

**Version**

**1.0**

**CENTRAL GOVERNMENT HEALTH SCHEME**

**MINISTRY OF HEALTH & FAMILY WELFARE**

GOVERNMENT OF INDIA

# User Manual



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## 1. Overview

### Objective

This chapter familiarizes the user with:

- Introduction to the CGHS application
- Familiarization to the manual
- Login Procedure

## **1.1. Introduction**

The Central Govt. Health Scheme (CGHS) in India is comprehensive health care to the CGHS Beneficiaries. The Scheme is applicable to the following categories of people residing in CGHS covered cities:

All Central Govt. Servants paid from Civil Estimates (other than those employed in Railway Services and those employed under Delhi Administration except members of Delhi Police Force).

Pensioners drawing pension from Civil Estimates and their family members – (Pensioner residing in non- CGHS areas also may obtain CGHS Card from nearest CGHS covered City )

Hon'ble Members of Parliament

Hon'ble Judges of Supreme Court of India

Ex-Members of Parliament

Employees & Pensioners of Autonomous Bodies covered under CGHS (Delhi)

Ex-Governors and Ex-Vice Presidents

Former Prime Ministers

Former Judges of Hon'ble Supreme Court of India and Hon'ble High Courts

Freedom Fighters

The main components of the Scheme are:

- The dispensary services including domiciliary care.
- F. W. & M.C.H. Services
- Specialists' consultation facilities both at dispensary, polyclinic and hospital level including X-Ray, ECG and Laboratory Examinations.
- Hospitalization.
- Organization for the purchase, storage, distribution and supply of medicines and other requirements.
- Health Education to beneficiaries.

## **1.2. Objective of the manual**

The objective of this manual is to aid the user in understanding the features of the CGHS application. The user manual provides a step-by-step guide to the end user of this application.

## **1.3. Intended Audience**

The audience of this manual is CGHS application users like Administrator, and other users in dispensaries, zonal/city offices and CGHS Headquarter and PAO Office, Dealing Assistants of Hospital and Diagnostic Centre.

## **1.4. Browser Requirement**

The application is compatible with Mozilla browser.

## **1.5. Finding Your Way Around the Manual**

### **Organization of the Manual**

The CGHS user manual is organized into the following chapters:

#### **Overview**

Overview provides an introduction to the CGHS application and explains the purpose and scope of the user manual.

#### **Administrator**

This chapter explains the process of creation and maintenance of departments, users, roles and assigning the access rights to them.

#### **Pensioner**

This chapter covers granting permission for treatment in authorized hospitals and diagnostic centers. The chapter also covers complete claim processing for a pensioner. The departments involved in the process are Dispensary, Zonal Office/City Office, CGHS HQ and PAO Office.

#### **Serving**

This chapter covers complete claim processing for employees covered under CGHS scheme. The departments involved in the process are Dealing Assistant (of relevant department), Supervisor, Sanctioning Authority and the Accounts Officer.

#### **Hospital**

This chapter discusses the complete claim processing initiated by a hospital. The departments involved in the process are the CGHS headquarter and the PAO office.

#### **Diagnostic Centre**

This chapter describes the complete claim processing initiated by a Diagnostic Centre. The departments involved in the process are the CGHS headquarter and the PAO office.

## **1.6. Conventions used in the Manual**

-  Provides tips to the application user.
- **Highlighted Bold Text:** Indicates field names, command button names, table column heads, figure references, screen names, image captions and table captions.
- The functionality of a screen is explained in the form of steps and its fields are described from left to right.
-  Denotes navigational path to the menu and submenu.
-  Denotes the sub screen of the main screen.
-  Denotes the validations associated with the fields. Validations are the checks on the inputs entered by the user.
- The term alphanumeric means a combination of letters and numbers.

