

Annexure – 1.1

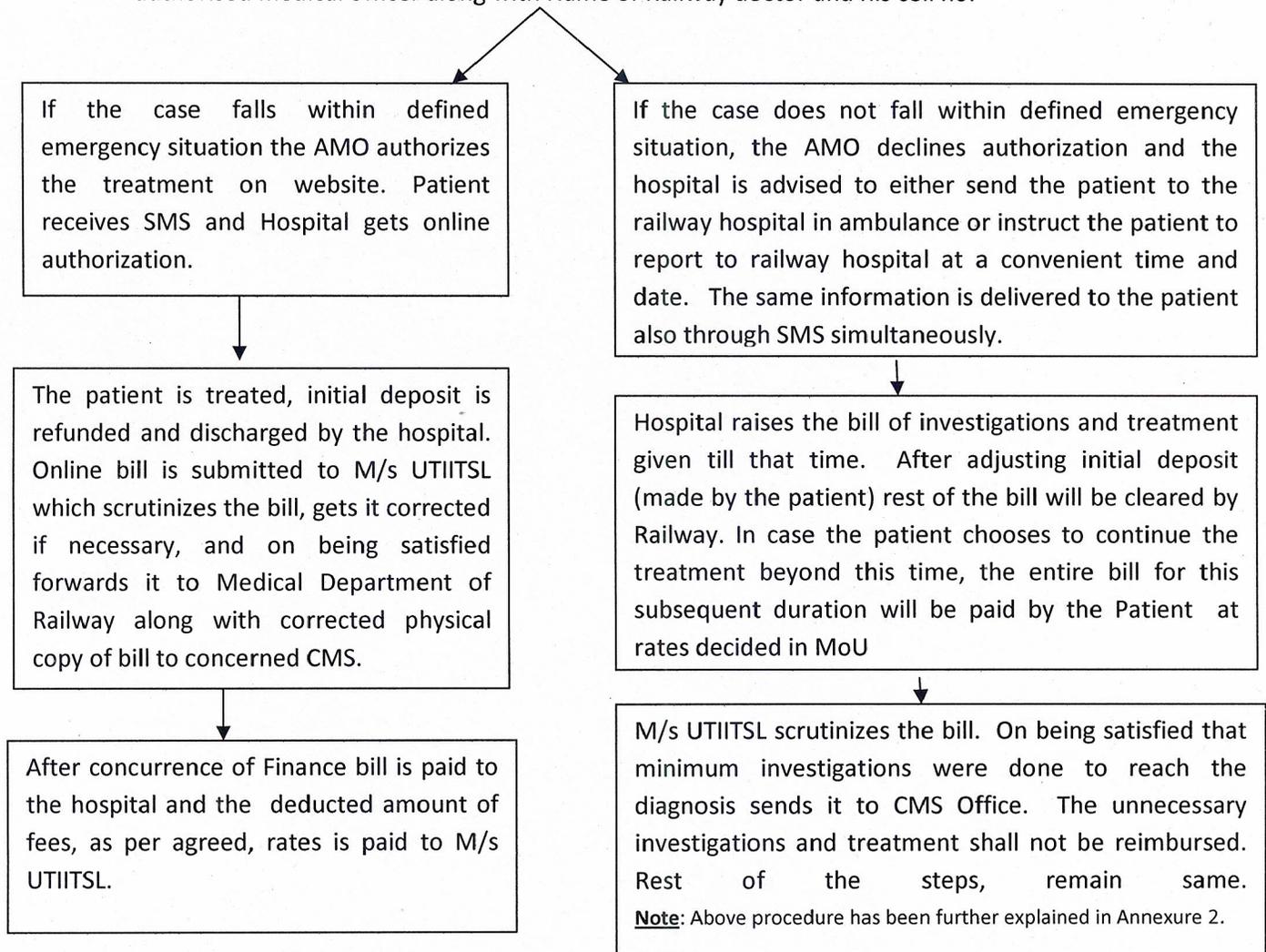
Process Flow in empanelled hospital

In a perceived emergency patient reports to empanelled hospital with new Plastic CTSE Photo-identity Card bearing Unique CTSE Card no. and deposit some money as per his/her the entitlement of ward.

The CTSE card contains all relevant information in the form of barcode/QR code also.

As per instructions in the MoU the hospital logs on to the website maintained by M/S UTIITSL for the Cashless Scheme (CTSE). Hospital shall insert the card of the patient in card reader from which relevant details shall be automatically captured and sent to the site, digital finger print of the patient shall also be sent. The site searches its database and confirms the identity and eligibility of the patient. (Backend UIDAI website shall be used). A contact mobile number shall also be recorded on website by hospital as given by patient/relative.

Hospital prepares a clinical report of the patient within 4 hrs which is uploaded on the website. Immediately a SMS is received by the railway authorized medical officer for that hospital to check the clinical report. A SMS is also received by the patient that clinical report has been sent by hospital to the authorised medical officer along with Name of Railway doctor and his cell no.



