

Dr. NTR Vaidya Seva Trust
(Govt. of Andhra Pradesh)

Circular

Re. No. Dr NTRVST/P&C/2519/2016,Dated. .08.2016.

Sub: Dr. NTRVST-P&C –Providing cashless and quality medical care services to the needy eligible people covered under the Dr. NTR Vaidya Seva Scheme by the Network hospitals - Certain instructions- Issued.

- Ref: 1. Trust Cir. No. AST/958/Circular/2008-09 dated 11.02.2009. *P24*
2. Trust Cir. No. AHCT/PC/2/SUB-3/2012-49 dated 01.02.2013. *P104*
3. Trust cir. No. 4851/P&C/Guidelines/2014 dated 28.10.2014. *P144*
4. Trust cir. No. 2256/F-75/JAP/2016 dated 03.08.2016. *P164*

All the Network hospitals in the States of A.P. and Telengana are aware that the objective of the Scheme is that the patients covered under the Scheme will go to the Network hospital, undergo treatment for the listed therapies and come out without making any payment for the treatment.

They are also aware that the Trust has brought out the Scheme Manual which is a part of the Service Contract Agreement entered by them with the Trust, states the guidelines for implementation of the Scheme.

The Term-11 – Obligations of the Network Hospitals- of the Scheme Manual states among others that the Network hospital shall register all the patients having BPL ration cards as soon as the patient reports at the Network hospital on his own or through referral after verification of online card details available in the data base of the web portals provided by the Civil Supplies Dept. and the Trust.

It is agreed by the Network hospitals in the Service Contract Agreement that they shall not exclude any specialty deliberately from empanelment in spite of the specialty being eligible for empanelment and that they don't refuse admission to any beneficiary under any specialty where requisite facilities are available and empanelled for that required specialty.

Comprehensive guidelines have been issued to all Network hospitals from time to time on eligibility criteria for availing cashless treatment by the WAP, JAP, RAP and TAP Card holders and the child beneficiaries in the Network hospitals.

In spite of the issue of specific guidelines to all the Network hospitals from time to time, it has come to the notice of the Undersigned that some of the Network hospitals are denying treatment to the beneficiaries on the pretext of Non- coverage of the disease in the listed therapies, Non-availability of beds, Non-availability of Specialists, Insufficient package amount, Not tallying/ matching the photo or name of the beneficiary in the BPL card with the Aadhar card, visibility of the photo of the beneficiary in the BPL card etc., and that some of the Network hospitals are providing services to those beneficiaries, who have been denied treatment under the Scheme, by collecting money from them. The action of denial of treatment and collection of money from the Scheme beneficiaries by the Network hospitals violates the provisions of the Service Contract Agreement entered by them with the Trust besides it violates the prime objective of the Scheme launched by Govt.

All the Network hospitals are therefore issued the following guidelines for their strict compliance:

- i. It is mandatory on the part of the Network hospitals to provide quality medical care and cashless services to the needy eligible people covered under the Scheme for the listed therapies. The Network hospitals shall not deny treatment on the pretext of Non- coverage of the disease in the listed therapies, Non-availability of beds, Non-availability of Specialists, Insufficient package amount, Not tallying/ matching the photo or name of the beneficiary in the BPL card with the Aadhar card, visibility of the photo of the beneficiary in the BPL card etc. They shall contact the Officials of the Trust before denial of treatment to the beneficiary and act as per suggestions given in the matter.
- ii. The Network hospitals shall not convert the Scheme patients into a cash patient due to non-availability of a package in the empanelled specialty until it receives confirmation from the Trust Officials to the effect. Such patients shall be counseled and referred to the nearest Govt. hospital for further management.
- iii. The Network hospital shall intimate the reasons for non- providing the services to the patient in writing and to the Trust after getting confirmation

from the Trust Officials that there is genuine reason for their inability to provide treatment to the Scheme beneficiary. Otherwise, it will be treated as denial of treatment and disciplinary action will be initiated against such erring Network hospitals under Article-9 of special conditions of contract in Service Contract Agreement read with Term- 8 of the Scheme Manual for denial of treatment.

Any violation of the above guidelines by the Network hospitals will be viewed seriously.

(2/2)

Chief Executive Officer

To

All the Network hospitals in the Andhra Pradesh State/ Telangana State.

Copy to:

- 1) Submitted to the Prl. Secy. to Govt. , HM & FW Dept., A.P. Secretariat, Hyderabad for favour of information.
- 2) The Heads of Departments of Dr.NTR Vaidya Seva Trust, Hyderabad.
- 3) The Deputy General Manager (PMU), Dr.NTR Vaidya Seva Trust, Hyderabad with a request to upload this circular in web portal.
- 4) All the District Coordinators of Dr.NTR Vaidya Seva Trust in the State.
- 5) The Peshi to the CEO, Dr.NTR Vaidya Seva Trust, Hyderabad.