Golden Card

Pradhan Mantri Arogya Mitra (PMAM)

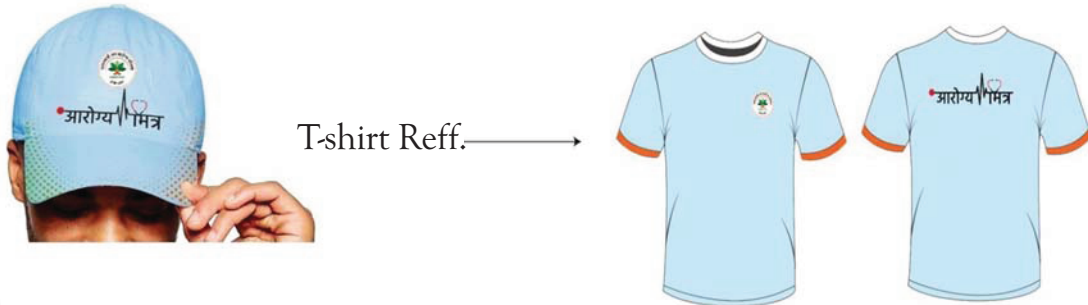
The Pradhan Mantri *Arogya Mitras* (PMAM's) are the first contact person of AB-PMJAY scheme. PMAM assists the patients and coordinates with beneficiaries and the hospital. They are deployed at *Ayushman Bharat Kendra* AIIMS, New Delhi round the clock. PMAMs are trained in software use, patient registration and interaction with beneficiaries and hospital staff. They are the first contact person for Ayushman Bharat beneficiaries at AIIMS, New Delhi.

They will check documents to verify the eligibility and enrolment to the scheme. They will conduct demographic authentication for identification and to verify his or her eligibility to avail the benefits of the scheme. They work under the supervision of Patient Care Managers (PCMs) and Medical coordinators (MSSOs).

PMAM will also ensure updating of documents related to patient care like surgery notes, pre and post-operative notes, etc. and ensure that discharges are done in timely manner on the TMS.

Dress code for PMAMs

National Health Authority (NHA) has provided design for cap and T-shirt for PMAMs.



Cap of Arogya Mitra

Fig. 5 Uniform code for PMAMs

Job responsibilities of PMAM (Pradhan Mantri Arogya Mitra)

Arogya Mitra's are the backbone of the scheme, as they are trained in software use, patient registration and interaction. Arogya Mitra's will provide support in beneficiary verification, authentication, query management, document uploading, claims management, grievance redressal and handling emergency cases at AIIMS, New Delhi.

Role of PMAM at Helpdesk:

- ❖ To assist patients coming to AIIMS Hospital.
- ❖ Coordinate with PCMs, MSSOs, Nursing Officers and Doctors ensuring that there are no communication gaps.
- ❖ Ensure that all documents or records are verified diligently before uploading at BIS and TMS.
- ❖ All processes are completed in a time bound manner.

- ❖ Ensure data privacy and patient confidentiality.
- ❖ Coordinating with patients in a friendly and pleasant manner.
- ❖ Always attend to incoming calls on AIIMS Ayushman Bharat Kendra helpline number politely.
- ❖ To wear proper uniform and strictly adhere to duty timings.
- ❖ Discipline should be maintained at all times.
- ❖ Maintain patience and empathy while dealing with patients.
- ❖ Any irregularity or inadequacy noticed should be brought to the notice of their superiors.
- ❖ Should not indulge in fraudulent practices.
- ❖ Ayushman Kendra/ Helpdesk should not be left unattended at any time.

Role of PMAM in Beneficiary Identification System (BIS)

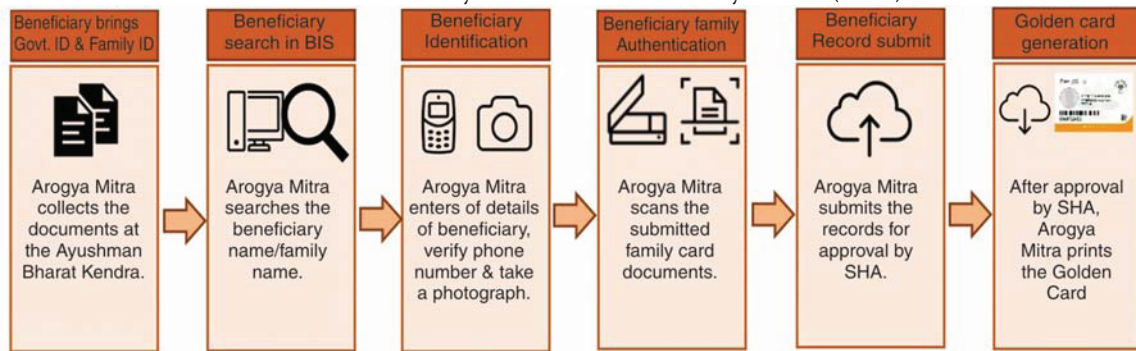


Fig. 6 Process of BIS

Role of PMAM in Transaction Management System (TMS)

