

Memorandum of Understanding between



National Health Agency, Government of India
hereinafter called NHA

and



All India Institute of Medical Sciences Rishikesh
hereinafter called AIIMS Rishikesh

for providing services under


Ayushman Bharat – National Health Protection Mission
Date 6 August 2018

Rani Kant
All India Institute of Medical Sciences
DIRECTOR & CEO

This Memorandum of Understanding (MOU) sets for Terms and Understanding between NHA and All India Institute of Medical Sciences (AIIMS) Rishikesh to join AB-NHPM Network and is willing to extend cashless medical facilities for surgical/ medical management procedures as per "AB-NHPM" benefit cover for secondary and tertiary care hospitalization to all eligible "AB-NHPM families".

1. STANDARD DEFINITIONS & INTERPRETATIONS

- A. (AB-NHPM) Shall Refer To Ayuhman Bharat – National Health Protection Mission (NHPM)
- B. NHA shall mean National Health Agency, apex body for setting policy, design and roll -out of AB-NHPM in alliance with state governments,
- C. SHA shall mean state health agency and refers to agency/body set up at state/UT level for purpose of coordinating, managing and implementing AB-NHPM.
- D. ALLIANCE shall mean implementing AB-NHPM at state level in alliance with state programs.
- E. SUM INSURED shall mean sum of Rs. 5,00,000/- (INR Five Lakh Only) per AB-NHPM beneficiary family unit per annum or any other coverage as determined by government of India from time to time under AB-NHPM.
- F. BENEFICIARY FAMILY UNIT refers to those families including all its members figuring in socio-economic caste census (SECC) database under deprivation criteria specified of any additional categories as may be decided by Government of India from time to time under AB-NHPM.
- G. BENEFIT COVER refers to treatment package of benefits that insured families would receive under AB-NHPM as may decide by Government of India from time to time.
- H. EHCP shall refer to empaneled health care provider, that is public or private hospitals that have been empaneled by states across country under AB-NHPM
- I. All India Institute of Medical Sciences (AIIMS) Rishikesh shall refer to medical establishments/ institutions of national significance under administration of Government of India / central line ministries.
- J. PAYOR means respective SHA responsible for actual payment for covered services rendered to AB-NHPM beneficiaries that has entered into an alliance with NHA. PAYOR may include state health agencies of intermediaries hired by them such as insurance companies.

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K: BENEFIT PACKAGE & RATES: each benefit/ hospitalization package is standardized includes all benefits required during entire episode of care in respect to identified ailment, such as

- Medical Examination, Treatment And Consultation
- Medicine An Medical Consumables
- Non- Intensive And Intensive Care Services
- Diagnostic And Laboratory Investigation
- Medical Implant Services (Where Necessary)
- Accommodation Benefits For Patient
- Food Services For Beneficiary In Care
- Administrative Services
- Expenses incurred for diagnostic test and medicines before admission of patient leading to package
- At discharge, diagnostic test and medicines required for recovery from same ailment/ treating should provide surgery up to a limit of 15 days health facilities all included in package rate.
- In case of cancer treatment, preliminary investigations incurred towards approval of appropriate clinical treatment approach to be included in approved treatment package.

2. BACKGROUND

- a) As part of Comprehensive Health Care Vision of Government of India, Ayushman Bharat – National Health Protection Mission (AB-NHPM) Provides Financial Coverage Related To Hospitalization Up To Five Lakh Rupees To 10 Crores Poor Accessing Services At Both Public And Private Providers Across Country, This Ambitious Aids In Protecting Beneficiary Households Against Health – Related Contingencies Across Life Cycle. To Operationalize Scheme At National Level, And To Rollout Scheme In Coordination With Various State Governments, NHA Has Been Established.
- b) Ensuring Access To And Delivery of Safe, Quality Health Services To Its Beneficiaries Is Core To Vision of AB-NHPM. Health Care Services Under AB-NHPM Will Be Provided Through A Network of Public Hospitals And Empaneled Private Providers. Government Is Committed To Developing A Strategic Partnership With Providers So Vision of AB-NHPM Become A Reality. Empanelment of Health Care Providers And Institutions Is A Key Aspect of This Partnership.

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- c) In above regard, it has been decided to bring a medical establishment having inpatient hospitalization under MoH&FW including institute of national significance into provider Network of AB-NHPM to strengthen service delivery under mission. These Institutions Provide High Quality of Care, Including Treatment of Rare Diseases And Complex Patient, Provision of Specialized Services And Advanced Technology. And Conduct of Biomedical Research, Including Innovations In Clinical Care. With Implementation of National Portability, Incidence of Patient Movement To Access Care In Such Institutions Is Bound To Increase Especially With Inclusion of Tertiary Care Under NHPM. Further, They Could Serve As Knowledge Hubs For Generating Evidence And Informing Policy Inputs For AB-NHPM.

