

PROCEDURE TO TRACK STATUS OF REIMBURSEMENT CLAIMS

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(For any queries on this document, WhatsApp to Cdr Santhanam @ 9740072879)

Reference

CO ECHS letter B/49779-Outsourcing/AG/ECHS dated 05 Mar 2021

Once you submit the CT Medicines or any Reimbursement claim to Polyclinic (PC) the following happens.

- i. After Verification and if your claim has no errors, the PC uploads the claim in the Bill Processing Agency (BPA) Portal.
- ii. An Unique Claim ID is generated by the system. This is a 08 digit number.
- iii. **The Claim ID is sent to the Beneficiary Mobile # as a SMS**
- iv. In case your claim has errors , Beneficiary will receive SMS with Need More Information (NMI) details.
- v. After the above, the claim is processed through various offices for settlement.
- vi. When the claim is approved (called as **Settled**) it is transmitted to the CDA. Beneficiary will also receive a SMS on Settlement.
- vii. You can find the Claim Status from ECHS Website at any point in time using the link below
<https://www.echsbpa.utiitsl.com/ECHS/BeneficiaryStatus.jsp>
- viii. **Alternatively**, launch ECHS Website <https://echs.gov.in/>, click on Claim Status and enter details.
- ix. Once you launch either of the above, a Beneficiary need to enter the following to get the status of claims
 - a. Enter Service Number (try with or without Suffix)
 - b. Enter Claim ID (8 digits) received by you

OR

 - c. If you have NOT RECEIVED CLAIM ID, enter ECHS Card Number
For 32 kB card – enter Registration # ; For 64 kB card – enter # as shown in the card
 - d. Enter Captcha as displayed
 - e. Enter Submit

Following details will be available to you - Beneficiary Status Details

 - a. Claim ID
 - b. Service Number
 - c. Beneficiary Name
 - d. Claimed Amount
 - e. Approved Amount
 - f. Processors Remarks / Query
 - g. Current Claim Status
 - h. Last processed on – (Date)