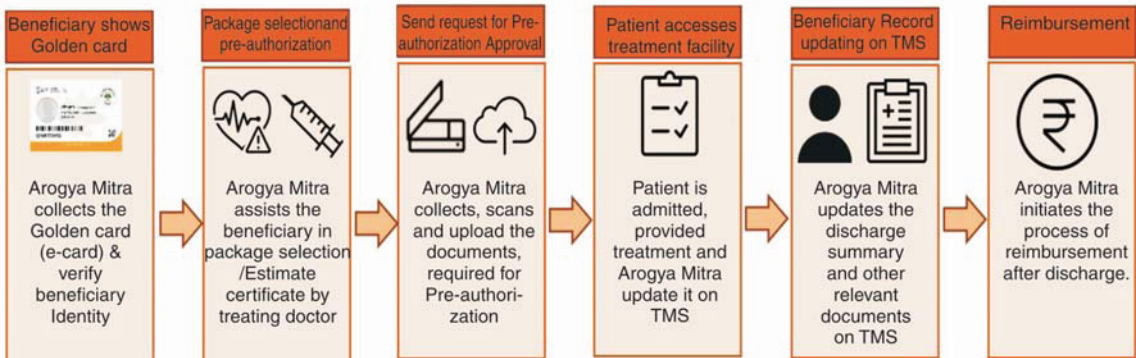


Fig. 7 Process of TMS

Job responsibilities of Patient Care Managers (PCMs)

- ❖ PCM will ensure that Ayushman Bharat Kendra has all necessary material available, active internet connection, working telephone connection, desktop and other IT hardware in working condition and the workstations are neat and tidy.



- ❖ They will supervise and monitor the work of PMAM's. They will also prepare duty roster of PMAMs for smooth functioning of Ayushman Bharat kendra 24X7 in consultation with MSSO Incharge AB-PMJAY.
- ❖ They will be a link between PMAMs and MSSOs.
- ❖ Ensure timely services at Ayushman Bharat Kendra.
- ❖ Handle complaints and bring them into the notice of MSSO in-charge Ayushman Bharat Kendra and chief MSSO, and will escalate to the Duty officer / Officer In-charge, if needed.
- ❖ PCM will work in-coordination with MSSO's for day to day functioning of Ayushman Bharat Kendra.
- ❖ They will maintain all relevant patient details of entitled beneficiaries, including number of patients admitted in various centres, departments etc.

- ❖ They will prepare daily patient status report as per format provided, which will be submitted to MSSO in-charge Ayushman Bharat.
- ❖ They will be responsible for checking update of patient's details like surgery/procedure, OT and treatment notes and to resolve any queries.
- ❖ They will follow up all cases end to end till claims are settled and payment is received in AIIMS AB-PMJAY accounts.
- ❖ Ensure data privacy and patient confidentiality
- ❖ They will prepare daily and monthly report and submit it to Duty officer / Officer In-charge through MSSO Incharge AB-PMJAY.
- ❖ Should not indulge in fraudulent practices.

Job responsibilities of Medical Social Service Officer (MSSO)

- ❖ MSSOs are the important link between PMAM's, /PCM and treating doctor or nodal officers nominated from each Department/Centre.



Fig. 8 MSSO as a link

- ❖ MSSO of respective centre will work as a medical coordinator and will be overall responsible for smooth implementation of the scheme at their respective centres.
- ❖ MSSOs will help PMAMs and PCMs in case of any difficulty during pre-authorization or selection of a package by treating doctor and claims settlement.
- ❖ They will supervise the functioning of PMAM's and Patient Care Managers (PCMs) in their respective Centres and Departments.

- ❖ MSSO of concerned centre / department will coordinate with concerned nodal persons regarding any issue faced by PMAMs & PCMs related to AB-PMJAY scheme.
- ❖ Exemption of charges like admission charges, investigation charges etc, if has to be done, will be exempted by concerned MSSOs of that area/ centre.
- ❖ They will assist treating doctors in package selection as and when required.
- ❖ The MSSO of respective centre must ensure that while processing RAN applications, when details of packages covered under Ayushman Bharat Scheme is sought from ABK, detailed breakup of the treatment or procedure proposed must be provided.

Job responsibilities of Nursing Staff:

