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Mil: 36833

Central Organisation, ECHS
Adjutant General's Branch
Integrated Headquarters
Ministry of Defence (Army)
Thimayya Marg, Near Gopinath Circle
Delhi Cantt-110010

B/49774/AG/ECHS/Referral/2020

20 May 2020

IHQ of MoD (Navy)/Dir ECHS (N)
DAV, Subroto Park
HQ Southern Command (A/ECHS)
HQ Eastern Command (A/ECHS)
HQ Western Command (A/ECHS)
HQ Central Command (A/ECHS)
HQ Northern Command (A/ECHS)
HQ South Western Command (A/ECHS)
HQ Andaman & Nicobar Command (A/ECHS)
All Regional Centres

**REVISION OF GUIDELINES REGARDING SIMPLIFICATION
OF REFERRAL SYSTEMS UNDER ECHS**

1. PI ref Gol MoD (DoESW) letter No 22D (06)/2019/(WE)/D(Res) dated 03 Feb 2020 (copy att).
2. Gol has simplified the referral systems under ECHS beneficiaries vide their letter as quoted in Para 1 above. The provisions now applicable for ECHS beneficiaries are as under:-
 - (a) Referral from ECHS Medical Officer/ECHS Specialist for consultation with Specialist at Private Hospitals Empanelled under ECHS shall be valid for 30 days in the same hospital.
 - (b) Referral shall be valid for consultation upto 03 times in the same Hospital within 30 days.
 - (c) Referral shall be valid for consultation with a maximum of 03 different Specialist, if required during a single visit.
 - (d) Advice of ECHS Medical Officer/ Specialist for listed investigations shall be valid for a period of 30 days.
 - (e) Advice of ECHS Medical Officer/Specialist for listed treatment procedure shall be valid for a period of 03 months.
 - (f) If any listed investigation advised by Specialist of Empanelled Hospital is required urgently as a medical emergency and certified as such, may be undertaken at the same Hospital.

Contd.....2/-

3. ECHS beneficiaries aged 75 years and above shall be permitted to seek direct OPD Consultation from Specialists of Private Hospitals Empanelled under ECHS without referral from ECHS Polyclinic. However, medicines prescribed will be collected only from Polyclinic. If any investigations/ procedures are advised and are required in emergency, no other authorization is required and the same may be undertaken. However, in non-emergency conditions approval of competent authority is required if any non-listed investigations/ procedures are advised. Medicines prescribed will be collected only from Polyclinics.

4. Critically ill ECHS beneficiaries shall be permitted for follow up treatment in ECHS Empanelled Hospitals as per the details given under:-

(a) Permission/Referral for post-operative follow-up treatment in respect of following post-operative conditions requiring frequent Consultations from Specialist at Private Hospitals Empanelled under ECHS need not be re validated from time to time on each occasion of the follow up treatment which may be under taken at CGHS rates without time limit. However it is advised to patients to revalidate the referral from PC once in six months.

(b) The consultation/ investigation are permitted under these follow-up cases. The conditions covered are:-

- (i) Post Cardiac Surgery Cases including Coronary Angioplasty.
- (ii) Post Organ transplant Cases (Liver, Kidney, Heart etc)
- (iii) Post Neuro Surgery Cases/ Post brain Stroke cases requiring regular follow-up treatment.
- (iv) End Stage Renal Disease/ follow up cases of Liver Failure.
- (v) Cancer treatment.
- (vi) Auto-immune disorder like Rheumatoid Arthritis requiring regular follow-up.
- (vii) Neurological disorder like Dementia, Alzheimer's disease, parkinsonism etc.

(c) Medicines prescribed may be provided by ECHS Polyclinic.

(d) However, if any non-listed investigation/ procedure are advised, during the follow up permission/ referral from competent authority shall be required except in emergency.

5. The action to be taken by various agencies are enumerated in the succeeding paragraphs:-

(a) Action to be taken by Policlinics/Regional Centres

- (i) Referral shall be valid for consultation upto 03 times in the same Hospital within 30 days. Validity of claim ID once used during the first visit needs to be extended for the next two visits also. Necessary changes in the UTI website will be carried out by CO ECHS.
- (ii) Referral shall be valid for consultation with a maximum of 03 different Specialists, if required during a single visit. If the specialist at the pvt. Emp Hospital suggests for cross consultation then the same needs to be endorsed in the OPD note.
- (iii) Separate dropdown menu in the BPA portal for uploading the claims by the Emp hospital in r/o veterans above 75 yrs age who have been neither referred nor are emergency cases will be made by BPA.
- (iv) Validity of referral is not exceeding 30 days.
- (v) Not more than three consultations have been taken on one referral.
- (vi) Not more than three specialists have been consulted on one referral with due justification in clinical notes.
- (vii) All pts as per Para 2 above are to be checked.
- (viii) In case of veterans more than 75 yrs of age, the claims will be generated without any referral from the PC only for OPD consultation and emergency procedures. Referral will be required for non emergency procedures.

