

राष्ट्रीय विज्ञान संग्रहालय परिषद
National Council of Science Museums
Block-GN, Sector-V, Bidhan Nagar
कोलकाता/Kolkata-700 091

संख्या/No.I-11014/14/2022/223

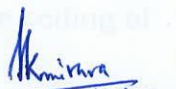
दिनांक/Dated: April 29, 2022

कार्यालय ज्ञापन /Office Memorandum

Sub: Implementation of Standard Operating Procedure (SoP) to be followed to avail indoor medical treatment and processing of medical bills before sending to the Review Committee for Reimbursement of Indoor Medical Expenses

Based on the recommendations made in the 164th meeting of Directors' Committee of NCSM held on 5th April, 2022, it has been suggested to implement the Standard Operating Procedure (SoP) to avail indoor medical treatment and processing of medical bills before submitting the same to the Review Committee at NCSM(Hqrs.) for reimbursement. The copy of the SoP is enclosed for ready reference and necessary action.

This issues with the approval of DG, NCSM.


(S.K. Mishra)
Secretary

Encl: as above

To:-

1. PPS to DG, NCSM
2. Directors of all NCSM units
3. Sr. CoFA, NCSM
4. Head of Admin. of all NCSM units
5. CoSP, CRTL
6. PRO, NCSM & Hindi Cell
7. Office copy

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Ref.I-13014/3/2022

Date: 29.04.2022

Sub: SOPs for processing of inpatient medical treatment

(A) Steps to be followed:-

1. All Zonal Hqrs. should upload in their respective website the list of recognized hospitals for information to the NCSM employees, Pensioners and their dependents. The said list may also be updated from time to time when any recognized hospital become unrecognized or any new hospital has been added to recognized hospital list.
2. Before admission to NCSM recognized hospitals, NCSM employees, Pensioners and their dependents should intimate to their controlling office through letter/e-mail to issue letter to the hospital authority for availing treatment.
3. Pensioners and their dependents may obtain the estimated cost of planned treatment from NCSM recognized hospitals and intimate the same to their Controlling office before admission through letter/e-mail. Controlling office should intimate Pensioners and their dependents positively the balance at credit at his/her account for reimbursement.
4. After receipt of the intimation from the beneficiary, the controlling office would inform the concerned authority of the recognized hospital with regard to availing medical treatment. Office also would inform about the entitlement together with the ceiling of inpatient treatment etc.
5. In case of medical emergency such as Heart Attack or Brain Stroke or Coma or accident or Septicemia or Multi-Organ failure, NCSM employees, Pensioners and their dependents may immediately approach the nearby (nearer to their place of residence) NCSM recognized hospitals. On admission, this may be intimated to their controlling office within 72 hrs. through letter/e-mail. Afterwards the controlling office should issue letter to the recognized hospital authority towards **entitlement of patient** together with the **ceiling of inpatient treatment** etc. to be borne by the office in respect of the said patient.
6. While approaching the NCSM recognized hospital on emergent condition, like the case of medical emergency such as Heart Attack or Brain Stroke or Coma or accident or Septicemia or Multi-Organ failure, if the required treatment or bed is not available there, proper endorsement to that effect may be obtained instantly on the spot or within 72 hrs. of admission in other private hospital. In such situation, treatment can be availed from private unrecognized hospital. On admission, this may be intimated to their controlling office within 72 hrs. through letter/e-mail along with the said endorsement of recognized hospital.
7. NCSM employees, Pensioners and their dependents can avail treatment from Central & State Govt. Hospitals without obtaining prior permission from office and the claim for reimbursement may be submitted to controlling office with requisite documents/forms/bills etc. However, before taking admission in such Govt. hospitals, pensioners and their dependents may positively obtain the available credit limit for reimbursement from the controlling office.
8. In case there is a strike in the nearby NCSM recognized hospital, then medical treatment may be availed from any other NCSM recognized hospitals in that city/town.

9. Treatment from private unrecognized hospital may be availed under the situation stated above and also for the following ailments with specific noting of the hospital:
 - (i) Emergent medical treatment of advanced malignancy.
 - (ii) Emergent medical treatment under specific conditions for isolation of patients to avoid contacting infections.
 - (iii) When there is strike in all the recognized hospitals of NCSM in that city/town.
10. It is mandatorily to be mentioned in the Discharge Certificate by the NCSM recognized hospital or private unrecognized hospital that the patient was admitted under emergent medical conditions.
11. Inpatient treatment at nursing home shall not reimbursable in normal situation as well as on emergent situation.
12. NCSM employees, pensioners and their dependents may avail inpatient medical treatment from CGHS recognized hospitals where NCSM's Centre/Museum/Office is situated or at the place where the pensioner has settled after retirement and where no NCSM recognized hospital is available. However, information with regard to admission to be sent to controlling office within 72 hours through letter/e-mail.
13. NCSM employees, pensioners and their dependents while on official tour/LTC/personal visit to any other place from the place of duty/normal place of residence, are necessitated to be admitted for inpatient treatment, then they should enquire from their controlling office to let them know whether any NCSM recognized hospitals/CGHS recognized hospitals exist in that location. Upon receipt of the information from the controlling office they should admit themselves in the NCSM recognized hospitals/CGHS recognized hospitals/Govt. hospital. However, they should follow other procedures as required to avail the inpatient treatment as if they are at their place of work/normal place of residence.

