

**GOVERNMENT OF MANIPUR
STATE HEALTH AGENCY**

PUBLIC NOTICE for PMJAY

Imphal, the 10th January, 2023

SHA-601/2/2022-SHA-DHS: Whereas, the empanelled hospitals under PMJAY shall provide treatment/interventions to beneficiaries as per specified packages and the rates mentioned in the Annexure-2 to the Agreement between the empanelled hospitals and State Health Agency;

2. Whereas, the empanelled hospitals shall provide treatment/intervention to the beneficiaries in a complete “cashless” manner as per **Section 2 of the Agreement**. Cashless means that for the required treatment/intervention as per package rates and no payment shall be done by the beneficiary undergoing treatment or any of its family member till such time there is balance left in the sum insured;

3. Whereas, PMJAY Beneficiary Audit during/post hospitalization conducted from March 2019 to October 2022 revealed that significant number of beneficiaries (PMJAY Card holders) were subjected to out-of-pocket expenses during hospitalization in the empanelled hospitals. In most of such cases, the expenditures incurred by the beneficiaries were far more than the admissible packages under the Schemes. While redressing such grievances of the beneficiaries, empanelled hospitals shall be required to refund all the expenditure amounts to the beneficiaries/ family members and this amount may, in certain cases, result to loss of income for the hospitals;

Now, in order to minimize the out-of-pocket expenses by the beneficiaries (PMJAY Card holders) and loss of income to the empanelled hospitals, all empanelled hospitals are hereby instructed to strictly adhere to the PMJAY guidelines and to provide free cashless treatment to the beneficiaries. In case of failure to comply with the instruction, proceedings for de-empanelment or any other suitable actions including cancellation of licences may be taken up against any of the empanelled hospitals for violation of conditions laid down in **Annexure-6 to the said Agreement**;

Further, beneficiaries/public are informed to immediately report to the Grievance Cell (PMJAY) by calling the Toll Free phone number **18001032015** or raise their complaints directly to the **State Health Agency, Directorate of Health Services, Manipur** if any empanelled hospital attempts to take advanced deposits/charge money from the beneficiaries undergoing medical treatment.

(Laltanpui Vanchhong)

Chief Executive Officer,
State Health Agency, Manipur.

Copy to:

1. Secretary to Hon'ble Chief Minister, Manipur.
2. PPS to Hon'ble Minister (Health & Family Welfare), Manipur.
3. Additional Chief Secretary (Health & FW), Government of Manipur.
4. Director of Health Services/SNO CMHT.
5. Managing Director/Medical Superintendents, all empanelled hospitals under PMJAY.
6. IEC Manager (PMJAY/CMHT) – for wide circulation through mass media including print & electronic media and social media platforms.
7. Project Head, ISA.