## **1.7. Acronyms and Abbreviations**

<b>ABBREVIATION</b>	<b>DESCRIPTION</b>
CGHS	Central Govt. Health Scheme
MoHFW	Ministry of Health & Family Welfare
CMO i/c	CMO in Charge
CGHS (HQ)	CGHS (Head Quarter)

## 1.8. Login to CGHS Application

The **Login Screen** is the same for all CGHS users and allows authorized users to work with the application by validating the User ID and Password. The CGHS **Login Screen** is shown below. Refer to **Figure 1**.

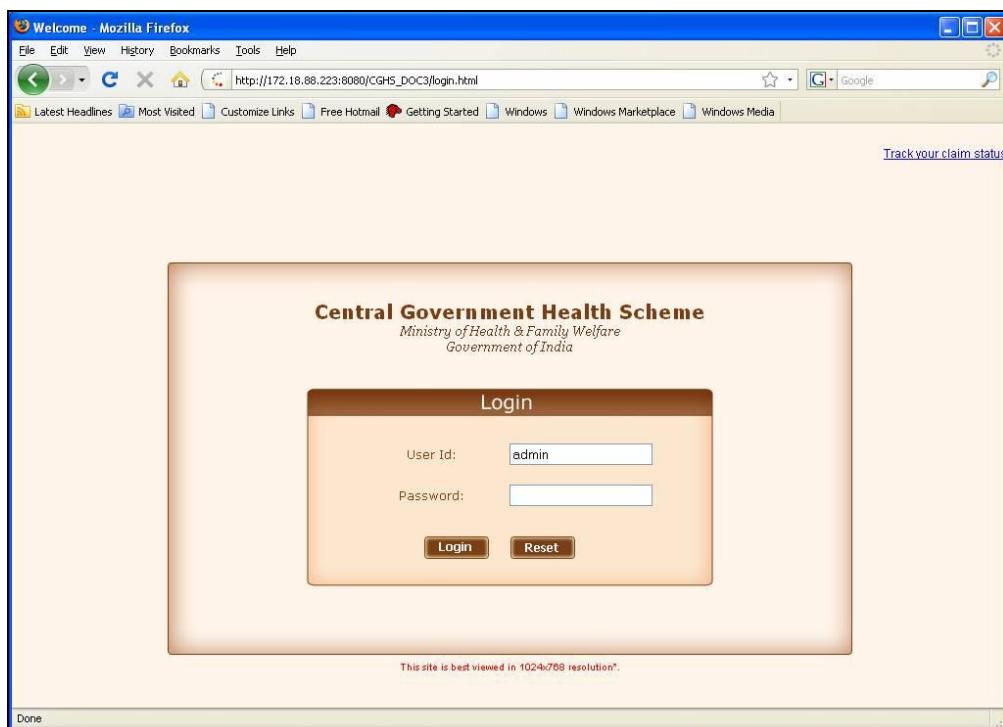


Figure 1: Login Screen

Validations for User ID:

The User ID must have a minimum of six characters. It can contain alphanumeric characters only.

Validations for Password:

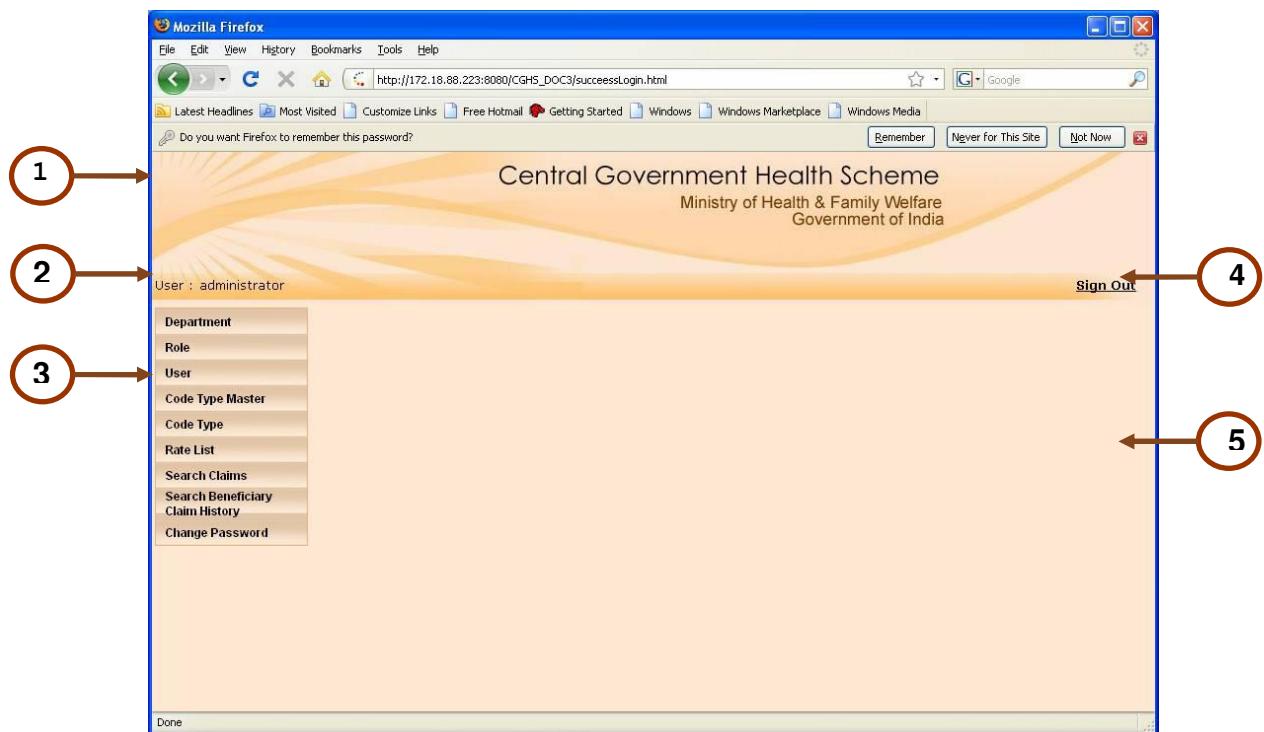
The Password must have a minimum of six characters and maximum of fifteen alphanumeric characters.

## Steps to Login to the application:

**Step 1** Enter the User Id and Password.

**Step 2** Click the **Login** button to log in and the **Reset** button to refresh entries made.

After successful login to the application, the Home Page is displayed. Refer to **Figure 2 (this is a sample page displayed after login).**



**Figure 2: Home Page**

The following elements appear on the Home Page:

1. Application Header: This appears throughout the application
2. User's Login id by which access rights are given to the user
3. Main Menu – Navigation panel on the left side of the screen
4. **Sign Out** link to logout from the application on top right corner available on all the screens
5. Work Area

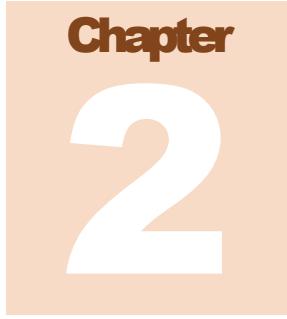
## **1.9. Logging out**

**Sign out** link enables the user to log out of the CGHS application from all screens and takes the user to the login screen.

## **1.10. Summary**

This chapter introduced the CGHS application with respect to the core functionality. It also described about the objective and organization of the manual, so that the user can independently work on the application using this User Manual.

This chapter also described the login process and GUI familiarization to the user with key elements present on Home Page of this application. It listed the acronyms and abbreviations used in the manual.

A large orange square containing the word "Chapter" in a dark brown serif font at the top, and a large white number "2" below it.

**Chapter**

**2**

## **2. Administration**

### **Objective**

This chapter introduces the user:

- The process of creating Departments, roles and users
- Maintenance of the Departments, roles and users

#### **2.1. Intended Audience: Administrator**

The administrator has the privilege of creating users across all levels in the application. These privileges include maintenance of departments, roles, users, and code type etc and providing relevant access rights to each entity according to the relevant functions.