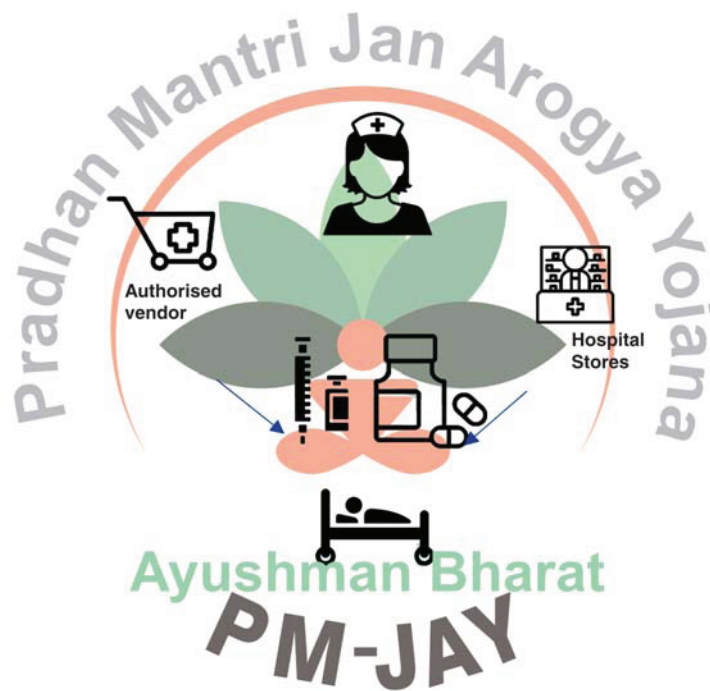


Fig. 9 Nursing staff responsibilities

- ❖ Assistant Nursing Superintendent (ANS) of respective ward will oversee that AB-PMJAY beneficiaries, admitted under the scheme are getting all prescribed medicines and surgical consumables free of cost only as per approved package.
- ❖ Nursing Officers of the concerned ward/area will ensure that all the entitled beneficiaries are being treated like any other admitted patient.
- ❖ During working hours, if any item has to be procured from outside, then the requisition for local purchase of such medicine or surgical consumables will be initiated by nursing staff on duty and it will be routed through respective stores.
- ❖ During odd hours or on holiday, if any item is not available in the ward, all efforts must first be made to arrange from other areas on loan basis. As a last resort, when the item is not available in AIIMS, then nursing staff on duty will notify the authorized local purchase chemist (vendor) directly, who will provide requisite item(s) to the concerned inpatient ward and take receipt from the Nursing Officer (with name & designation) on the AB-PMJAY indent form (Annexure I). However, local purchase of routinely indented medicines or consumables available under hospital supply will not be done.
- ❖ Medicines at the time of discharge will be arranged by Nursing Officer on duty for a duration prescribed by treating doctor (maximum up to 15 days). It is essential to mention details like UHID and Golden card number (provided in *Ayushman Bharat* Scheme), ward, centre name and all relevant details as per Performa in indent book. All medicines must be arranged well in advance in consultation with treating doctors from the concerned area or department or centre ensuring minimal contingent arrangements.

- ❖ ANS / Nursing officer Grade I of that particular ward will be responsible to maintain local purchase indent book for AB-PMJAY scheme. During odd hours, Nursing Supervisor on duty of respective centres or main hospital will do cross verification signature on local purchase indent book for AB-PMJAY Scheme.

Guidelines for Nursing Staff

Check for AB-PMJAY stamp on face sheet / admission paper. Ensure copy of Pre-authorization approval with stamp of AB-PMJAY is attached in patient's case record before initiating treatment (except in emergency cases- inform Ayushman Bharat Kendra simultaneously in such cases). If Pre-authorization approval is not attached, please call 011-26593251.

Cross check the name of procedure for which approval has been taken.

Ensure that Ayushman Bharat beneficiaries are not charged for any drugs, consumables, etc. during treatment.

Please inform ABK or concerned PCM or PMAM about any procedure carried out.

Please allow PMAM's to take copy of required documents from the patient's file as and when required.



Call 3251

(Internal Extension
number)

It must be the same for
which the patient being
treated/operated.

For timely information to
NHA

Documents are required
by NHA for case
approvals.

Please facilitate communication between PMAM and the treating doctor as and when required by PMAM for pre-authorisation, to settle any query raised by Preauthorisation Panel Doctor (PPD) or Claim Panel Doctor (CPD).

Please keep the Batch No. and Bar Code of Chemotherapy drugs, Carton of Stent, post-operative x-ray film/ report showing implants and handover the same to PMAM.

Please indent the prescribed medicines/ surgical items from concerned store of centre/ hospital stores in AB-PMJAY indent book during the period of hospitalisation of the patient and after discharge as per treating doctors advice (maximum up to 15 days only) duly signed by nursing officer and forwarded by ANS of respective Ward.

Please inform the Ayushman Bharat Office (Kiosk) immediately when the patient is discharged and send a copy of the Discharge Slip to Ayushman Bharat Office (Kiosk).

Queries lead to delay in processes



Refer Fig. 12 and Annexure II

Call 3251

Job responsibilities of Medical Records Officer

- ❖ In case prior pre-authorisation for treatment at AIIMS, New Delhi has been taken, the Central Admission Office will admit beneficiaries after exemption of admission charges by the MSSO. After office hours, exemption will be done by MSSO for Main Hospital; while for Centres, payment will be deferred by Duty Officer in Control Room.

- ❖ The MRO would facilitate availability of all relevant patient medical records / documents needed by PMAM/PCM authorised for processing responses to queries, updating patient status and claims management.

Job responsibilities of Store Officer

- ❖ Store Officers will ensure the timely availability of requisite medicines and surgical consumable items for AB-PMJAY beneficiaries in hospital/centre.
- ❖ Store Officer will procure requisite items on Rate contract basis if available to ensure efficient utilization of resources.
- ❖ If any required item is not available in hospital stores, Store officer will arrange through authorized local purchase vendor.
- ❖ Store officer will maintain proper accountability & transparency regarding procurement of medicines/Surgical consumables required for treatment of the patients admitted under AB-PMJAY scheme.

Job responsibilities of Account Officer (Main Hospital)

- ❖ Account officer in-charge AB-PMJAY will keep a check on claims reimbursed or due from concerned State Health Agencies.
- ❖ Account officer will maintain data regarding expenditure on AB-PMJAY patients admitted and reimbursement claim sought for internal audit purposes.
- ❖ Account officer will verify the amount mentioned in package list of AIIMS and amount given in package list by NHA.

- ❖ Account officer will conduct regular audit and submit monthly report to Officer In-Charge and Medical Superintendent.
- ❖ Will implement any guidelines issued by competent authority from time to time.

