User Manual for e – Empanelment Module

“Cashless quality critical care to families with annual income equal to or below Rs. 100000”

Government of Maharashtra
# GLOSSARY OF TERMS

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>RGJAY</td>
<td>Rajiv Gandhi Jeevandayee Arogya Yojana</td>
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<tr>
<td>2.</td>
<td>MCO</td>
<td>Medical Coordinator</td>
</tr>
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<td>3.</td>
<td>MCCO</td>
<td>Medical Camp Coordinator</td>
</tr>
<tr>
<td>4.</td>
<td>TPA</td>
<td>Third Party Administrator</td>
</tr>
<tr>
<td>5.</td>
<td>CMC</td>
<td>Chief Medical Consultant</td>
</tr>
<tr>
<td>6.</td>
<td>CEO</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>7.</td>
<td>MoU</td>
<td>Memorandum of Understanding</td>
</tr>
<tr>
<td>8.</td>
<td>MMC/MCI</td>
<td>Maharashtra Medical Council/Medical council of India</td>
</tr>
</tbody>
</table>
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I. INTRODUCTION TO RAJIV GANDHI JEEVANDAYI AROGYA YOJANA

1. OVERVIEW OF THE SCHEME

Rajiv Gandhi Jeevandayee Arogya Yojana (RGJAY) is a unique Health Insurance Scheme made to meet the out of pocket health expenditure requirement of BPL / APL families for identified diseases. The scheme is being introduced with the guiding principle that insurance schemes should be targeted at catastrophic illnesses and the benefit in the primary care should be addressed through free screening and outpatient consultation. The government health system combined with RGJAY is able to meet the entire health requirements of population in the state. The scheme is implemented through effective use of IT based solution which is unique to the scheme in reaching out to the beneficiary. The scheme has many unique features to its credit to proactively reach beneficiary and guide the beneficiary to avail the services in a cashless manner.

1. Aarogyamitras (Facilitator services)
2. Round the clock Call Centre with Toll free help line.
3. Health Camps conducted by network hospitals.
4. Follow up by elaborate field mechanism.
5. End-to-end cashless packages.
6. Services of MCO (Medical Coordinator) and MCCO (Medical Camp Coordinator) in the network hospitals.
7. CUG (Closed User Group) connectivity to all the field staff, MCO and MCCO.
8. Placement of RGJAY kiosk with Network connectivity.
9. Robust IT based solution, capturing patient details right from reporting to the Hospital till claim settlement and follow up.
10. Social auditing through feedback letter from the beneficiary.

Since the scheme is very unique, RGJAY Society has decided to provide a strong facilitation mechanism under the scheme not only to guide the beneficiary right from his door step but also to create awareness among rural illiterate poor for effective implementation.

2. SCHEME DETAILS

2.1. Objective
To improve access of Below Poverty Line (BPL) and Above Poverty Line (APL) families (excluding White Card Holders as defined by Civil Supplies Department) to quality medical care for identified speciality services requiring hospitalization for surgeries and therapies or consultations through an identified Network of health care providers.

2.2. Scheme
Rajiv Gandhi Jeevandayee Arogya Yojana (RGJAY) would be implemented throughout the state of Maharashtra in phased manner for a period of 3 years. Under Phase I, the insurance policy cover eligible beneficiary families in 8 districts: Gadchiroli, Amravati, Nanded, Sholapur, Dhule, Raigad, Mumbai and Suburbs. The Phase II of the scheme will be for the rest of the districts.
2.3. Benefits

Scheme provides 972 surgeries/therapies/procedures along with 121 follow up packages in following 30 identified specialized categories:

1. GENERAL SURGERY
2. ENT SURGERY
3. OPHTHALMOLOGY SURGERY
4. GYNAECOLOGY AND OBSTETRICS SURGERY
5. ORTHOPEDIC SURGERY AND PROCEDURES
6. SURGICAL GASTRO ENTEROLOGY
7. CARDIAC AND CARDIOTHORACIC SURGERY
8. PEDIATRIC SURGERY
9. GENITOURINARY SYSTEM
10. NEUROSURGERY
11. SURGICAL ONCOLOGY
12. MEDICAL ONCOLOGY
13. RADIATION ONCOLOGY
14. PLASTIC SURGERY
15. BURNS
16. POLY TRAUMA
17. PROSTHESSES
18. CRITICAL CARE
19. GENERAL MEDICINE
20. INFECTIOUS DISEASES
21. PEDIATRICS MEDICAL MANAGEMENT
22. CARDIOLOGY
23. NEPHROLOGY
24. NEUROLOGY
25. PULMONOLOGY
26. DERMATOLOGY
27. RHEUMATOLOGY
28. ENDOCRINOLOGY
29. GASTROENTEROLOGY
30. INTERVENTIONAL RADIOLOGY

2.4. Beneficiary families

Eligible Beneficiary families are those holding yellow ration card, Antyodaya Anna Yojana card (AAY), Annapurna card and orange ration card. The families with white ration card holding would not be covered under the scheme. The beneficiary families would be identified through the “Rajiv Gandhi Jeevandayee Health Card” issued by the Government of Maharashtra or based on the Yellow and Orange ration card issued by Civil Supplies Department.

2.5. Health cards

Eligible families in the districts will be provided with Rajiv Gandhi Jeevandayee Arogya Yojana Health Cards in due course of time. This Health Cards will be used for identification of Beneficiary families under the Scheme. Family Health Cards will be prepared by using data from valid Yellow or orange ration cards coupled with Aadhaar numbers issued by UID authorities. As an interim measure till the issuance of health cards, the valid Orange/Yellow Ration Card to correlate the patient name and photograph would be accepted in lieu of health card.
2.6. **Pre-existing diseases**

All Diseases under the proposed scheme shall be covered from day one. A person suffering from disease prior to the inception of the policy shall also be covered under approved procedures for that disease.

2.7. **Sum insured on floater basis & period of insurance**

- The Scheme shall provide coverage for meeting all expenses relating to hospitalization of beneficiary up to **Rs. 1,50,000/- per family per year** in any of the Empanelled Hospital subject to Package Rates on cashless basis through Health cards or valid Orange/Yellow Ration Card.
- The benefit shall be available to each and every member of the family on floater basis i.e. the total annual coverage of Rs. 1.5 lakh can be availed by one individual or collectively by all members of the family.
- In case of renal transplant surgery, the immunosuppressive therapy is required for a period of 1 year. So the upper ceiling for Renal Transplant would be **Rs. 2,50,000 per operation as an exceptional package** exclusively for this procedure. The cases are likely to be very few and well controlled by Human Organ Transplant Act 1994.

2.8. **Package**

- The package rates will include bed charges in General ward, Nursing and boarding charges, Surgeons, Anaesthetists, Medical Practitioner, Consultants fees, Anaesthesia, Oxygen, O.T. Charges, Cost of Surgical Appliances, Medicines and Drugs, Cost of Prosthetic Devices, implants, X-Ray and Diagnostic Tests, food to inpatient, one time transport cost by State Transport or second class rail fare (from Hospital to residence of patient only) etc.
- In other words the package should cover the entire cost of treatment of patient from date of reporting to his discharge from hospital including complications if any, making the transaction truly cashless to the patient. In instance of death, the carriage of dead body from network hospital to the village/township would also be part of package.
- The planned procedures like hernia, vaginal or abdominal hysterectomy, appendicectomy, cholecystectomy, Discectomy, etc. would preferably be performed in empanelled public hospitals, subject to service availability therein.