## 2.2. Getting Started

Enter the given URL at address bar to start CGHS application,  
<http://cghs.nic.in/login.cghs>. A login screen appears. Refer to **Figure 3**.



The image shows the login screen for the Central Government Health Scheme (CGHS). At the top, it displays the scheme's name and the Ministry of Health & Family Welfare, Government of India. Below this is a brown rectangular login form with the word "Login" at the top. It contains two input fields: "User Id:" and "Password:", each with a corresponding text input box. At the bottom of the form are two buttons: "Login" and "Reset". Above the login form, there is a link "Track your claim status". At the very bottom of the page, a small note states: "This site is best viewed in 1024x768 resolution\*."

Figure 3: Login Screen

On the login screen, a **Track your claim status** link is also displayed on top right corner which allows the user to check the status of the claim made before without login into the application. On clicking this link a new window **Beneficiary Claim History** appears. Refer to **Figure 4**.



The image shows the "Beneficiary Claim History" search interface. It features a yellow header bar with the title "Beneficiary Claim History". Below this is a yellow search form titled "Beneficiary Claim Search". Inside the search form, there are two input fields: "Beneficiary Id" and "Claim No.", each with a corresponding text input box. At the bottom of the search form are two buttons: "Search" and "Reset".

Figure 4: Beneficiary Claim Search

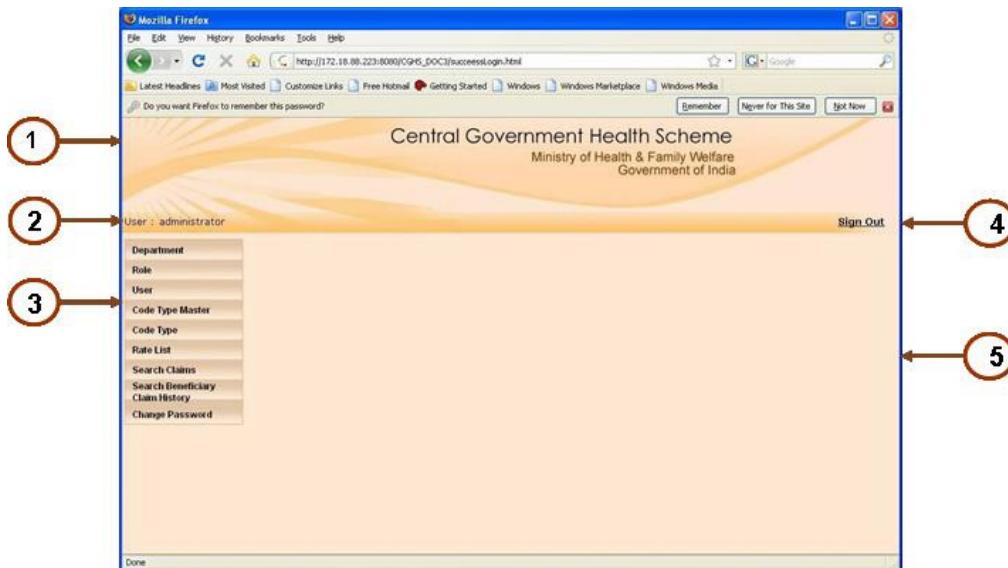
Enter the **Beneficiary Id** and the **Claim No.** in the **Beneficiary Claim Search** box for checking the status and click **Search** button.