Job responsibilities of Treating Doctor

- ❖ All doctors of clinical/diagnostic departments of AIIMS, New Delhi must ensure that free services are provided to all entitled beneficiaries.
- ❖ Treating doctor will select the appropriate package/procedure from the list provided by NHA (at its website and made available through AIIMS content provider) for seeking pre-authorization. Since re-imbursment of wrongly selected package/procedure is not being done, the liability lies with treating doctor. Therefore, all efforts should be made for selection of right package/procedure with due diligence. Any change (addition or deletion, etc.) of procedure must be informed to the Ayushman Bharat Kendra for further information to concerned SHA well in time.
- ❖ If disease / procedure is not available in the list of packages:
 - Then treating doctor will provide estimate certificate on given Performa only in cases where estimate is less than one lakh rupees. In this case, PMAMs will proceed for pre-authorization under **unspecified package/procedure**.
 - For treatment or procedures exceeding one lakh rupees, special approval may be requested from concerned State Health Agencies (SHA) with justification and break-up of the estimate. In such elective cases, the procedure will be carried out only after receiving the pre-authorization or special approval.

- ❖ Treating doctor will cooperate with MSSOs, PCMs and PMAMs for the package/procedure selection and to resolve other queries related to this scheme from time to time. The doctor must extend all support and provide inputs or justification in response to queries raised by Claims Panel Doctor.
- ❖ In General Medicine package(s), a reimbursement will be claimed based on number of days patient was admitted in general ward/ HDU/ICU. In all such cases, treating doctor has to sign enhancement letter after admission on 1st day, 5th day, 10th day and so on till the time patient is admitted.
- ❖ If any AB-PMJAY beneficiary has to be shifted from general ward to ICU or vice versa, treating doctor has to write transfer note in the patient treatment file and inform to nursing staff on duty so that PMAM can update it in TMS.
- ❖ If any investigation has to be sent outside of AIIMS, treating doctor will certify that requisite investigation is not being done at AIIMS and it is necessary for patient management. Treating doctor will also endorse that the charges levied are reasonable.
- ❖ In case discharge of an AB-PMJAY Beneficiary is planned, the treating doctor will inform nursing officer of their concerned ward one day in advance, so that nursing officer can arrange the required medicines, if any, which have to be provided at the time of discharge.
- ❖ Post-op X-ray report or films, etc. should be made available in the patient file as evidence of procedure / implant for claims management.

Job responsibilities of Head of the Departments (HoDs)

- ❖ Head of Department (HOD) will identify and nominate the nodal person in their department for smooth implementation of the AB-PMJAY scheme.
- ❖ HOD will periodically review the progress of the implementation of the scheme in his/her department and will resolve any issue if arise.
- ❖ Since, AB-PMJAY scheme is for poor and vulnerable section of the society who cannot afford out of pocket expenditure and there is a capping of ₹ 5 lakhs per family per annum, HOD's should ensure that treatment cost doesn't exceed the package amount and funds are utilized judiciously.
- ❖ HOD should ensure that there is uniformity in package selection by all faculty and residents.

Job responsibilities of Nodal Officer:

- ❖ Nodal Officer will be responsible for the smooth implementation of the scheme in their concerned Department/unit.
- ❖ They will conduct awareness session/programs to disseminate the information in the concerned Department/Ward with all stakeholders such as Faculty, Resident Doctors, Nurses, Technical Staff etc.
- ❖ They will coordinate with other doctors of their department for any related issues.
- ❖ Nodal Officer will co-operate with MSSO In-charge, AB-PMJAY, concerned MSSOs, PCMs and PMAM's in case of any issue in the concerned department/ ward related to AB-PMJAY.

- ❖ Nodal Officer will ensure that procedures or treatment carried out is in accordance with the pre-authorisation or approval received.
- ❖ Efforts should be made that to treat the patient within existing approved NHA packages/procedure. For e.g., among the various treatment options for treatment of epilepsy, Vagus Nerve Stimulation (VNS) is not covered, however other modalities are available in the approved package which may be explored. Otherwise these will warrant special approvals.

Job responsibilities of Computer Facility

- ❖ Computer facility will compile and prepare daily and monthly report regarding number of patients admitted and treated under Ayushman Bharat scheme.
- ❖ Computer facility will help in capturing data like days of patient care, expenditure incurred on AB-PMJAY patients, etc.
- ❖ Computer facility will do necessary amendment in e-hospital module for doing local purchase directly from authorized chemist so that procurement can be done for individual AB-PMJAY patients and it can be used for internal audit purposes.

Package Rates and Reimbursement

Health Benefit Package (HBP) 1.0 was having around 1400 packages covering surgical, medical and day care treatments, along with medicine and diagnostics are covered under this scheme as per norms and guidelines of the Scheme. HBP 2.0 has 872 packages split into 1573 procedures. The list has already been circulated and uploaded to the content provider email list of all faculty members of AIIMS and hard copies have also been sent to all the HODs.

Note: The below mentioned QR Code can be scanned to get the updated/latest package list on Mobile devices.



Once the patient is admitted under this scheme after getting necessary pre-authorization/approval, everything has to be provided free of cost to the patient from admission to discharge.

Process flow of Patient for Emergency Care

The Entitled beneficiary who needs emergency treatment will be provided prompt emergency treatment without waiting for the pre-authorization. Pre-authorization for such patients can be obtained retrospectively or parallel.