2.9. **Cashless transaction**

- For each hospitalization the transaction will be cashless for covered procedures. Enrolled beneficiary will go to hospital and come out without making payment to the hospital subject to procedure covered under the scheme. When the beneficiary visits the selected network hospital and services of selected network hospital should be made available (Subject to availability of beds).
- In instance of non-availability of beds at network hospital, the facility of cross referral to nearest another Network hospital is to be made available and Arogyamitra will also provide the beneficiary with the list of nearby network hospitals.

2.10. **Online claim settlement**

The Insurance Company will settle the claims of the hospitals online within 7 working days of receipt of the Originals bills, Diagnostics reports, Case sheet, Satisfaction letter from patient, Discharge Summary duly signed by the doctor, acknowledgement of payments of transportation cost and other relevant documents to Insurer for settlement of the claim. The online progress of claim settlement will be scrutinized and reviewed by Rajiv Gandhi Jeevandayee Arogya Yojana Society.
3. STEPS FOR TREATMENT IN THE NETWORK HOSPITAL

Step 1

Beneficiary families shall approach nearby PHC/Rural/urban health center, Sub district, General, Women/District Hospital/Network Hospital. Aarogyamitras placed in the above hospitals shall facilitate the beneficiary. If beneficiary visits Government Health Facility other than the Network Hospital, he/she will be given a referral card to the Network Hospital with preliminary diagnosis by the doctors. The Beneficiary may also attend the Health Camps being conducted by the Network Hospital in the Villages and can get that referral card based on the diagnosis. The information on the outpatient and referred cases in the PHC/Rural/Urban health center, Sub district, General, Women/DH and the camps will be collected from all Aarogyamitras/Hospitals on regular basis and captured in the dedicated database through a well-established call center.

Step 2

The Aarogyamitras at the Network Hospital examine the referral card and health card or Yellow/Orange Ration Card, register the patients and facilitate the beneficiary to undergo specialist consultation, preliminary diagnosis, basic tests and admission process. The information like admission notes, test done will be captured in the dedicated database by the Medical Coordinator of the Network Hospital as per the requirement of the Rajiv Gandhi Jeevandayee Aarogya Yojana Society.

Step 3

The Network Hospital, based on the diagnosis, admits the patient and sends E-preauthorization request to the insurer, same can be reviewed by Rajiv Gandhi Jeevandayee Aarogya Yojana Society.

Step 4

Recognized Medical Specialists of the Insurer and Rajiv Gandhi Jeevandayee Aarogya Yojana Society examine the preauthorization request and approve preauthorization, if, all the conditions are satisfied. This will be done within 12 working hours and immediately in case of emergency. In case of any query insurer will communicate with hospital within 11 hours and send it to society team for further processing either as approval or rejection. The validity of preauthorization would be for 30 days for private and government hospital. This provision can be reviewed by society and modify to suit the changing circumstances.

Step 5

The Network Hospital extends cashless treatment and surgery to the beneficiary. The Postoperative notes of the Network Hospitals will be updated on the website by the medical coordinator of the Network Hospital.

Step 6

Network Hospital after performing the covered surgery/therapy/procedure forwards the Originals bills, Diagnostics reports, Case sheet, Satisfaction letter from patient, Discharge Summary duly signed by the doctor, acknowledgement of payments of transportation cost and other relevant documents to Insurer for settlement of the claim. The Discharge
Summary and follow-up details will be part of the Rajiv Gandhi Jeevandayee Aarogya Yojana Society portal.

Step 7

Insurer scrutinizes the bills in light of the standard treatment guidelines and gives approval for the sanction of the bill and shall make the payment within agreed period as per agreed package rates. The claim settlement module along with electronic clearance and payment gateway will be part of the workflow in Rajiv Gandhi Jeevandayee Aarogya Yojana Society portal and will be operated by the Insurer. The reports will be available for scrutiny on the Rajiv Gandhi Jeevandayee Aarogya Yojana Society login. RGJAY will be custodian of the web platform and source code. It shall be the responsibility of the Insurer to maintain the software and associated hardware at all times.

Step 8

The Network Hospital will provide free follow-up consultation, diagnostics, and medicines under the scheme up to 10 days from the date of discharge.
4. Patient Flow in the Network Hospital

- Patient
  - Empanelled Hospital
  - Hospital Arogyamitra
  - Patient Search by Arogyamitra in RGJAY database
  - Image Available?
    - Yes
      - Patient Registration
      - MCO provides the diagnosis slip (DTRS)
      - Patient investigation and tests performed
      - As per the test, Inpatient or Outpatient.
      - Inpatient?
        - Yes
          - Admission and treatment/surgery till discharge.
        - No
          - Prescription & Advice is updated in the application
    - No
      - Enrolment using available proof
  - Patient referred to MCO with registration slip
  - MCO provides the diagnosis slip (DTRS)
  - Patient investigation and tests performed
  - As per the test, Inpatient or Outpatient.
  - Inpatient?
    - Yes
      - Admission and treatment/surgery till discharge.
    - No
      - Prescription & Advice is updated in the application
5. Health Camps

- Health Camps are to be conducted in Taluka Head Quarters, Major Gram Panchayat and Municipalities. Minimum of one camp per week per empanelled hospital has to be held in the eight districts in the policy year.
- The insurer shall ensure that at least one free medical camp is conducted by each network hospital per week at the place suggested by Rajiv Gandhi Jeevandayee Arogya Yojana Society.
- The Rajiv Gandhi Jeevandayee Medical Camp Coordinator MCCOs of the hospital shall coordinate the entire activity. Network hospital shall carry necessary screening equipment along with specialists (as suggested by the Rajiv Gandhi Jeevandayee Arogya Yojana Society) and other Para-medical staff.
- The Insurer shall put in the minimum requirements as regards the health camp in the MOU with the hospitals.
- The empanelled hospital shall work in close liaison with district coordinator of the Insurance Company, Civil Surgeon/District Health Officer in consultation with District Collector.
- Hospital shall follow the Camp policy of Rajiv Gandhi Jeevandayee Arogya Yojana Society.
II. PROCESS FLOW: HOSPITAL EM PANELMENT FOR RGJAY

1. Overview
Hospitals having minimum 50 hospital beds, functional ICU & requisite infrastructure and expertise are eligible for getting empanelled under the scheme for providing the scheme services to the beneficiaries. Public health centre’s and government hospitals get automatically empanelled under the scheme. The hospital who wants to get empanelled can apply online through RGJAY portal. The applications from the prospective hospitals are scrutinized by a team of doctors who further goes to the hospital for infrastructure audit. The hospital is graded based on the audit results. The results of the audit are presented to the Empanelment & Disciplinary Committee (EDC) who analyses the results and provides recommendation for empanelment. The hospital is offered rate list based in the infrastructure audit grading and the decision of the EDC. The Hospital signs a MoU with the insurer thereby agreeing to provide the services under the scheme at predefined rates which is arrived based on the infrastructure audit results.