To Login to the application steps are given below:

**Step 1** Enter the **User Id** and **Password**.

**Step 2** Click the **Login** button to log in and the **Reset** button to refresh entries made.

After successful login to the application, the Home Page is displayed. Refer to **Figure 5.**



**Figure 5: Home Page**

The following elements appear on the Home Page:

1. Application Header that appears throughout the application
2. User's Login Id through that Id user has logged in to the application
3. Main Menu a Navigation panel on the left side of the screen
4. **Sign Out** link to logout from the application on top right corner available on all screens
5. Work Area

The Navigational panel on the left side of the screen has the following links:

- Department: Department is an entity in the hierarchy to which a claim is forwarded for approval or rejection in the whole claim processing workflow.
- Role: Each department follows a multi-level hierarchy where each level is termed as a role.
- User: The roles have identifiers called User names.
- Code Type Master: All the codes used in the system are listed and updated under this link.
- Code Type: The various codes (values in a drop-down) that fall under a code type are listed and updated using this link.
- Rate List: Using this link, the user can search or add rates as applicable to various procedures for which claims can be made.
- Search Claims: For viewing the claims in different stages of processing for a particular period, this link is used.
- Search Beneficiary Claim History: To check status of a particular claim based on the Beneficiary Id, the link is used.
- Change Password: This link is used for changing the password of the user logged in.

### **2.3. Department**

On clicking the **Department** link, the **Department View** screen is displayed. Refer to **Figure 6**.

Department View		
Department Name	Department Code	Description
Administrator	admin	Administrator Department
CentralZone	czd	Central Zone Despencary
CGHS Central Zone	CZ	CGHS Central Zone for New Delhi
CGHS East Zone	EZ	CGHS East Zone for New Delhi
CGHS (HQ)	cghshq	CGHS (HQ) in New Delhi
CGHS North Zone	NZ	CGHS North Zone for New Delhi
CGHS South Zone	SZ	CGHS South Zone for New Delhi
PAQ	pao	PAO CGHS

**Add**

Figure 6: Department View

A new department can be added to the existing list.

Steps to Add Department:

**Step 1** Click the **Add** button. The **Add Department** box is displayed. Refer to **Figure 7**.

**Add Department**

Department Name*	<input type="text"/>
Department Code*	<input type="text"/>
Department Description	<input type="text"/>
Department Type*	-Select Department- <input type="button" value="▼"/>
City*	-----Select City----- <input type="button" value="▼"/>
Zone	-----Select Zone----- <input type="button" value="▼"/>
IsUpdatable	<input type="checkbox"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Figure 7: Add Department

All fields marked with an asterisk (\*) are mandatory.

**Step 2** Enter Department Name.

**Step 3** Assign a Department Code

**Step 4** Enter **Department Description**, if required for clarity.

**Step 5** Select the **Department Type** from the drop-down list.

**Step 6** Select the **City** under which the department is geographically located from the drop-down list. If the City is Delhi and Department Type is Dispensary then, administrator is prompted to specify Zone for the dispensary as well.

**Step 7** Depending on the selection made in Step 6, the **Zone** drop-down list appears.

**Step 8** If the new department code is liable to be updated, check the **IsUpdatable** check box.

Note - When the system is installed, certain departments like – all 4 zones (North Zone, East Zone, South Zone and Central Zone), CGHS (HQ) and PAO are already created. Administrator shall not change the Department Code of these records.

**Step 9** Click the **Save** button. A message appears at the top of the **Modify Department** box. Refer to **Figure 8**.



**Figure 8: Add Department Notification**

Steps to Modify Department:

**Step 1** Click the Department link on the left panel.

**Step 2** In the department list, click the relevant link in the Department Name column.

The **Modify Department** box is displayed. Refer to **Figure 9**.

**Modify Department**

Department Code*	<input type="text" value="dep01"/>
Department Name*	<input type="text" value="mydepartment"/>
Department Description	<input style="height: 60px; vertical-align: middle;" type="text" value=""/>
Department Type*	<input type="text" value="CGHS (HQ)"/>
City*	<input type="text" value="New Delhi"/>
Zone	<input type="text" value="-----Select Zone-----"/>
Updatable	<input checked="" type="checkbox"/>

**Modify      Delete      Cancel**

Figure 9: Modify Department

All fields, except **Department Code** are modifiable.