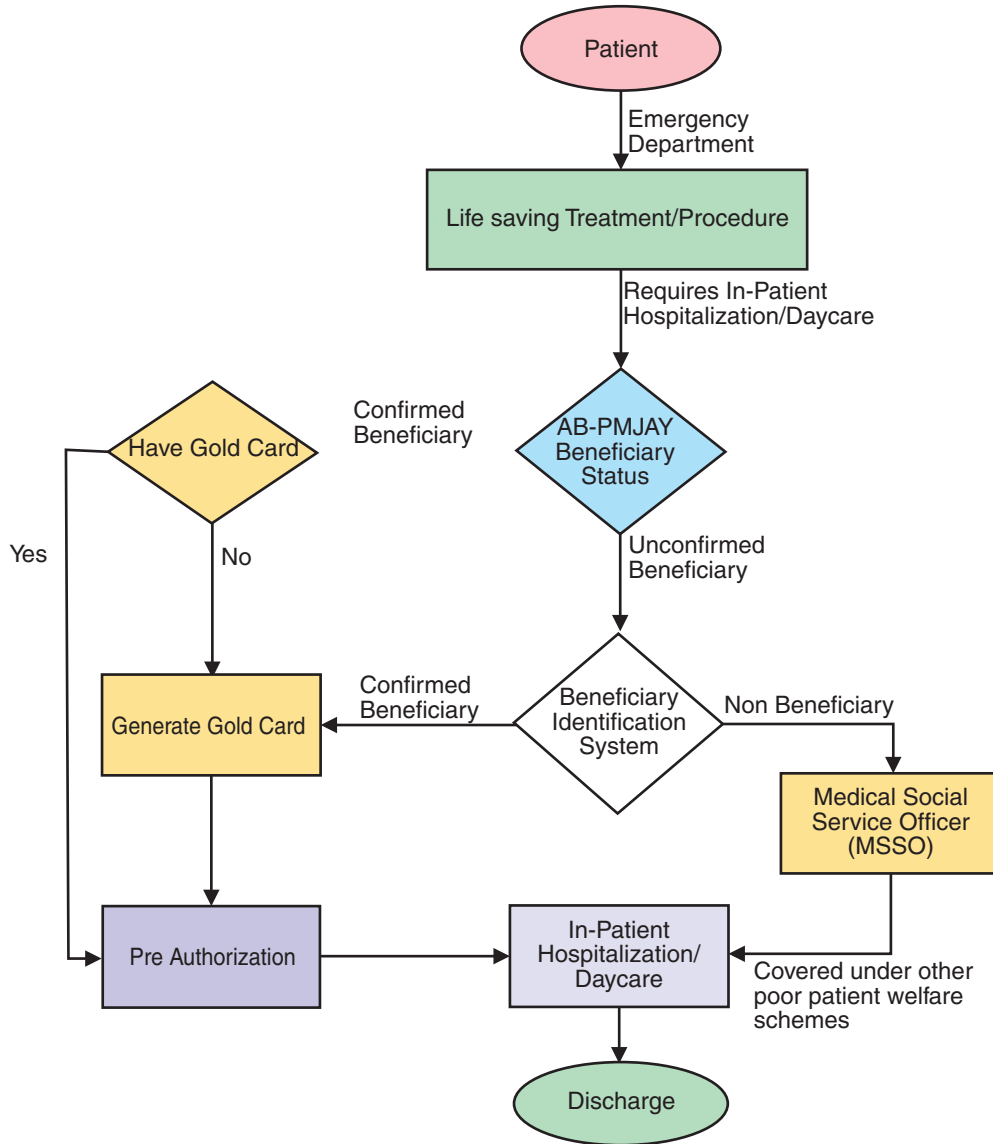


Fig. 10 Patient flow (Emergency cases)

Process flow of Elective Patient Care

For elective cases, pre-authorization is taken in advance. After getting requisite approval, beneficiary is admitted under AB-PMJAY. If patient is not an entitled beneficiary and is unable to bear expenses, in such cases it will be referred to the concerned area MSSO for financial assistance through any other poor patient welfare schemes.