- Minimum Criteria – 50 Beds with functional ICU
- Exception: Hospitals applying for single specialty
  1. Genitourinary
  2. Burns and Plastic Surgery
  3. ENT
  4. Ophthalmology
  5. Pediatric Medical Management
  6. Maintenance & hemodialysis
  7. Prosthesis
  8. Oncology
  9. Ortho
  10. Polytrauma

2. Grading & Scoring of Hospitals
The grading and scoring of the hospitals will be based on the following criteria. Hence while filling the application due care shall be taken to provide complete information that can bring more marks and grade to the hospital.

<table>
<thead>
<tr>
<th>Criteria for Categorization /Grading of Hospitals</th>
<th>MAX SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location (4)</td>
<td>4</td>
</tr>
<tr>
<td>Mumbai, Suburban Mumbai</td>
<td>4</td>
</tr>
<tr>
<td>Thane, Pune, Nagpur, Nashik, Aurangabad</td>
<td>3</td>
</tr>
<tr>
<td>Solapur, Amravati, Dhule, Nanded, Kolhapur, Sangali, Akola, Ahamednagar, Latur, Jalgaon, Chandrapur, Parbhani, Raigad</td>
<td>2</td>
</tr>
<tr>
<td>II</td>
<td>Category (5)</td>
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<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Multispeciality (&gt;=20 specialities)</td>
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<tr>
<td></td>
<td>Multispeciality (&gt;=12, &lt;=20 specialities)</td>
</tr>
<tr>
<td></td>
<td>Multispeciality (&gt;6, =&lt;11 specialities)</td>
</tr>
<tr>
<td></td>
<td>Multi speciality (&lt;6, &lt;=3 specialities)</td>
</tr>
<tr>
<td></td>
<td>Multi speciality (&lt;=3 specialities)</td>
</tr>
<tr>
<td>III</td>
<td>Type of Hospital (3)</td>
</tr>
<tr>
<td></td>
<td>DNB/MD/MCH/DM training hospital</td>
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<tr>
<td></td>
<td>Diploma Training Hospital</td>
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<tr>
<td></td>
<td>Nursing School</td>
</tr>
<tr>
<td></td>
<td>No training institute</td>
</tr>
<tr>
<td>IV</td>
<td>No. of Beds (excluding Intensive Care) (3)</td>
</tr>
<tr>
<td></td>
<td>&gt;101</td>
</tr>
<tr>
<td></td>
<td>51 - 100</td>
</tr>
<tr>
<td></td>
<td>&gt; = 30 to 50</td>
</tr>
<tr>
<td>V</td>
<td>Span of Control (4)</td>
</tr>
<tr>
<td></td>
<td>Duty Doctor to patient Ratio (2)</td>
</tr>
<tr>
<td></td>
<td>1:10</td>
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<td></td>
<td>1:15</td>
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<td></td>
<td>01:&gt;=15</td>
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<tr>
<td></td>
<td>Nurse to patient Ratio(non ICU)(2)</td>
</tr>
<tr>
<td></td>
<td>1:10</td>
</tr>
<tr>
<td></td>
<td>1:12</td>
</tr>
<tr>
<td></td>
<td>01:&gt;=12</td>
</tr>
<tr>
<td>VI</td>
<td>Availability of in-house doctors (full time) with regards to the occupied inpatient beds. (4)</td>
</tr>
<tr>
<td></td>
<td>a. MD/MS doctors</td>
</tr>
<tr>
<td></td>
<td>b. MBBS Doctors</td>
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<tr>
<td></td>
<td>c. Blend of doctors</td>
</tr>
<tr>
<td></td>
<td>d. Allied Medicine Doctors</td>
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<td>VII</td>
<td>Availability of Nurses for occupied inpatient Beds. (3)</td>
</tr>
<tr>
<td></td>
<td>a. All Registered Nurses</td>
</tr>
<tr>
<td></td>
<td>b. Blend of nurses</td>
</tr>
<tr>
<td></td>
<td>c. All ANM</td>
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<tr>
<td>VIII</td>
<td>Infrastructure / Facilities (17)</td>
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<td></td>
<td>Fully equipped Intensive Care Beds (2)</td>
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<tr>
<td></td>
<td>1-6 beds</td>
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<td></td>
<td>&gt;7 beds</td>
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<tr>
<td></td>
<td>OPERATION THEATRES (4)</td>
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<tr>
<td></td>
<td>1 Equipped OT`s</td>
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<tr>
<td></td>
<td>2 Equipped OTs</td>
</tr>
<tr>
<td></td>
<td>3 Equipped OT`s</td>
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<tr>
<td></td>
<td>4 ( + ) Equipped OT`s</td>
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<tr>
<td></td>
<td>No OT</td>
</tr>
<tr>
<td>IX</td>
<td>Diagnostic Services In house (8) (respond either to first 8 items or alternatively next 2 shaded) In any case maximum score should not exceed 8.</td>
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<tr>
<td></td>
<td>HAEMATOLOGY 1</td>
</tr>
<tr>
<td></td>
<td>BIOCHEMISTRY 1</td>
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<tr>
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<td>MICROBIOLOGY 1</td>
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<tr>
<td></td>
<td>HISTOPATHOLOGY 1</td>
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<td></td>
<td>SEROLOGY 1</td>
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<tr>
<td></td>
<td>Blood Storage Facility / Registered Blood Bank 1</td>
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<tr>
<td></td>
<td>CT Scan 1</td>
</tr>
<tr>
<td></td>
<td>MRI 1</td>
</tr>
<tr>
<td>X</td>
<td>Availability of Ambulance facilities (3)</td>
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<tr>
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<td></td>
</tr>
<tr>
<td></td>
<td>In house ALS 3</td>
</tr>
<tr>
<td></td>
<td>In-house: BLS 2</td>
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<tr>
<td></td>
<td>Outsourced 1</td>
</tr>
<tr>
<td></td>
<td>No ambulance 0</td>
</tr>
<tr>
<td>XI</td>
<td>Hospital Infection Control measures (3)</td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HEPA Filters and Air Exchanges 2</td>
</tr>
<tr>
<td></td>
<td>Availability of Infection Control Protocols 1</td>
</tr>
<tr>
<td>XII</td>
<td>Hospital Information System and Medical Records Dept (3)</td>
</tr>
<tr>
<td></td>
<td>Reporting under Medical Certification of Cause of Death (MCCD) (41 for Govt &amp; 41A for Pvt Hospitals) 1</td>
</tr>
<tr>
<td></td>
<td>Use of ICD 10</td>
</tr>
<tr>
<td></td>
<td>Laennec RT (a free online dictionary with pronunciation,) 1</td>
</tr>
<tr>
<td>XIII</td>
<td>Accreditation (3)</td>
</tr>
<tr>
<td></td>
<td>NABH/JCI Accreditation 3</td>
</tr>
<tr>
<td></td>
<td>ISO Certification 2</td>
</tr>
<tr>
<td></td>
<td>IPHS Certification 1</td>
</tr>
<tr>
<td></td>
<td>No Accreditation 0</td>
</tr>
<tr>
<td>XIV</td>
<td>Bio Medical Waste Disposal System (2)</td>
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<tr>
<td></td>
<td>Common Treatment Disposal Facility 2</td>
</tr>
<tr>
<td></td>
<td>In House 1</td>
</tr>
<tr>
<td></td>
<td>No Facility 0</td>
</tr>
</tbody>
</table>
3. Process Flow

Start

The hospital visits the jeevandayee website and access the application form under 'online empanelment of hospitals'. Hospital starts filling the application under any of the govt/pvt/daycare centre categories.