3. Purpose

Purpose of this document is to specify specific agreement NHA and All India Institute of Medical Sciences (AIIMS) Rishikesh will adopt in order to implement a collaboration strengthening service delivery under AB-NHPM, This Document Lays Down A Broad Road Map For Proposed Technical Collaboration Between Parties And Identifies Areas of Cooperation on A Long – Term Basis.

4. Provisions

- 4.1 Registration into AB-NHPM Provider Network:** All India Institute of Medical Sciences (AIIMS) Rishikesh will be portable for all about establishment online at nation - wide empanelment interface to be registered into AB-NHPM provider network.
- 4.2 Cashless service provision:** AB-NHPM beneficiaries shall be provided treatment free of cost for all such ailments covered under AB-NHPM within limits/ sub-limits and sum insured, i.e., not specifically excluded under scheme. All India Institute of Medical Sciences (AIIMS) Rishikesh shall be reimbursed as per package cost applicable specified in 'AB-NHPM benefits manual' for such treatment and pre-authorized amount in case of unspecified packages. Treatment packages includes consultation, medicine, diagnostics, implants, food, hospital charges etc. in other words package should cover entire cost of patient from date of reporting to his discharge from hospital 15 days after discharge, Making transaction truly cashless to patient. And under no circumstances shall charge any money extra within treatment period of package.\
- 4.3 Identification of beneficiaries:** beneficiaries will be identified using aadhaar and/or ration card and /or any other specified document produced by beneficiary at point of contact. This would undergo pre-authorization from source state of AB-

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NHPM beneficiary online. requisite process and guidelines will be communicated by NHA.

4.4 Pre-authorization: all procedures shall be subject pre-authorization by source state. Approval for pre-authorization will be coordinated online.

4.5 Human resource requirements: All India Institute of Medical Sciences (AIIMS) Rishikesh needs to appoint a medical coordinator (part – time) & a Non- Medical coordinator (full – time) to facilitate beneficiary management. Both these hospital official coordinate closely with AB-NHPM team at district level.

- i. Non-medical coordinator/ Ayushman Mitra will manage helpdesk role for patients visiting hospital, acting as a facilitator for beneficiaries and are face of interaction for beneficiaries. Their role will include helping in beneficiary identification & verification at reception, preauthorization, claim settlement, follow-up and Kiosk-management (including proper scheme IEC).
- ii. medical coordinator will be an identified doctor in hospital who will facilitate submission of online pre-authorization and claims requests, follow up for meeting any deficiencies and coordinating necessary and appropriate treatment in hospital

4.6. Structural Requirements: Provide space for a separate kiosk for AB-NHPM beneficiary management at hospital reception.

- I. These kiosks need to be equipped with IT Hardware requirements such as desktop/laptop with internet, printer, webcam, scanner/ fax, bio-metric device etc. as mandated by NHA from time to time.
- II. Ensure appropriate promotion of AB-NHPM in and around hospital (display banners, brochures etc.) towards effective publicity of scheme in co-ordination with SHA/ district level AB-NHPM team.
- III. Initial support for setting up above infrastructure will be supported by NHA.
- IV. Guidelines of AB-NHPM kiosk management will be shared by NHA.

4.7. National Portability: NHA has laid down process and terms for extending portability of benefits to all AB-NHPM beneficiaries across EHCP network in India. They will be applicable to All India Institute of Medical Sciences (AIIMS) Rishikesh.

4.8. IT System and Technical Support: NHA shall provide and IT platform with functional modules for identification of eligible beneficiaries, transaction and claim management and provision of all services under AB-NHPM. NHA will also support in requisite training for assigned personal within All India Institute of Medical Sciences (AIIMS) Rishikesh for same.

4.9. Information, Education and Communication (IEC) materials: NHA shall provide standard IEC material and branding for dissemination to ensure uniformity in messaging to beneficiaries.


4.10. Training and Capacity Building: NHA shall provide standard training manuals in organizing orientation cum sensitization workshops for AB-NHPM All India Institute of Medical Sciences (AIIMS) Rishikesh.

4.11. Grievance Redressal: Complaints and Grievance redressal management system for All India Institute of Medical Sciences (AIIMS) Rishikesh will be handled by NHA. NHA would establish a specific pathway for grievance redressal for All India Institute of Medical Sciences (AIIMS) Rishikesh which would have authority to not only immediately redress grievance but also recommend action to be undertaken within a stipulated time period. A major change will be effected with introduction of a National Call Center. Complaints from various stakeholders including hospital authorities and beneficiaries will be logged at call center and call center shall direct these complaints to intended authorities. Each complaint/grievance shall be closely monitored by a dedicated team at MoHFW to check resolution times and intervene when unresolved. Guidelines on same will be communicated by NHA including channels through which complaints/ grievances can be registered, acknowledged, monitored and resolved at various levels.