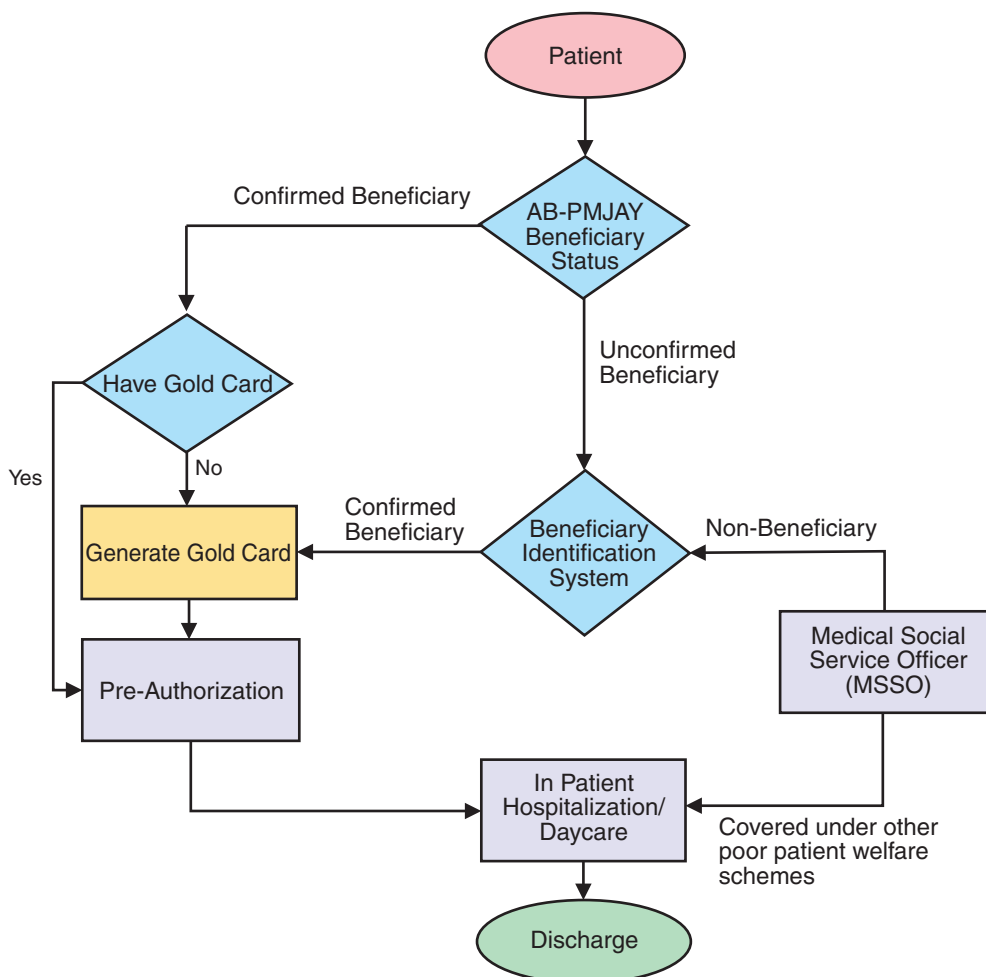


Fig. 11 Patient flow (Elective cases)

Provision of providing Medicine/Consumables to AB-PMJAY patients

Assistant Nursing Superintendent (ANS) of ward / concerned area will be responsible for maintaining local purchase indent book of AB-PMJAY scheme and arranging the required medicines and consumables for patients admitted under AB-PMJAY.

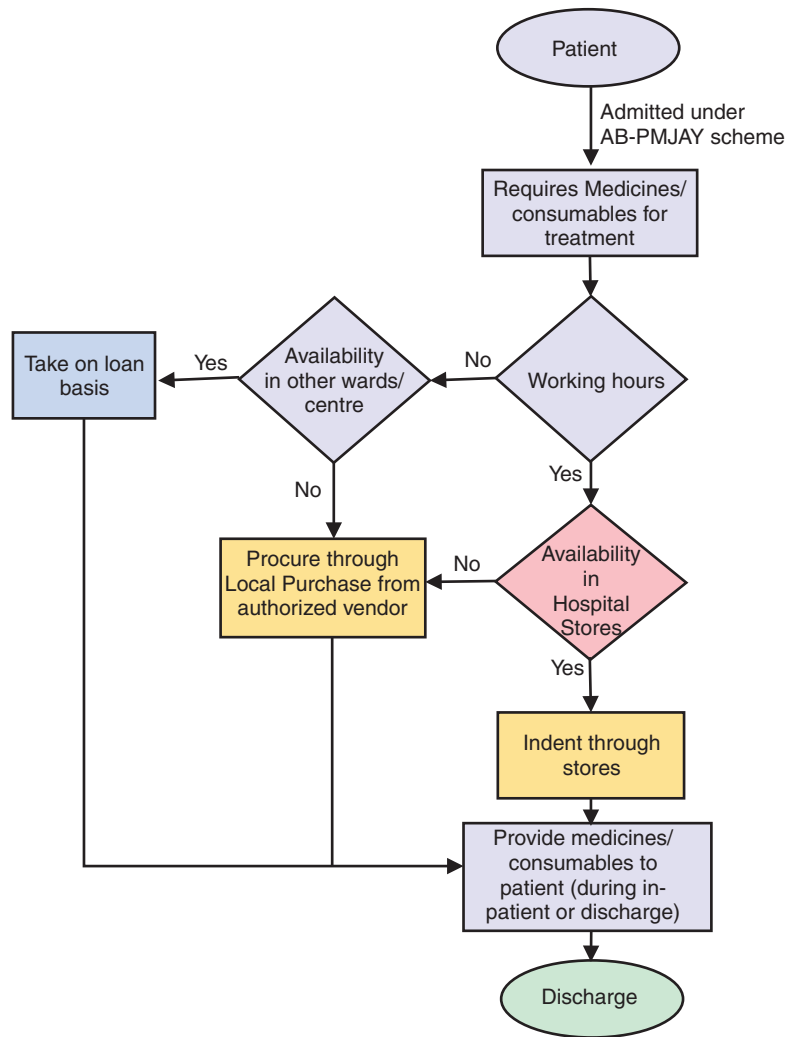


Fig. 12 Purchase of medicines for AB-PMJAY patients

During the working/office hours and when hospital stores are opened, medicines, surgical consumables and other items required for treatment will be indented through respective stores. A completely filled AB-PMJAY Indent form (**Annexure-II**) will be sent to the hospital stores/store of the concerned centre. The stores will provide the required medicines and other consumables. There is also provision for providing up to 15 days medicines at the time of discharge. The Resident doctors need to plan discharge at least one day prior and inform nursing officers of their concerned ward so that nursing officers can also arrange, if any, medicines to be provided at the time of discharge. During odd hours or on holiday, if any item is not available in the ward, all efforts must first be made to arrange from other areas on loan basis. As a last resort, when the item is not available in AIIMS, then it will be procured by the Nursing Officer of the concerned inpatient ward through requisition from the authorized local purchase vendor. Nursing Supervisor on duty of respective centre or main hospital will do cross verification signature on local purchase indent book for AB-PMJAY Scheme.

Investigations not available at AIIMS, New Delhi

- A. Investigation available at AIIMS-** All the investigation which are available in AIIMS (H)/ any centre of the Institute will be carried out free of cost. The investigations related to the package, for e.g.- MRI, CT scan, PET scan, Lab investigations etc. will be done free of cost for all the admitted entitled beneficiaries.
- B. Investigation not available in AIIMS-** Investigations which are not available in AIIMS, and are necessary for the patient care management, such investigations can be sent outside AIIMS. The payment for such

investigations can be done from the corpus amount of AIIMS PMJAY account.