The application can be saved anytime during the process of filling it and an unique application id is generated by the system. The application status updated as 'application pending'.

Hospital fills the pending details

Hospital submits the application after updating any pending details/documents?

Yes

Application Status updated as 'Application/Revised application received'

Level 1 Scrutiny by the Non medical TPA executives where the non-technical completeness of the application will be checked.

If any application details/document pending from hospital?

Yes

Level 2 Scrutiny of the application by Insurer/TPA doctors for technical verification. Level 2 doctors provides recommendation for approval/rejection

No

No

The hospital is informed through email to submit the complete application details. An editable format of the application is made available to the hospitals. The status of the application is updated as 'Document Pending'.

Yes

X

Start

The hospital visits the jeevandayee website and access the application form under 'online empanelment of hospitals'. Hospital starts filling the application under any of the govt/pvt/daycare centre categories.

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No

The hospital is informed through email to submit the complete application details. An editable format of the application is made available to the hospitals. The status of the application is updated as 'Document Pending'.

Yes

X
Infrastructure audit is conducted and grading of the hospitals are done by a team of Audit doctors (Insurer & Society doctors). The results will be uploaded in the system by Audit doctors.

The status of the application updated as 'CMC verified'

CMC scrutinizes the details and provides recommendation for approval or rejection along with remarks to CMC (Chief Medical Consultant).

The scrutiny of the application by level 3 society doctors for technical verification.

Application recommended for Infra audit?

yes

Infrastructure audit is conducted and grading of the hospitals are done by a team of Audit doctors (Insurer & Society doctors). The results will be uploaded in the system by Audit doctors.

The status of the application updated as 'Field visit Done'

The scrutiny of the application by society doctors based on audit comments and provides recommendation for approval/rejection along with remarks to CMC (Chief Medical Consultant).

The status of the application updated as 'Society Doctor verified'

CMC scrutinizes the details and provides recommendation for approval or rejection along with remarks and forward it to EDC. The status of the application updated as 'CMC verified'

EDC scrutinizes the application and provides recommendation for approval or rejection along with remarks and forward it to CEO. The status of the application updated as 'EDC verified'

The status of the application updated as 'EDC verified'

Application Delegated to CMC?

No

CEO provides recommendation as Approved in consensus/ Approved with majority/ Approved in consensus but put on hold/ Approved with majority but put on hold/ Rejected with consensus/ Rejected by major.

CMC provides recommendation as Approved in consensus/ Approved with majority/ Approved in consensus but put on hold/ Approved with majority but put on hold/ Rejected with consensus/ Rejected by major.

Application Accepted?

No

The status of the application updated as 'Application Registered'

Yes

Application rejected with consensus/ kept on hold. Applicant intimated through email
Offering the rate list which is based on the grades to the hospital

Rate list updated in the application by Insurer. An email with link to rate list is sent to applicant for acceptance.

Rate List Accepted?

MoU Generated in the system.

Insurer digitally signs and forwards the MoU to the applicant

MoU signed by Applicant?

The applicant sends the signed copy of MoU to the Insurer/Society within 7 working days

Insurer uploads the Signed MoU in the application. An email intimation is send to CMC

CMC views and accepts the MoU

The status of the application becomes 'Hospital empanelled'
CHAPTER 3

III. HOSPITAL EM PANELMENT APPLICATION FOR RGJAY

This section explains the online application for empanelment of hospitals and online submission of hospital information. It also explains how the processing is done with regard to hospital empanelment and hospital monitoring thereafter.

1. PROCEDURE

The procedure for empanelment is given as under:

1.1. Applicable for Hospital Authorities

a. Empanelment is an online activity. The Hospital visits the website:

http://www.jeevandayee.gov.in

Note: Hospitals fulfilling the criteria applies online. No other form of application would be accepted.

b. The Hospital authorities read the instructions and guidelines carefully.

c. The hospital has to click on fresh application under “Online Hospital Empanelment request” in the RGJAY portal.

d. The online Empanelment form consists of various interfaces as mentioned below. This module is designed to collect all the possible relevant information from the provider about their expertise, infrastructure and facilities.

Module is divided into 5 interfaces which are:

- Hospital Basic Information
- Expertise and Infrastructure
- Diagnostic and Facilities
- Specialty and Medical Services
- Documents, Declaration and submission of Applications

2. ONLINE APPLICATION

2.1. Hospital Basic Information Section

The following are the information required under the section

- Hospital Information
- Details of Hospital Premises
- Bank Account details & cancelled cheque
- Income Tax, PAN Card details and Service Tax details
- Details of functionaries(MCO& MCCO) proposed/identified for RGJAY
- Other services
- Past performance
- Registration and Accreditation Details namely
  - Bombay Nursing Home registration
  - Ultrasound machine registration under PNDT act
  - Human Organ Transplant act registration details
  - Maharashtra Pollution control board certification
  - Accreditation certificate (JCI/NABH/ISO/IPHS)
  - Pharmacy Registration certificate
The following provides the checklist of documents required for filling the hospital information section:

- Photograph of Hospital reception
- Photograph of hospital front view
- Cancelled Cheque
- Certificate from Bank for holding bank account
- Scanned copy of PAN Card
- Scanned copy of Service tax registration certificate
- MCI/MMC Registration certificate of MCO
- Degree Certificate of MCO
- Food & Pantry Tie up certificate in the letter head of hospital
- Ambulance Tie up certificate in the letter head of hospital
- Pharmacy Tie up certificate in the letter head of hospital
- Scanned copy of Bombay Nursing Home Registration certificate (Mandatory in case of private hospital)
- Scanned copy of Maharashtra Pollution Control Board Registration Certificate (Mandatory in case of private hospital)
- Scanned copy of Fire Safety Certificate (Optional)
- Scanned copy of registration certificate of ultrasound machine (Optional)
- Scanned copy of human organ transplant registration certificate (Optional)

2.2. Steps for Hospital Basic Information

**STEP 1** – Go to [www.jeevandayee.gov.in](http://www.jeevandayee.gov.in) at address bar of the browser.

Screen shot I: View of Rajeev Gandhi Jeevandayee Arogya Yojana Home Page
STEP 2 – Click on Hospital and select Hospital Empanelment Request

Screen shot II: View of RGJAY Home page
STEP 3: Click on Fresh Application (Screen shot III: View of eligibility Criteria)
STEP 4 – Click on Hospital Basic Information and fill up the details

Screen shot IV: View of RGJAY Application For Empanelment

This interface is designed to collect basic information such as Name/Address/Contact details about the provider and generate the application number to track the empanelment status.

On clicking Save button, the application will provide the hospital reference number/hospital id along with PIN number. The hospital have to note the details for future so that the hospital can access the filled in application through ‘signed up application’ tab as shown in screen shot III. The Hospital can fill up the incomplete form later by retrieving the data, by typing Hospital reference number and Hospital Pin.

For example, the pop up appears as “Please Note the Hospital Reference number (ex HSI 302 ) and Hospital pin number( ex : 7818 ) for future reference”. The Hospital can close the session and later continue it.