**Step 3** Make the required changes. (Revisit **Steps to Add Department**)

**Step 4** Click the **Modify** button. A message appears at the top of the **Modify Department** box. Refer to **Figure 10**.



Figure 10: Modification Alert

### Steps to Delete Department

**Step 1:** In the Modify Department box, click the **Delete** button.

A message is displayed, “Do you want to delete this Record”

**Step 2:** Click the **OK** button. The **Department View** screen is displayed showing the listing without the records which were deleted.

**NOTE:** Clicking the Cancel button at any stage takes the user to the Department View screen without accepting any changes.

## 2.4. Role

On clicking the **Role** link, the **Role View** screen is displayed. Refer to **Figure 11**.

Role View		
Role Name	Department Name	Description
administrator	Administrator	Administrator Role
CMO i/c	CentralZone	CMO i/c
Dealing Assistant	CentralZone	Dealing Assistant
Additional Director	CGHS Central Zone	Additional Director
CMO	CGHS Central Zone	CMO
Additional Director	CGHS East Zone	Additional Director
CMO	CGHS East Zone	CMO
ADDG (HQ)	CGHS (HQ)	ADDG (HQ)
Additional Director	CGHS (HQ)	Additional Director
CMO	CGHS (HQ)	CMO
Dealing Assistant	CGHS (HQ)	Dealing Assistant
Director	CGHS (HQ)	Director
Additional Director	CGHS North Zone	Additional Director
CMO	CGHS North Zone	CMO
Additional Director	CGHS South Zone	Additional Director
CMO	CGHS South Zone	CMO
PAO Officer	PAO	PAO Officer

**Figure 11: Role View**

A new role can be added to the existing list.

Steps to Add Role

**Step 1:** Click the **Add** button. The **Add Role** box is displayed. Refer to **Figure 12**.

**Figure 12: Add Role**

All fields marked with an asterisk (\*) are mandatory.

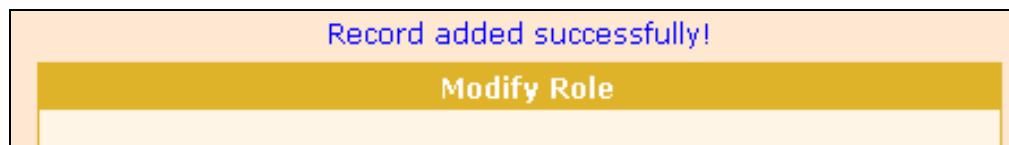
**Step 2** Select **Department Name** from the drop-down list.

**Step 3** Enter a name for the **Role**.

**Step 4** Enter **Role Description**, if required.

**Step 5** Select the **level** of the Role from **L1** to **L4** from the drop-down list.

**Step 6** Click the **Save** button. A message appears at the top of the **Modify Role** box. Refer to **Figure 13**.



**Figure 13: Alert Message**

Note – Generally, Administrator will not require to add/update any record in this screen since whenever a Department is created, all the relevant roles are created automatically based on the Department Type. For details, refer the following table:

<b>Department Type</b>	<b>Roles Created</b>
Dispensary	Dealing Assistant CMO i/c
City Office	CMO Additional Director
Hospital	Dealing Assistant
Diagnostic Centre	Dealing Assistant
Zone	CMO Additional Director
CGHS (HQ)	Dealing Assistant CMO Additional Director Director ADDG
PAO Office	PAO Officer

### Steps to Modify Role

**Step 1** Click the **Role** link on the left Navigation panel.

**Step 2** In the list of roles, click the relevant link in the **Role Name** column.

The **Modify Role** box is displayed. Refer to **Figure 14**.

**Modify Role**

Department Name*	<input type="text" value="Administrator"/>
Role*	<input type="text" value="administrator"/>
Role Description	<input type="text" value="Administrator Role"/>
Level*	<input type="text" value="-----Select Level-----"/>

**Modify      Delete      Cancel**

Figure 14: Modify Role

NOTE: All fields are modifiable.