The treating doctor will send a consultation in the name of Medical Superintendent/ Officer In charge (AB-PMJAY), which will certify that

- (i) That requisite investigation is necessary for patient treatment and prognosis
- (ii) The required investigation is not being done in AIIMS (H) or any other centres
- (iii) The charges levied are reasonable and the name of the lab from where the sample will be sent.

General Instructions regarding PM-JAY

1. The scheme is only valid for admitted patients including Day-care services.
2. *The OPD cases are not covered under this scheme.*
3. The scheme is entitlement based. Only entitle beneficiaries whose details are available in IT platform provide by NHA.
4. No special preference will be provided to the AB-PMJAY Beneficiary.
5. The beneficiary will be treated like any other routine patient.
6. The Patients shall not be charged any amount during the hospitalization period
7. All eligible beneficiaries will be admitted in General Wards.

Frequently Asked Questions (FAQs)

Q. What is AB-PMJAY Scheme?

Ans. Ayushman Bharat-Pradhan Mantri Jan Arogya Yojana (PM-JAY) is an insurance-based health scheme to ensure that poor and vulnerable patients are provided health care free of cost at the empanelled private and government hospitals.

Q. What is the objective of Pradhan Mantri Jan Arogya Yojana?

Ans. The objective of PMJAY is to reduce the financial burden of poor and vulnerable groups arising out of catastrophic hospital episodes and ensure their access to quality health care services.

Q. What is the Amount covered under this Scheme?

Ans. ₹ 5 lakhs per family per annum.

Q. Who is eligible to avail the benefits of this Scheme?

Ans. All families listed in the SECC-2011 database as per defined criteria are covered.

Q. What is the process or how to get enrolled under this scheme?

Ans. AB-PMJAY is an entitlement-based scheme. There is no enrolment process.

Q. Is there any restriction to family size or age for AB-PMJAY?

Ans. No cap on family size and age of members.

Q. What are the diseases for which AB-PMJAY Card holder's beneficiary can avail treatment in empanelled hospitals under this Scheme?

Ans. Health Benefit Package (HBP) 1.0 was having around 1400 packages covering surgical, medical and day care treatments, along with medicine

and diagnostics are covered under this scheme as per norms and guidelines of the Scheme. HBP 2.0 has 872 packages split into 1573 procedures. By the new nomenclature, many packages are a group of procedures split primarily based on surgical approach or different types of treatment modalities available for a similar type of treatment.

Q. Are pre-existing diseases covered under PMJAY?

Ans. Yes, all pre-existing diseases are covered under the Scheme and empanelled hospitals cannot deny treatment to the beneficiaries

Q. Do beneficiaries need to pay any fee for obtaining the golden card (e-card)?

Ans. No, the card is free and no fee is to be paid for obtaining the card

Q. What is an empanelled hospital?

Ans. Hospitals which have signed MoU for providing treatment to entitled beneficiaries under AB-PMJAY scheme both in the Government and Private sectors.

Q. Where shall the beneficiary first approach for initiating treatment under the scheme?

Ans. A beneficiary can go and meet Medical Social Service Officer of concerned area for further guidance or can go to Ayushman Bharat Kendra of AIIMS, New Delhi.

Q. Where shall the entitled beneficiary approach for support even during odd hours?

Ans. Beneficiary should approach Ayushman Bharat Kendra, near gate no 1, opposite RAK OPD.

Q. What is the timing of Ayushman Bharat Kendra at AIIMS, New Delhi and who will be there to help patients?

Ans. Its 24×7 functional and Arogya Mitra are available round the clock for supporting and hand holding the beneficiaries and ensuring their treatment experience is in a seamless and cashless manner.

Q. Is there any AIIMS, New Delhi internal helpline number and e-mail ID for this scheme?

Ans. Yes, 011-26593251 is the official landline number of Ayushman Bharat Kendra at AIIMS, New Delhi and abpmjayaiims@gmail.com is the official email id for reporting and for any communication related to this scheme.

Q. Is there any national help line number and email for query and in case of grievance redress?

Ans. Yes, the national helpline numbers are 14555/1800111565.

Q. Does entitled beneficiaries have to pay anything after getting admitted under this scheme

Ans. No, entitled beneficiary doesn't have to pay anything in case of hospitalization under this scheme. All eligible beneficiaries can avail free services for secondary and tertiary hospital care.

Q. Does beneficiary will get a card before admission?

Ans. Yes, Golden card can be generated before hospitalization.

Q. Is Pre-authorization mandatory before admission?

Ans. Yes, except in emergency cases where patient require urgent lifesaving treatment or procedure. In case of Emergency cases pre-authorisation can be taken simultaneously/retrospectively.

Q. Can Pre-authorization be taken retrospectively?

Ans. Yes, but only in emergency cases.

Q. Will any part of the treatment costs be reimbursable directly to the beneficiary?

Ans. No, patient will get cashless treatment in empanelled hospitals up to ₹ 5 lakhs per annum per family and the amount will be reimbursed to the hospitals directly. No cash will be paid to patients.

Q. What will happen if the total cost of treatment is above ₹ 5 lakhs per family at any time or if ₹ 5 lakhs get exhausted before one year for a beneficiary family?

Ans. In case if the amount of ₹ 5 lakhs is exhausted under PMJAY, any expenditure over and above the given limit is to be borne by the beneficiary.