Note: Do SAVE the details before the user close the session.
View of Signed up Application Page

The hospital should not exclude any other hospital for which it has facilities and infrastructure. A minimum of 25% of the overall bed capacity and of beds in each specialty have to be made available to RGJAY patients in the hospital.

The Hospital should intimate the Society/Issuer prior to the commencement of renovations to be undertaken in the hospital and declare that the renovations works shall be taken up without interrupting medical services to the patients.

The newly empanelled hospitals shall submit NOS for all the phases and all the schemes proposed by RGJAY Society.

Any dispute arising out of Empanelment Registration will be subject to arbitration as per the Arbitration Act and subject to the jurisdiction of Maharashtra courts only.

Note: Any false information submitted by the hospital in online application for empanelment. It will be viewed seriously and such applications will be rejected. It may also be noted that the above are minimum indicative requirements and the hospital shall also provide or establish other requirements as per the indications/directions of the Society.

View of Hospital Login Page

Type the Hospital ID and Hospital PIN and Click on Retrieve Details.

Note: Once the hospital applies for Empanelment by clicking on Fresh Application and for the next time when the same hospital try to click on Fresh Application and Fill the Hospital information then the system will not allow and pop-up will be displayed as “Hospital is already signed up. Please use same hospital reference number to update the details. Contact RGJAY Empanelment department for further clarifications”
Also, kindly note that fields marked as * are mandatory, without which application may not get submitted.

**STEP 5** - Fill up the details according to subsequent sections and add the attachments

Screen shot V: View of Application Form

1. Click on add attachment and add photo of Hospital Reception and Hospital Front View

2. Click on add attachment and add Scanned copy of certificate of Bank and cancelled cheque
Click on choose file

Go to the file of documents and click on it.

Click on add attachment to add document and to add more documents click on “+” sign.
**STEP 6**: Fill the Income tax, Pan card Details and Service Tax Details

Screen shot VII: View of Section D and E on Application page

Fill the details and add the required attachments as shown in Screen shot VI.
STEP 7: Fill the details of functionaries proposed or identified by RGJAY

Screen Shot VIII: View of section F on Application Page

RGJAY
APPLICATION FOR EMPANELMENT

Fill the details and add the attachments as shown in screen shot VI. Save the details. The user can fill up incomplete form later by retrieving the data, by typing Hospital reference number and Hospital Pin.

The hospital shall allocate MCO for 24 hours, for which the hospital can use the “+” button to add sections.
STEP 8:  Fill the details of MCCO and save it.

Screen Shot IX: View of section F2 on Application Page

Save MCCO Details

Click on Save
STEP 9: Fill the details of other services and save it.

Screen Shot X a & b: View of section G on Application Page

Click on IT Infrastructure to fill the details of IT equipments in the hospital. The following screen appears.
User Manual for e – Empanelment Module

RGJAY

APPLICATION FOR EMPANELMENT

We the owner(s)/Superintendent/CEO/MD/Chairman of the hospital here by submit hospital information and application for getting empanelled under RGJAY Scheme.

* Marked fields are mandatory

View Department Wise Bed Strength

I.G.7. Own Ambulance

I.G.7.a. Registration Number

I.G.7.b. Registration Certificate valid From: I.G.7.b. To:

I.G.7.c. Remarks


Add Attachment

I.G.8. Pharmacy Details

I.G.8.a. Name of the Pharmacy

I.G.8.b. Pharmacy Registration number

I.G.8.c. Registration Validity Period:

From: To:

I.G.8.d. Telephone Number

I.G.8.e. Pharmacist Name

I.G.8.f. Round the clock Pharmacy Available

I.J. PAST PERFORMANCE

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Number of cases handled by this Hospital in last 3 years Overall % of Bed occupancy Specialty wise</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2019</td>
</tr>
<tr>
<td>I.J.1 S1 - General Surgery</td>
<td>8</td>
</tr>
</tbody>
</table>

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STEP 10: Fill the details of Past Performances and save it.

Screen Shot XI: View of section J on Application Page
RGJAY
APPLICATION FOR EMPANELMENT

We the owner(s)/Superintendent/CEO/MC/Chairman of the hospital hereby submit hospital information and application for getting empanelled under RGJAY Scheme.

* Marked fields are mandatory

View Department Wise Bed Strength

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Number of cases handled by this Hospital in last 3 years</th>
<th>Overall % of Bed occupancy Specialty wise</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2010</td>
<td>2011</td>
</tr>
<tr>
<td>I.J.1 S1 - General Surgery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.2 S2 - ENT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.3 S3 - Ophthalmology</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.4 S4 - Gynaecology &amp; Obstetrics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.5 S5 - Orthopaedics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.6 S6 - Surgical Gastroenterology</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.7 S7 - Cardio Thoracic surgery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.8 S8 - Pediatric Surgery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.9 S9 - Genito Urinary surgery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.10 S10 - Neuro surgery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.11 S11 - Surgical Oncology</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.12 S12 - Plastic Surgery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.13 S13 - Burns</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.14 S14 - Polytrauma</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.15 S15 - Prostheses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.J.16 S16 - Medical Oncology</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
STEP 11 - Fill up the Registration and Accreditation Details

Screen shot XII : View of Registration and Accreditation Page in Tab 1

1. Click on Save
2. Type the Details
3. Click here to Add attachment
4. Click on Save

STEP 12 - Submit the Hospital Basic Information Details as shown in Screen Shot above.

STEP 13 - After completing the first section, go to the next section.
2.3. Expertise & Infrastructure

Expertise and Infrastructure information has to be filled in detailed as the information filled regarding doctors and infrastructure will then be auto generated when department wise data will be asked to fill.

Under expertise, the following are the information required
- Specialist Doctors details
- Duty Doctors details
- Anaesthetist details
- Paramedical Staff details
- Diagnostic doctor details

The following provides the checklist of documents required for filling the expertise & Infrastructure section:
- Copy of MCI/MMC registration certificate of all doctors/paramedical staff
- Copy of Qualification Certificate of all Doctors/Paramedical staff

Under Infrastructure, the details to be filled are explained later

2.4. Steps for Expertise and Infrastructure

Expertise

The details of II.A. Specialists Doctor Details, II.B. Duty Doctor Details, II.C. Anesthetist Details, II.D. Paramedical Staff Details, II.E. Diagnostic Doctor Details are to be filled as shown in the screen shots.

STEP 1 - II.A. Specialists Doctor Details

SCREEN SHOT I : View of Tab 2 of application For Empanelment

Fill in the Specialist Details which include Maharashtra MC Registration No, Name of the Specialist, Qualification, Email Id, Experience, Hospital Contact No, Mobile Number, Category, In-house or Consultant, Add attachments and then “Click on SAVE”. The copy of
MMC registration certificate & the qualification certificate are mandatory. The hospital has to ensure that the details of doctor provided will have an effect on grading.