**Step 3** Make the required changes. (Revisit **Steps to Add Role**)

**Step 4** Click the **Modify** button. A message appears at the top of the **Modify Role** box. Refer to **Figure 15**.



Figure 15: Modify Role Alert Message

#### Steps to Delete Role

**Steps1** In the **Modify Role** box, click the **Delete** button.

A message is displayed, “**Do you want to delete this Record**”

**Step 2** Click the **OK** button. The **Role View** screen is displayed showing the listing without the deleted record.

**NOTE:** Clicking the Cancel button at any stage takes the user to the Role View screen without accepting any changes.

## 2.5. User

On clicking the **User** link, the **User List** screen is displayed. Refer to **Figure 16**.

User List			
Department	User Name	Role Name	Department Name
Role	administrator	administrator	Administrator
User	cmoiccz	CMO i/c	CentralZone
Code Type Master	dacz12	Dealing Assistant	CentralZone
Code Type			
Rate List			
Search Claims			
Search Beneficiary Claim History			
Change Password			
	Add		

**Figure 16: User List**

A new user can be added to the existing list.

Steps to Add User

**Step 1** Click the **Add** button. The **Add User** box is displayed. Refer to **Figure 17**.

**Add User**

Department Name*	<input type="text" value="—Select Department—"/>
Role Name*	<input type="text" value="▼"/>
User Name*	<input type="text" value="administrator"/>
Password*	<input type="password" value="*****"/>
Confirm Password*	<input type="text"/>
First Name*	<input type="text"/>
Middle Name	<input type="text"/>
Last Name*	<input type="text"/>
<b>Add</b> <b>Cancel</b>	

**Figure 17: Add User**

All fields marked with an asterisk (\*) are mandatory.

**Step 2** Select **Department Name** from the drop-down list.

- ☛ When department is selected from drop-list:  
Role is populated in drop-down as per the department selected

**Step 3** Select **Role Name** from the drop-down list.

Step 4 Enter User Name.

**Step 5** Enter **Password** for this user.

**Step 6** Enter **Confirm Password** again for confirmation.

**Step 7** Enter full name of the user including the **First Name**, **Middle Name** and **Last Name** in the textboxes.

**Step 8** Click the **Add** button. A message appears at the top of the **Modify User** box. Refer to **Figure 18**.



Figure 18: Add User Alert Message

#### Steps to Modify User

**Step 1** Click the **User** link on the left Navigational panel.

**Step 2** In the **User List**, click the relevant link in the **User Name** column. The **Modify User** box is displayed. Refer to **Figure 19**.

A screenshot of a "Modify User" dialog box. The title bar says "Modify User". The form contains the following fields:

Department Name*	PAO
Role Name*	Role 1
User Name*	administrator
First Name*	golmaal
Middle Name	
Last Name*	singh

At the bottom are four buttons: "Modify", "Delete", "Change Password", and "Cancel".

Figure 19: Modify User

NOTE: All fields are modifiable.

**Step 3** Make the required changes. (Revisit **Steps to Add User**)

**Step 4** Click the **Modify** button. A message appears at the top of the **Modify User** box. Refer to **Figure 20**.

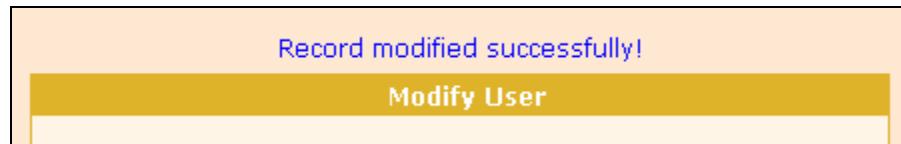


Figure 20: Modify User Alert Message

### Steps to Delete User

**Step 1** In the **Modify User** box, click the **Delete** button.

A message is displayed, "**Do you want to delete this Record?**"

**Step 2** Click the **OK** button. The **User List** screen is displayed without the deleted record.

**NOTE:** Clicking the **Cancel** button at any stage takes the user to the **User List** screen without accepting any changes.