Q. What additional support is there for the beneficiaries in case of any grievance?

Ans. In case of any queries or grievance, a beneficiary can always call national toll-free number 1800111565/14555 at any time 24×7. Additionally, one can also send mail at: abpmjayaiims@gmail.com

Q. Can the hospital charge any money from beneficiaries for treatment under PMJAY?

Ans. Hospital cannot charge any additional money from beneficiaries for the treatment within the sum assured of ₹ 5 lakhs.

Q. What will be covered within ₹ 5 lakhs annually?

Ans. The amount of ₹ 5 lakhs for the beneficiary family per annum can be used by any entitled member of the family on a floater basis as and when needed. This will cover the following:

- o Treatment: As per agreed package/procedure rates.
- o Costs of investigations, surgery, medicine, implants, consumables and food for the patient.
- o Medicines up to 15 days at the time of discharge as per orders of treating doctor.

Q: What are the documents required for pre-authorization at the time of Hospitalization ?

Ans. The Beneficiary will need to show his/her golden Card or provide its details along with one ID Proof (Aadhar Card / Voter ID / PAN Card / Licence etc. or any other document as per the guidelines of NHA/ concerned SHAs) accordingly hospital will upload relevant documents for getting pre-authorization for available package/procedure.

Important Contact Numbers

Name	Contact Number
Control Room	011-26593308
Help Desk (Ayushman Bharat)	011-26593251
MSSO Casualty	011-26596428
MSSO RPC	011-26593092
MSSO BRA IRCH	011-29575119
MSSO JPNATC	011-26731245
Medical Emergency	011-26594810
Surgical Emergency	011-26594255
Paediatrics Emergency	011-26594225
Police Post AIIMS	011-26593345
Security Control Room	011-26593333
Crystalloid Store	011-2659-4745
General Store	011-2659-6618
Linen Store	011-2659-4428
Medical Store	011-2659-4429
Stationary Store	011-2659-4428
Surgical Store	011-2659-3695
Surgical Store II (M&E)	011-2659-6411

Annexure I-MoU

Memorandum of Understanding

between

the National Health Agency, Government of India,
hereinafter called the NHA

and

All India Institute of Medical Science, New Delhi
hereinafter called the NHCP

for providing services under

Ayushman Bharat–National Health Protection Mission



Annexure II-Indent form

ALL INDIA INSTITUTE OF MEDICAL SCIENCES (AIIMS)

Ansari Nagar, New Delhi-110029

Ward : _____

Date : _____

Ward Phone No. _____

Routine/Emergency

AB-PMJAY INDENT FORM

Name: _____ Age : _____ Sex : _____ Golden Card No. : _____

Pre-authorization Number* (Mandatory): _____

Speciality code: _____ Procedure Name & Code : _____

Sl.No.	Name of the item	Quantity required	Quantity received
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Indenting Nurse with Signature
Name & Designation

Counter Signature
Name, sign and stamp of ANS/Nursing Supervisor

Order (Date & Time)

Received (Date & Time)

Contact No of Local Purchase Vendor
011-40072217/19, 9555244777, 9899245300

Ayushman Bharat Kendra AIIMS, New Delhi
Contact No. 011-26593251

References

1. Ministry of Health and Family Welfare. About Pradhan Mantri Jan Arogya Yojana (PM-JAY) [Internet]. 2018 [cited 2018 Dec 8]. Available from: <https://www.pmjay.gov.in/about-pmjay>
2. Government of India. National Health Protection Scheme [Internet]. 2018. Available from: <https://www.india.gov.in/spotlight/ayushman-bharat-national-health-protection-mission>
3. Ministry of Health and Family Welfare. Beneficiary Identification System. New Delhi; 2018. 1-37 p.
4. National Health Authority. Ayushman Bharat – National Health Protection Mission Ayushman Mitra | Guidelines [Internet]. New Delhi; 2018. Available from: <https://www.pwc.in/assets/pdfs/publications/2018/ayushman-bharat-national-health-protection-mission.pdf>
5. National Health Authority India. Guidance for National Institutes of Excellence (NIE). New Delhi; 2018.

Salient Features of the Scheme

- 1 Benefit cover of ₹ 5 lakh per family per year (to beneficiary families)
- 2 Benefits of the scheme are portable across the country and a beneficiary covered under the scheme will be allowed to take cashless benefits from any public/private empanelled hospitals across the country.
- 3 Payment for the treatment will be made on the basis of package rate (as defined by the Government).
- 4 One of the core principles of Ayushman Bharat - PMJAY is to co-operative federalism and flexibility to states.
- 5 States have State Health Agency (SHA) to implement the scheme.
- 6 To ensure that the funds reach SHA on time, the transfer of funds from Central Government through Ayushman Bharat - Ayushman Bharat-Pradhan Mantri Jan Arogya Yojana to State Health Agencies is done through an escrow account directly.
- 7 In partnership with NITI Aayog, a robust, modular, scalable and interoperable IT platform is made operational which entails a paperless, cashless transaction.



Cover of ₹ 5 lakh per family per year



Around 10 crore poor and vulnerable families



Cashless and paperless



HBP 2.0 has 872 packages split into 1573 procedures.



Privacy and confidentiality ensured



Ayushman Bharat

Pradhan Mantri Jan ArogyaYojna

Helpdesk No. 001-26593251

Information Booklet

Cover Photo: Ayushman Bharat Kendra, Near Gate No. 1, Opposite RAK OPD, AIIMS, New Delhi
Email: abpmjayaiims@gmail.com