SCREEN SHOT II : View of Specialist details page in Tab 2

<table>
<thead>
<tr>
<th>Maharashtra MC Registration No.</th>
<th>Name of the Specialist</th>
<th>Qualification</th>
<th>Email Id</th>
</tr>
</thead>
<tbody>
<tr>
<td>123456</td>
<td>Mr XYZ</td>
<td>DM- Endocrinology, DM- Gastroenterology, DM- Hepatology, DM- Neonatology</td>
<td><a href="mailto:xyz@gmail.com">xyz@gmail.com</a></td>
</tr>
</tbody>
</table>

1. Click on Add Attachments

2. Click on Choose File, select the documents and attach

3. Click on “+” to add more Documents or

4. Click on Save after filling all details and attaching Documents and Photos

Click on “+” to add more number of Specialist Details
STEP 2 - II.B. Duty Doctor Details

SCREEN SHOT III : View of Expertise Section II.B in Tab 2

Fill in the details of the Duty Doctor Details which include Maharashtra MC Registration No, Name of the Duty Doctor, Qualification, Email Id, Experience, Hospital Contact No, Mobile No, Department or Ward, Add Attachments and then “Click on Save”. The copy of MMC registration certificate & the qualification certificate are mandatory. The hospital has to ensure that the details of doctor provided will have an effect on grading.

4. Click on Save after filling all details and attaching Documents and Photos

1. Click on Add Attachments

Click on Duty Doctors

Click on “+” to add more number of Duty Doctors
STEP 3 - II.C. Anesthetist Details

SCREEN SHOT IV  a , b & c: View of Section II.C in Tab 2 of Application Form

Fill in the details of Anaesthetist which include Maharashtra MC Registration No, Name of the Anaesthetist, Qualification, Email Id, Experience, Hospital Contact No, Mobile Number, In-House or Consultant, Add Attachments and then “Click SAVE”. The copy of MMC registration certificate & the qualification certificate are mandatory. The hospital has to ensure that the details of doctor provided will have an effect on grading.
1. Click on Add

2. Click on Choose File, select the documents and attach

3. Click on “+” to add more Documents or

4. Click on Save after filling all details and attaching Documents and Photos
STEP 4 - II.D. Paramedical Staff Details

SCREEN SHOT V : View of section II.D of Tab 2

Fill in the details of Paramedical Staff which include Maharashtra MC Registration No, Name of the Paramedic, Qualification, Email Id, Experience, Hospital Contact No, Mobile Number, In-House or Consultant, Add Attachments and then “Click SAVE”. The copy of MMC registration certificate & the qualification certificate are mandatory. The hospital has to ensure that the details of doctor provided will have an effect on grading.
STEP 5 - II.E. Diagnostic Doctor Details

SCREEN SHOT VI: View of section II.E in Tab 2

Fill in the details of Paramedical Staff which include Maharashtra MC Registration No, Name of the Diagnostic Doctor, Qualification, Email Id, Experience, Hospital Contact No, Mobile Number, Department/Ward, In-House or Consultant, Add Attachments and then “Click on SAVE”. The copy of MMC registration certificate & the qualification certificate are mandatory. The hospital has to ensure that the details of doctor provided will have an effect on grading.
1. Click on Add

2. Click on Choose File, select the documents and attach

3. Click on “+” to add more Documents or Photos

4. Click on Save after filling all details and attaching Documents
STEP 6 - GENERAL INFRASTRUCTURE

SCREEN SHOT VII : View of general Infrastructure page of Tab 2

1. Add Serial No
2. Click to add whether the equipment is working/repair

Fill in the details of infrastructure

Click to add more
**STEP 7** - Fill in the details from II.F.2 - II.F.82 under various categories as displayed in the table below as shown in the SCREEN SHOT VII

<table>
<thead>
<tr>
<th>INFRASTRUCTURE</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Infrastructure</td>
<td>II.F.2 Pulse Oxymeter, II.F.3 Ventilators, II.F.4 Defibrillator, II.F.5 ECG, II.F.6 Infusion Pumps, II.F.7 Syringe Pumps, II.F.7 Syringe Pumps, II.F.8 ABG Machine, II.F.9 Glucometer, II.F.10 OT Lights(Ceiling/Mobile), II.F.11 Operating Table(Hydraulic), II.F.12 Bipolar, II.F.13 Boyle's Apparatus, II.F.14 Autoclave-Horizontal, II.F.15 Autoclave-Vertical, II.F.16 Bi Laminar Air Flow,</td>
</tr>
<tr>
<td>Cardiology</td>
<td>II.F.17 DSA(Digital Subtraction Angiography), II.F.18 Benair Micro motor, II.F.19 Cath lab, II.F.20 AV Therapy Unit, II.F.26 2D ECHO, II.F.29 Cardiac Monitor, II.F.30 Cath Machine</td>
</tr>
<tr>
<td>Cardio Thoracic Surgery</td>
<td>II.F.31 ACT Machine(Activated Coagulation Time), II.F.32 TMT(Tread Mill Test), II.F.33 Temperature Control Machine, II.F.34 IABP Machine, II.F.35 Heart Lung Machine, II.F.36 USG(Ultra Sonography),</td>
</tr>
<tr>
<td>ENT</td>
<td>II.F.38 Audiometry Facility, II.F.39 Doppler, II.F.21 Skeeter drill for cochleostomy, II.F.22 Facial nerve monitor, II.F.23 Micro ear surgery instruments, II.F.27 Oto-Acoustic emissollion audiometer, II.F.28 Impedence audiometer, II.F.37 Pure Tone Audiometer</td>
</tr>
<tr>
<td>ENT, Ophthalmology and Neurosurgery</td>
<td>II.F.40 Operating Microscope</td>
</tr>
<tr>
<td>Gastroenterology</td>
<td>II.F.41 ERCP facility, II.F.42 Colonoscopy, II.F.43 Upper GI Scope</td>
</tr>
<tr>
<td>Department</td>
<td>Equipment Description</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Gynecology and Obstetrics</td>
<td>It includes from II.F.44 - II.F.48 II.F.44 Delivery Table, II.F.45 Fetal Monitor, II.F.46 CTG Machine, II.F.47 Scope, II.F.48 Carbon dioxide Insufflators</td>
</tr>
<tr>
<td>Laparoscopic Equipment</td>
<td>It includes from II.F.49 – II.F.52 II.F.49 Monitor, II.F.50 Harmonic Scalpel, II.F.51 Light Source, II.F.52 ENMG</td>
</tr>
<tr>
<td>Neurology</td>
<td>It includes II.F.53 II.F.53 EEG</td>
</tr>
<tr>
<td>Ophthalmology</td>
<td>It includes II.F.54 II.F.54 Optometry Facility, Refraction, Fundoscopy</td>
</tr>
<tr>
<td>Orthopedics</td>
<td>It includes from II.F.55 – II.F.57 II.F.55 Arthroscope, II.F.56 Power Drill, II.F.57 Radiant Warmers</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>It includes from II.F.58 – II.F.59 II.F.58 Phototherapy Units, II.F.59 Pediatric Ventilators</td>
</tr>
<tr>
<td>Physiotherapy</td>
<td>It includes from II.F.60 – II.F.65 II.F.60 U.S.Therapy, II.F.61 Tens, Traction Unit, II.F.62 Wax Therapy, II.F.63 Cryo Therapy, II.F.64 Electro Therapy-S.W.D/I.F.T, II.F.65 Deep Freezer</td>
</tr>
<tr>
<td>Plastic Surgery</td>
<td>It includes from II.F.66 – II.F.67 II.F.66 Skin Grafting Machine, II.F.67 Skin Cutters</td>
</tr>
<tr>
<td>Pulmonology</td>
<td>It includes from II.F.68 – II.F.70 II.F.68 Broncoscopy, II.F.69 Spirometry, II.F.70 Brachytherapy(Low Dose)</td>
</tr>
<tr>
<td>Radiation Oncology</td>
<td>It includes from II.F.71 – II.F.77 II.F.71 Brachytherapy(High Dose), II.F.72 Linear Accelerator, II.F.73 Cobalt, II.F.74 Ureteroscope, II.F.75 Cystoscope, II.F.76 Resectoscope with working element,</td>
</tr>
<tr>
<td>Section</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
<tr>
<td>Urology Equipment</td>
<td>It includes from II.F.78 to II.F.</td>
</tr>
<tr>
<td>Urology, Orthopedic and Neurosurgery</td>
<td>It includes II.F.81</td>
</tr>
<tr>
<td>Nephrology</td>
<td>It includes II.F.82</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>II.F.77</td>
<td>Nephroscope</td>
</tr>
<tr>
<td>II.F.78</td>
<td>Urethrotome Sheath, ESWL</td>
</tr>
<tr>
<td>II.F.79</td>
<td>Lithoplast (optional) Tie up allowed</td>
</tr>
<tr>
<td>II.F.80</td>
<td>ESWL</td>
</tr>
<tr>
<td>II.F.81</td>
<td>C-Arm</td>
</tr>
<tr>
<td>II.F.82</td>
<td>Dialysis Machine</td>
</tr>
</tbody>
</table>

