



GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE GENERAL OF HEALTH SERVICES
F-17, KARKARDOOMA, DELHI-110032
(DELHI GOVT. EMPLOYEES HEALTH SCHEME)

F.No.25(III)/DGEHS/140/DHS/09/Pt.file/ 12568 - 12828

Date: 29/3/15

OFFICE MEMORANDUM

Directorate of Health Services, GNCTD has empanelled private hospitals & diagnostic centres for providing entitled medical facilities to Delhi Govt. employees & pensioners. As per agreement, private empanelled hospitals & diagnostic centres, provide cashless treatment to pensioner beneficiaries, and submit these cashless bills to DGEHS for payments, as per terms of agreement and instructions issued from time to time.

While processing the payments, bills are scrutinized as per DGEHS rates/provisions and deductions are made on account of various shortcomings/errors in submitted bills. Few of the shortcomings/errors encountered during scrutiny are mentioned below:

1. Medical Facility Card is not valid.
2. Bill claimed for higher category, instead of entitled category.
3. Prescription is not duly signed & stamped by the treating physician.
4. Investigations have been done without being advised by the treating physician.
5. Investigations reports have not been enclosed.
6. Invoice of procurement, outer pouch, sticker etc. not enclosed wherever required.
7. Bill are raised itemwise whereas package rates are available for said procedure.
8. CGHS codes have been applied incorrectly or no code is mentioned.
9. AIIMS Ratelist is not referred to, before applying normal hospital rates.
10. Surgical sundries and disposables are not used rationally.
11. Claims for payments, above approved package rates, are not adequately justified.
12. Treatment is provided for non-empanelled facilities.
13. Investigation done on prescription of non-empanelled centre.

In order to streamline the processing of cashless bills, all private empanelled hospitals & diagnostic centres should take note of above and strictly adhere to terms of agreement and instructions issued from time to time. All private empanelled hospitals & diagnostic centres, are, hereby, directed to ensure due diligence in preparation of bills, failing which, penalty may be imposed as per terms and conditions of agreement, in addition to withholding payment of debatable/incomplete bills.

(Dr. Deepak Kumar Singh)
Chief Medical Officer, DGEHS

To,
Director/Medical Superintendent