Process flow in Non-Emergency without referral from AMA

(In such cases normally patient is expected to come to Railway Hospital. Under CTSE, this provision has been kept to cover the cases which mistakenly go to private empanelled hospital)

Patient reports to empanelled hospital with CTSE card bearing Unique Card number



There are instructions that the hospital should log on to the website maintained by M/S UTIITSL for the scheme. Hospital gives the Unique number of the patient. The site searches its database and confirms the identity and eligibility of the patient.



If it is obvious that patient is not suffering from any emergent medical condition, patient is advised to go to Railway Hospital at a convenient time. Otherwise after deposition of money (as per the entitlement) by patient, hospital shall admit and will do the essential investigations to reach the diagnosis. Once it is established that the patient is not suffering from any emergent medical condition, it will discharge the patient and instruct him to report to Railway hospital or send him to Railway Hospital in its ambulance. In such cases, hospital will retain the deposit as partial payment towards the bill.



M/S UTIITSL shall examine the bill raised by hospital, ensure that no superfluous investigations were done. The bill for the minimal investigation to arrive at the diagnosis shall be processed for payment by Railway.



Online and physical copy of M/S UTIITSL cleared bill shall be submitted to the CMS/MD/CMO office which, on being satisfied, shall forward it to associate account for vetting and payment to the hospital. If the card is registered in a different zone, then the Finance Department shall raise a debit note for internal accountal purposes. The M/S UTIITSL charges are 2% of the raised bill amount, minimum Rs. 12.50/- maximum Rs. 750/- plus Re.1/- per bill for SMS. This amount Re 1/- will be paid by Railway per bill.

Backend process flow for establishing the proposed system

M/S UTIITSL uploads software to enable RELHS beneficiaries to apply for CTSE ID Card online. Links to this site are provided at all railway websites



Personnel Department issues advertisements in newspapers and mass media inviting applications from RELHS beneficiaries for becoming a member of new Cashless Treatment Scheme in Emergency. A link shall be provided for online CTSE application at different Railway websites.



On receiving the completed application form along with copy of Aadhar Card, PPO and RELHS Card and Demand Draft for fee, Personnel Department will: 1. Validate the details 2. Authorise M/S UTIITSL to generate the new CTSE photo-identity card. 3.M/S UTIITSL will update the database (already containing name, age, date of retirement, last pay drawn etc.) with Aadhar nos. and other details, if missing 4.M/S UTIITSL shall Issue the new Plastic Photo Identity Card to each beneficiary through speed post.



At the same time Medical Department will empanel all CGHS recognized hospitals (and if required more) throughout the country at nearest available CGHS city rates. Medical Department will enter into a detailed MoU with the hospitals defining emergency conditions and terms of payment.



M/S UTIITSL shall develop the software as per the treatment process flow defined under different headings. The site will use the database of ARPAN.

Note: *Personnel Department shall constantly update the database at ARPAN. The M/S UTIITSL database shall communicate periodically with ARPAN database and update itself.*



As soon as the database is provided by Personnel Department to the M/S UTIITSL the scheme shall be launched. All beneficiary issued the new card, shall be able to use the cashless scheme, with immediate effect.

**Process Flow In Emergency without Referral From AMA in Non-empanelled
Hospital**

Patient reports to non-empanelled hospital.



Since it is a non-empanelled hospital. Patient is treated and charged.



After discharge patient claims reimbursement which is processed as per extant rules.

Process Flow for treatment where Railway beneficiary attends empanelled Hospital without his / her CTSE card

Patient reports to empanelled hospital without CTSE card



Patient reports that he/she is a CTSE beneficiary. Hospital asks for relevant number of the patient. Hospital logs on to the website maintained by M/S UTIITSL for the RELHS Cashless Scheme (CTSE), gives the relevant number and finger print of the patient. The site searches its database and confirms the identity and eligibility of the patient. (Backend UIDAI website shall be used)

Note: In this scenario, it is essential to send the finger print of the patient and confirm identity at this stage itself, the process cannot be deferred.



Once the identity is confirmed, rest of the process remains the same as given in Annexure- 1.

Note: *In case authorization of the identity of beneficiary is not obtained, at the beginning itself, Railway will not foot the bill (Reimbursement can be claimed by the beneficiary later on as per annexure 4). In exceptional circumstances, authorization may be allowed after some time of admission. In that case the patient will have to foot the bill till that time. The cashless billing cycle under this scheme shall start from the time of authorization.*

Process flow in case of referred patient

Patient reports to Railway hospital/Health Unit



Following the due procedure for referral the patient is referred to one of the empanelled hospital



Patient reports to empanelled hospital with the referral letter from Railway Hospital bearing the photo of patient



The patient is treated and discharged by the hospital. Online bill is submitted to M/S UTIITSL along with a physical copy. M/S UTIITSL scrutinizes the bill and on being satisfied forwards it to Medical Department of Railway.



The bill shall be submitted to the CMS/MD/CMO office which, on being satisfied, shall forward it to associate account for vetting and payment to the hospital. The M/S UTIITSL charges are 2% of the raised bill amount, minimum Rs. 12.50/- maximum Rs. 750/- . This amount shall be deducted from the bill of the hospital.

Escalation Matrix of SMSs in case of no response