After filling the details from II.F.1 to II.F.82 “Click on SAVE”

**STEP 8** - Fill in the details of Add Casualty, Add Acute Medical Care, Add Intensive Care Unit, Add Post-Operative Ward, Add Step Down, Add Operation Theatre, II.M.CT ICU, II.N.PICU, II.O.PICU, II.P.Neuro ICU, II.Q.Burns Ward, II.R.ICCU, II.S.RICU as shown in the SCREEN SHOT below

Add Casualty - SCREEN SHOT IX : View of Other details in Tab 2 of Application Form

**STEP 9** - Fill all the details which includes No. of Fowler beds, Oxygen Facility, Suction Facility, Crash Cart with Emergency Medicines, Nursing Station, AIR Condition Facility
STEP 10 - After attaching the documents fill in the infrastructure details

SCREEN SHOT X: View of section II.G in Tab 2 of Application Form

Click on Choose file

Click on "+" to add more attachments

Click on arrow to select the equipment name from drop down. The drop down is based on the previous entry made by the hospital in the infrastructure section.
STEP 11 - If the changes are to be made in Add casualty then click on "Edit casualty".

SCREEN SHOT XII : View of Tab 2 in Application Forms ending Part

Click on arrow to select the equipment name from drop down. The drop down is based on the previous entry made by the hospital in the expertise section.

Click on “Save” after filling all data.

Click on “Edit casualty” to make further changes.

STEP 12 - II. Hospital Records
Fill in the details hospital records as shown in the screen shot

SCREEN SHOT XIII : View of Section II.U. in Tab 2 of Application Form
Filling the volume and remarks are not mandatory.

**STEP 13 - Fill in the details of the II.W.**

**SCREEN SHOT XIV:** View of section II.W of Tab 2 in Application Form

**2.5. Diagnostics and Facilities**

Under Diagnostics and Facilities, the following details are required.

- Basic Diagnostics Facilities
- Diagnostics Doctor details
- Para Medical Staff details
- Tie Up details
- Advanced Diagnostics facilities & paramedical staff details
- Blood Bank Details
- Physiotherapy & Therapist details
Pharmacist Details

The following provides the checklist of documents required for filling the Diagnostics & Facilities section:

- Pathology Tie up certificate in letter head of hospital
- Physiotherapist Registration certificate & Degree certificate

2.6. Steps For Diagnostics and Facilities

Follow the steps for the Tab 3 Details completion

Once Basic Information of the Tab 2, EXPERTISE AND INFRASTRUCTURE are saved successfully, the popup message will come as “Please Note the Hospital Reference number (ex HSI 302) and Hospital pin number (ex : 7818) for future reference”, which is as shown in Screen shot I. The hospital can close the session and later continue it.

Note : Do SAVE the details before the user close the session.

STEP 1 - Click on Diagnostics and Facilities

To fill up the details of Diagnostics and Facilities Click on the Tab 3 of RGJAY Application for Empanelment page.

SCREEN SHOT I : View of TAB 3 on RGJAY Application for empanelment Page

After clicking on Tab 3, the page as above where information is to be filled will be seen. Fill up the details in Section III.A Basic Diagnostics Facilities. Type Hospital Diagnostic equipments details in X-Rays, Digital X-Rays, 2D- Echo, Portable X-ray, Ultrasound, ECG, etc. If the serial number of equipment is not known then kindly mark Defibrillator- 1, Defibrillator- 2 etc. The data which will be filled in expertise and infrastructure will be automatically auto generated when department wise data will be filled.

NOTE: Field marked with stars (*) are mandatory and the user cannot proceed further unless the user complete them.
The hospital may select the category “working” or “repair”. After filling the details, save it. In a similar way biochemistry section, microbiology section, pathology section, etc need to be filled.

STEP 2: Select the name of pathologist, Qualification, Registration number, experience, mobile number of the Diagnostic Doctor, etc from the drop down. Click on “+” to add details of more diagnostic doctors. Similarly Fill up the details for Radiologist and other Diagnostic Doctors.

STEP 3 - Fill up the details of Para Medical Staff for Diagnostics in Section III B. 1 in a similar way. Type the details of Para medical Staff, name, qualification, experience, mobile number. Click on “save“ to save the added data.

STEP 4 - Fill up the Tie Up details in Section III B. 2 and Advanced Diagnostic Facilities details in section III C. 1

SCREEN SHOT II: View of Section III B.2 and III C.1 in RGJAY Application Form.

Click on Tab below save, to download letter head format for diagnostic services. Type the name of Tie up Services. Similarly, Fill up the details of section III C.1 Advanced Diagnostics Facilities. Type the serial no. as per the Hospital equipment. Also, click on the tab and select “In house” or “Tie up” option as appropriate to the hospital. Click on “+” to add details if more than one equipment is available.

STEP 5 – Click on add attachment to attach the copy of scanned document.

SCREEN SHOT III: View of Section III B.2 in RGJAY Application Form to add attachment.
Click on add attachment. Go to choose file, select the scanned copy photo of the document from computer by browsing, and click on “+” to add document. The file will be uploaded. To add more documents, click on “+” add attachment “ and select the required document in computer. Add it by clicking on “+”.

**Note**: The User can add maximum three attachments at a time. The user cannot attach more than 450 KB file.

**STEP 6** - Fill up the other details in Section III C. Advanced Diagnostic Facilities SCREEN SHOT IV : View of Section III C in RGJAY Application Form.
Fill up the details in Section III C. Type serial no. of TMT, EEG, ENMG, optometry, mammography, audiometry, color Doppler, PET-CT, CT Angio, etc as per the Hospital Equipment in the space provided. Select appropriate option as “inhouse” or “tie-up”. Click on ‘+’ to add details if there are more than one equipments. Save the details.

STEP 7 – Fill up the details of Paramedical staff for Advanced Diagnostic Facilities

SCREEN SHOT V: View of Section III C.1 in RGJAY Application Form.
Select the name of Paramedical staff by clicking on V tab and Type the details of qualification, registration number, Experience and mobile number.