(B) Timeline for processing of Medical Bills:-

- (i) Regional/Sub – Regional/DSC would forward the Medical Bills to national level Museums/Centres within 07 days from receipt from hospital or employee or pensioner or family pensioner.
- (ii) National level Museums/Centres, will forward the bills after scrutinizing within 10 days from receipt of documents from Regional/Sub – Regional/DSC.
- (iii) NCSM (Hqrs.) will process the proposal within 15 days from the receipt of the documents received from national level Museums/Centres.

(C) Miscellaneous:-

- (i) While processing or forwarding the bills for reimbursement, the attached checklist to be invariably filled and signed by the processing officials. In case the required documents are not submitted by the claimant or office, the bills are to be returned with proper reason of non-acceptance/settlement of bill.
- (ii) National level Museums/Centres & Hqrs. (Administration) office are required to maintain member-wise data sheet with maximum entitlement limit (for normal and critical illness) and reimbursement (in Rs.) made on different dates and balance limit. National level Museums/Centres & Hqrs. (Administration) office should share the data sheet with Monitoring Cell (Hqrs.) for reconciliation and records in every quarter to be sent on 1st week of April, July, October and December.

Encl: checklist

C H E C K L I S T

Sl. No.	Documents required for processing of inpatient medical bill	Please tick (✓) at appropriate column (If yes, copy of the document to be attached)		Page No. of the attached document/ Remarks, if any
		Yes	No	
1.	Whether the photocopy of NEHS card is enclosed?			
2.	Whether NCSM employees, Pensioners and their dependents communicated their controlling office through letter/email before admission or within 72 hrs. after admission (in case of emergency) in NCSM recognized hospitals/Private hospitals/CGHS recognized hospital (wherever applicable) ?			
3.	Whether official communication was made to the NCSM recognized hospitals from the controlling office to admit the patient as per his/her entitlement together with the ceiling of reimbursable amount etc. for inpatient treatment?			
4.	Whether specific noting/certificate is attached indicating the reason for undergoing emergency treatment at non-empanelled private hospital?			
5.	Whether the endorsement copy from the recognised hospital was obtained to the effect that required inpatient treatment of patient or bed was not available at the time when the patient was brought on emergent condition?			
6.	Whether Discharge summary was submitted with the required noting wherever required?			
7.	Whether the valid document is attached to substantiate the ongoing strike in NCSM recognized hospital(s) in the city/town where NCSM employees, Pensioners and their dependents availed treatment?			
8.	Whether it is mentioned in the Discharge Certificate that the patient was admitted under emergent condition in non-empanelled private hospital?			
9.	Whether the amount already reimbursed as per the ceiling under NEHS with regard to Pensioners and their dependants is certified by the authorized signatory of the controlling office of his/her zone?			
10.	Whether the details of balance ceiling of reimbursement of indoor treatment with regard to Pensioners and their dependents are endorsed by the authorized signatory of the controlling office of his/her zone?			
11.	Whether the Medical Claim Form is attached (in case of payment made directly by NCSM employees, Pensioners and their dependents to recognised / unempanelled private hospital)?			

Sl. No.	Documents required for processing of inpatient medical bill	Please tick (✓) at appropriate column (If yes, copy of the document to be attached)		Page No. of the attached document/ Remarks, if any
		Yes	No	
12.	Whether the summary of medical bill is submitted?			
13.	Whether original bills /cash memos, prescription slips are enclosed? In case, originals are not available for any reasons, whether duplicate copies duly certified by the claimant are submitted?			
14.	Whether item-wise breakup i.e. OT charges, pathological tests, medicines, etc., are mentioned in the bills with endorsement of the treating doctor or authorized signatory of the concerned hospital?			
15.	Whether the detailed list of all medicines, laboratory tests, investigations as per prescriptions, no. of visits of doctor(s) etc. are enclosed with endorsement of the treating doctor or authorized signatory of the concerned hospital?			
16.	Whether stickers/invoices indicating Serial Number/Manufacturer etc., of implants, etc., are enclosed?			
17.	Whether Death Summary of the patient is enclosed?			
18.	Any additional document attached (please specify).			

Prepared by
Sign & Date

Checked by
Sign & Date