(b) Action to be taken by Emp Hosps. Emp Hosps will ensure the following:-

- (i) All pts mentioned in Para 2 will be implemented in letter and spirit.
- (ii) For Para 2 (f), the info to PC is sent within 48 hours.
- (iii) For Para 3 the claims will be uploaded in the separate dropdown menu of BPA portal for veterans more than 75 years of age who have been neither referred nor are emergency cases.
- (iv) For Para 4 the hosp will advise patients for a review at PC after six months.

Contd4/-

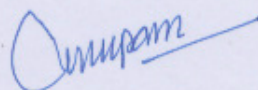
(c) Action to be taken by BPA.

(i) SDCPL. It is requested to incorporate the default provisions in referral generation module of software as mentioned vide Para 2 to 5 above, at respective touch points and confirm implementation status within seven days. A workflow in respect of same should also be submitted.

(ii) UTI-ITSL. It is requested to incorporate provision mentioned vide Para 2 to 5 above in the claim initiation and referral acceptance procedure of empanelled hospitals in your online module and submit the workflow for same. The BPA teams should also be advised to take a note of these provisions in processing of online bills.

6. This policy shall be effective from date of issue of GoI MoD (DoESW) letter mentioned at para 1 of this letter.

7. For your info and necessary action pl.



(Anupam N Adhulia)
Col
Dir (Med)
for MD ECHS

Encls: As above

Copy to :-

MoD (DoESW)	-	for info wrt you letter under ref
DGAFMS/DG-3A	}	-
DGMS (Army)/DGMS-5(B)		
DGMS (Navy)/Dir ECHS (Navy)		
DGMS (Air Force) (Med-7)		
DGDS		
CGDA		

UTI-ITSL	-	for info please.
153/1, Above Farico Show Room		
First Floor, Old Madras Road		
Halasuru, Bangalore		
Karnataka-560 008		

Internal

(Ops & Coord) Sec, Claim Sec	-	for uploading the letter on ECHS website and issue of necessary direction to BPA as per Para 5 (c).
Stats & Automation Sec		

med

No.22D(06)/2019/WE/D(Res)
Government of India
Ministry of Defence
(Department of Ex Servicemen Welfare)
Room No. 221, B Wing Sena Bhawan



New Delhi, Dated 03 February, 2020

To,

The Chief of Army Staff
The Chief of Naval Staff
The Chief of Air Staff

Subject: Revision of Guidelines regarding simplification of Referral Systems under ECHS.

The undersigned is directed to refer to Ministry of Health & Family Welfare OM No. Z15025/117/2017/DIR/CGHS/EHS dated 10th December, 2018, OM NO. Z15025/35/2019/DIR/CGHS/CGHS (P) dated 29th May, 2019 and OM NO. Z15025/35/2019/DIR/CGHS/CGHS(P) dated 29th May, 2019 and convey the approval of the Competent Authority to make the provision of aforesaid OMs of MoH&FW applicable to ECHS beneficiaries, as here under:-

- (i) Referral from ECHS Medical Officer/ECHS Specialist for consultation with Specialist at Private Hospitals empanelled under ECHS shall be valid for 30 days in the same hospital.
- (ii) Referral shall be valid for consultation upto 03 times in the same hospital within 30 days. 12
- (iii) Referral shall be valid for consultation with a maximum of 03 different Specialists, if required during a single visit. two
- (iv) Advice of ECHS Medical Officer/ Specialist for listed investigations shall be valid for a period of 30 days. ✓
- (v) Advice of ECHS Medical Officer/Specialist for listed treatment procedure shall be valid for a period of 03 months. ✓
- (vi) If any listed investigation advised by Specialist of empanelled hospital is required urgently as a medical emergency and certified as such, may be undertaken at the same hospital. 12
emergency

Done

W/198

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(b) The consultation/investigation are permitted under these follow-up cases. The conditions covered are:-

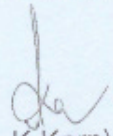
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- (ii) Post Organ transplant Cases (Liver, Kidney, Heart etc)
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- (v) Cancer treatment.
- (vi) Auto-immune disorder like Rheumatoid Arthritis requiring regular follow-up.
- (vii) Neurological disorder like Dementia, Alzheimer's disease, Parkinsonism etc.

(c) Medicines prescribed may be provided by ECHS Polyclinic.



(d) However, if any non-listed investigation/ procedure are advised, permission/ referral from competent authority shall be required except in emergency.

4. This issues with concurrence of Ministry of Defence (Finance/Pension) vide their U.O. No. 32(17)/2019/Fin/Pen (Part) dated 28.1.2020.


(A.K.Karn)

Under Secretary to the Govt. of India

Copy to:-

1. CGDA, New Delhi
2. PPS to Secretary(Defence/Finance)
3. JS (ESW)
4. DFA (Pension)
5. D (Medical)
6. O&M Unit
7. MD, ECHS.