Click on ‘+’ to add details in case of more than one paramedical staff is available.
STEP 8 – Fill up the details of Blood Bank

SCREEN SHOT VI : View of Section III D in RGJAY Application Form

Type the details of Blood Bank. Type the name in space provided. Click on tab to select “Tie-up” or “In house” option. Fill up remaining details that include Registration no., validity period, Distance of blood Bank from Hospital and address.

Click on add attachment and upload the Document.

To add the date in required places, click on calendar symbol, then select the date. It will appear in the space provided for date. Click on “+” to add other services details.

Click on “Save” to save the added details so that hospital can retrieve the data later on and without any data loss.

STEP 9 – Upload the Documents and Photos of Blood Bank

SCREEN SHOT VII : View of Attachment page in Section III D of RGJAY Application Form
Click on “Choose File”, then browse the scanned copy of required document and photos, select them and click on ‘open’ in browser. The documents and photos will be uploaded. Then click on “+” tab, in case to add more documents/Photos. Maximum 3 attachments can be added at a time.

**STEP 10** – Fill up the details of Physiotherapy Department

SCREEN SHOT VIII : View of Section III E in RGJAY Application Form

Type the name of Physiotherapy Centre and select option in tab below

Type the status of Equipments
Fill up the details of physiotherapy centre. Type its name and click on tab to select suitable option. Mention whether it is In house or Tie-up. In section III.F, type the status of equipments at physiotherapy centre. Mention whether they are ‘Working’ or under ‘Repair’.

STEP 11 – Fill up the details of Physiotherapist in section III.F and Pharmacist in section III.G.

SCREEN SHOT IX : View of Section III.F and Section III.G

Type the Name of physiotherapist and Pharmacist, qualification, Maharashtra MC Registration no., Experience and mobile number. Click on “add attachment” to upload the photos. Click on “save” to save the data added.

STEP 12 – Fill up the details of Facilities in section III.H

SCREEN SHOT X : View of Section III.H in RGJAY Application Form

Select the tab and select the option suitable for Status of Facilities. Click on “save” to save the data added.
STEP 13 - Click on the tab “submit Diagnostics and Facilities Tab Details”. A pop up message will appear that “the details are successfully updated”. Proceed Further to next Section.

2.7. SPECIALITY AND MEDICAL SERVICES
Under the section, the Speciality that need to be empanelled need to be marked along with its details.

2.8. Steps for Speciality and Medical Services
Update the Speciality and medical services and Hospital Mandatory Approval Details. Follow the steps for the Tab 4 Details completion. The Hospital can retrieve the details by going to “signed up application” and then type the Hospital reference number and Hospital PIN.

OR the hospital may continue further, after saving the updated form and submitting the previous section in Tab 3 of the online empanelment form to RGJAY.

STEP 1 – Click on Speciality and medical Services tab on RGJAY Application For Empanelment page.

SCREEN SHOT I : View of Speciality and medical services page in RGJAY Application Form

After clicking Tab 4, the hospital can see the “speciality and medical services page” of RGJAY Application Form for empanelment.

Every speciality has a check box. Click in the check box if the particular speciality is available.

✓ Mark will appear in the box which means the hospital have selected the option of speciality.

Fill up the other options accordingly as per the hospital services and specialities available. Click on “save” to save the added details.
**STEP 2** – Fill up the details of “Speciality Services” in Sub Section IV.C

**SCREEN SHOT II** : View of sub section IV.C in RGJAY Application Form.

Fill up the details of the speciality available. Select the name of specialist and type the details of qualification, regn. no. of specialist, experience and mobile number. Click on “+” to add details if more than one specialist are available. The user can keep on adding the tabs by clicking “+” as per the number of specialists.

**STEP 3** – Fill up the details of Equipment’s in Sub Section IV.C

**SCREEN SHOT III** : View of sub section IV.C equipment details in RGJAY Application Form of Empanelment.

1. Click on Tab and select the equipment name
2. Type the status of equipment
3. Click to add details if more equipments are available
4. Click to add the Documents
5. Click to save the added details
Fill up the details of equipments in the section. Click on tab to select the equipment name and type the status of equipment as “working” or “repair”. If more equipments are available for that given speciality, then click “+” to add the new tab and fill up the details.

Click on “Add attachments” and browse the scanned copy/photo of the document. Click on it and then click on “Add attachment” tab. The document will be uploaded. In case to add more photo/document, click on “+”. Then return to page and click on “Save S1”.

**STEP 4** – Click on “Submit Speciality & Medical Services “.

**SCREEN SHOT IV** : View of end part of Tab 4 in RGJAY Application Form.

Click on “Submit Speciality & Medical Services”. A pop up message will appear that “The tab details are successfully updated.” Proceed Further to next Section.

### 2.9. Documents, Declaration and Submission of Applications

This section includes the declaration form, Draft of MoU with insurer and section for future plans. Update the Documents, declaration and submission of applications section and Hospital Mandatory Approval Details.

**STEP 1** – Click on “Documents, Declaration and Submission of applications”.

**SCREEN SHOT I** : View of Tab 5 in RGJAY Application Form for Empanelment.
Click on Tab 5 which is the last page of the Form. Click on the Printer Symbol in front of Declaration Form. A PDF File will open up which contains a downloadable Declaration form which need to be signed and attached.

Enter the Future Expansion Plans in the space provided.

STEP 2 – Click on “Download MOU’s with Insurer”. SCREEN SHOT II : View of Tab 5 in RGJAY Application Form for Empanelment.
On Clicking “Download MOU’s with Insurer”, the user will get the following Details and a PDF File.

- MOU should be executed on Rs 100/- Non Judicial stamp paper.
- Read the MOU with Annexure/Guidelines before filling the details
- Exclusion of Specialties without office order of RGJAY is not accepted

**STEP 3**—Click on “Submit Application Form”

Note: Press "Submit Application Form" to submit the data. On submission the status of application will change to Document Pending. The hospital shall attach the printout of e-copy of the application signed by the CEO/MD/superintendent of hospital with hospital seal.

The printout of the e-copy can be obtained by clicking the "printer" icon. The signed e-copy shall be attached in e-copy attachment slot by pressing the 'Add e-copy attachment' button. After attaching the e-copy press submit button again and the status will change as 'Application Received’. For viewing the status of submitted application and updating the remarks, Please go to Home page - Hospital Empanelment - SEARCH.
IV. TO VIEW THE STATUS OF SUBMITTED APPLICATION AND UPDATING THE REMARKS

STEP 1 - Go to Home Page of RGJAY. Go to the link www.jeevandavee.gov.in. Click on “Hospital Empanelment Search.” A page with list of hospitals empanelled will appear. Type the name of Hospital and view the status of submitted application and remarks.

SCREEN SHOT I : View of RGJAY Home page.

STEP 2 - View the Status of Submitted Application

SCREEN SHOT II : Hospital Empanelment Records
Type Hospital Name, Select City Name, District and click on “search” and see for results displayed on the page. After Application is submitted, the empanelment application is pending with Empanelment Executive. The Empanelment Executive verifies the application and forwards it to Level L2 with remarks. If the Level L1 keeps the application pending for requirement of supporting documents, the status will be shown as ‘Document Pending’. The hospital login with Hospital HSINXXXX code and PIN no XXXX, can update the pending remarks and submit again.