4.12. Collaborating Centers: As knowledge hubs for generating evidence and informing policy inputs for AB-NHPM, All India Institute of Medical Sciences (AIIMS) Rishikesh s play an important role in generation of knowledge to improve quality of health care in regions they cover. Research capacities at such premier institutes of national excellence may prove to be an invaluable asset in generating evidence to inform policy decisions for AB-NHPM and also provide examples/ proof of concept for organization and development of service delivery. For e.g. priority setting, costing surveillance, designing monitoring & quality protocols, research on medical necessity of care, promoting conservative management practices etc. Such areas of engagement may be decided mutually by both parties from time to time.

4.13. Undertaking: All India Institute of Medical Sciences (AIIMS) Rishikesh warrants that it will ensure all required facilities for performing enlisted surgeries / procedures / therapies as specified under 'Benefits manual of AB-NHPM', subject to availability.

- I. Further, All India Institute of Medical Sciences (AIIMS) Rishikesh may consider allocating availability of beds for AB-NHPM beneficiaries, including for specialties. This may be decided according to disease burden and patient load.

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- II. Further, All India Institute of Medical Sciences (AIIMS) Rishikesh agrees to receive AB-NHPM beneficiaries upon referral from other EHCPs within AB-NHPM provider network.
- III. Final package rates applicable for All India Institute of Medical Sciences (AIIMS) Rishikesh will be displayed by 31st July on their respective websites.

5. PAYMENT TERMS & CONDITIONS

Package rates: Reimbursements will be based on national rates set by NHA and process of reimbursements will be made based on various implementation mechanisms presenting AB-NHPM States/ UTs, referred to as PAYORS.

- I. If its trust, SHAs will directly reimburse as per package rates approved by NHA.
- II. If it's through an intermediary, insurance companies assigned to respective SHAs will reimburse as per package rates approved by NHA
- III. Source State of AB-NHPM beneficiary will be responsible for payments for care assessed in a All India Institute of Medical Sciences (AIIMS) Rishikesh. This will be coordinated online. Requisite guidelines will be communicated by NHA.

In addition, All India Institute of Medical Sciences (AIIMS) Rishikesh are eligible to avail performance-linked incentives such as


- i. Qualifying for NABH entry-level accreditation will receive an additional 10% package rate
- ii. While those qualifying for full accreditation will receive an additional 15% package rate
- iii. To promote equity in access, hospitals providing services inspirational districts will receive e and additional 10% package rate
- iv. Teaching hospitals will receive additional 10% package rate

5.2. Billing & Payment cycle: All India Institute of Medical Sciences (AIIMS) Rishikesh shall be obliged to submit their claims in format prescribed by NHA online.

- i. PAYOR shall be responsible for settling all claims within 30 days after receiving all required information/ documents.
- ii. Guidelines for submission of claims, claims processing, and handling of claim queries, dealing with fraudulent claims and all other related details will be communicated by NHA.

6. MISCELLANEOUS

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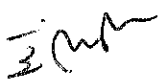


6.1. Term, renewal and termination: term of this MOU is three (3) years commencing on 6 August 2018. This MoU shall be reviewed periodically, but at least every three years or upon written request by either party and may be amended by written consent of authorized representatives.

Notwithstanding foregoing, Agreement may be terminated by either party for any reason after expiration of first two years of term hereof by giving 180 days prior written notice citing reasons to other party of its intention to withdraw from this Agreement and by ensuring continuity of care to AB-NHPM beneficiaries/ patients who already are involved in treatment process and during transition process. Parties shall conduct as many coordination and conciliation meetings as possible during this period to explore ways to continue MoU, if needed.

6.2. Confidentiality: All India Institute of Medical Sciences (AIIMS) Rishikesh shall maintain confidentiality of all patient health information and medical records in accordance with applicable guidelines set by NHA from time to time.

6.3. Billing for OPD days (before surgery/after surgery/without surgery) will be as per AIIMS Rishikesh norms.

IN WITNESS WHEREOF, parties hereto have executed this Agreements as of date first above written.

<p>For NHA</p> <p></p> <hr/> <p>(Signature & Date)</p> <p>Representative: (डॉ. इन्दु भूषण) (Dr. INDU BHUSHAN) मुख्य कार्यकारी अधिकारी/CEO आयुष्मान भारत राष्ट्रीय स्वास्थ्य सुरक्षा मिशन Ayushman Bharat National Health Protection Mission स्वास्थ्य एवं परिवार कल्याण विभाग Ministry of Health & F.W. भारत सरकार / Govt. of India नई दिल्ली / New Delhi</p> <p>Position: Address: Telephone: Fax: E-mail:</p>	<p>For All India Institute of Medical Sciences (AIIMS) Rishikesh</p> <p></p> <hr/> <p>(Signature & Date)</p> <p>Representative: Prof Ravi Kant</p> <p>Position: Director & CEO</p> <p>Address: AIIMS Rishikesh, Virbhadra Marg, Rishikesh-249203 (Uttarakhand)</p> <p>Telephone: +91-135-2462941</p> <p>Fax: +91-135-2462941</p> <p>E-mail: dir@aiimsrishikesh.edu.in</p> 
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