



नेशनल इन्श्योरेन्स कम्पनी लिमिटेड
(भारत सरकार का एक उपक्रम)
'National Insurance Company Limited'
(A Govt. Of India undertaking)

Trusted Since 1906

CIN No. U10200WB1906GOI001713

SHILLONG DIVISIONAL OFFICE, MORELLO BUILDING, KACHARI ROAD, SHILLONG, MEGHALAYA -793001
PHONE NO. (0364) 2224432; 2224474.

Ref: 201000/MHIS 5-ABPMJAY/2023-24/ 0177

Dated: 30.03.2024

To
The Chief Executive Officer
Megha Health Insurance Scheme
Government of Meghalaya

Subject: MHIS V Pending and Partial Claims

Ref No.: DHS/MHIS/PRCM/5/2023/211

Dear Sir,

We refer to your letter Ref No. DHS/MHIS/PRCM/5/2023/348 dated 25.03.2024 in the above context.

At the onset we would like to mention here that we have settled all the cases accessible /visible to us by the end of December, 2023. We had raised a ticket with the Tech support and some claims were made accessible to us and it has been settled from our end.

We would also like to bring to your notice that inspite of reminders there are still 172 cases which under query with various EHCPs and some EHCPs are still submitting/initiating claims in TMS.

As on date, following claims are shown as outstanding /pending (on TMS Dashboard) at different level of claims processing:

	No. of claims Outstanding /Pending as per the TMS Dashboard
CPD Level	115
ACO Level	165
SHA Level	409
TOTAL	689

However no cases can be accessed by either at CPD /ACO /SHA level.

In this regard we have raised a ticket for solution with the TMS Tech-support with a copy marked to State Nodal Agency, detail of which is provided in the table below.

Ticket Ref. No.	Date
RAI00183095	22.03.2024

We assure you of our best service always.

Yours faithfully,

(L. S. Puni Isaac)
Divisional Manager



मंडल प्रबन्धक/Divisional Manager
नेशनल इन्श्योरेन्स कम्पनी लिमिटेड
National Insurance Co. Ltd.
शिलांग मंडल/Shillong Division