## 2.6. Code Type Master

On clicking the **Code Type Master** link, the **CGHS Administration** screen is displayed. Refer to **Figure 21**.

CGHS Administration	
Code Name	Description
<a href="#">Department Type</a>	Department Type
<a href="#">City</a>	City
<a href="#">Zone</a>	Zone
<a href="#">State</a>	State
<a href="#">Role Level</a>	Role Level
<a href="#">Workflow Status</a>	Workflow Status
<a href="#">Notification Type</a>	Notification Type
<a href="#">Treatment Type</a>	Treatment Type
<a href="#">Claim Status</a>	Claim Status
<a href="#">Investigation Type</a>	Department Type

Figure 21: CGHS Administration

A new code can be added to the existing list for **Code Type Master**.

### Steps to Add Code Type

**Step 1:** Click the **Add** button. The **Add Code Type** box is displayed. Refer to **Figure 22**.

The dialog box has a yellow header bar with the title "Add Code Type". Below the header are two input fields: "Code Name\*" and "Description", each with a blue border. At the bottom are two buttons: "Save" and "Cancel", both in brown rectangular boxes.

Figure 22: Add Code Type

All fields marked with an asterisk (\*) is mandatory.

**Step 2** Enter Code Name.

**Step 3** Enter Description, if required.

**Step 4** Click the **Save** button. A message appears at the top of the **Modify Code Type** box. Refer to **Figure 23**.

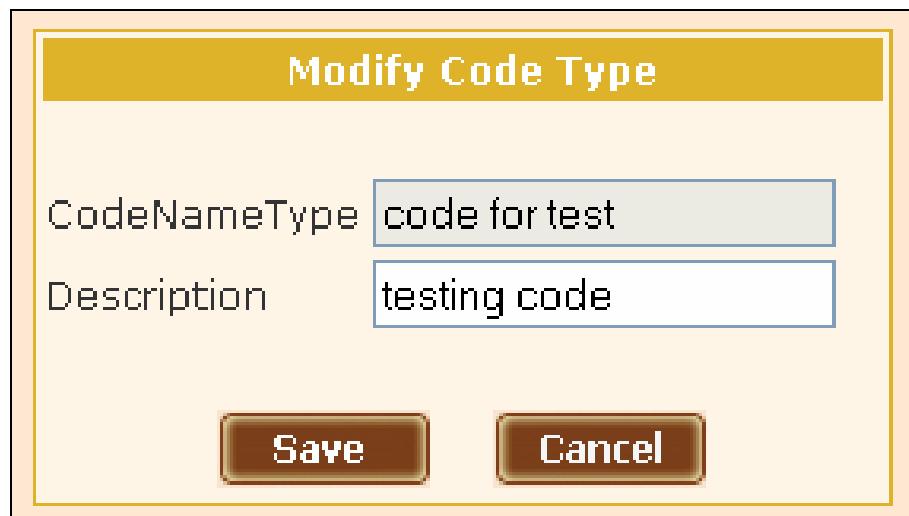


**Figure 23: Add Record Message**

Steps to Modify Code Type

**Step 1** Click the **Code Type Master** link on the left panel.

**Step 2** In the code name list, click the relevant link in the **Code Name** column. The **Modify Code Type** box is displayed. Refer to **Figure 24**.



**Figure 24: Modify Code Type**

NOTE: All fields are modifiable.

**Step 3** Make the required changes. (Revisit **Steps to Add Code Type**)

**Step 4** Click the **Save** button. A message appears at the top of the **Modify Code Type** box. Refer to **Figure 25**.



**Figure 25: Modify Record Message**

**NOTE:** Clicking the Cancel button at any stage takes the user to the CGHS Administration screen without accepting any changes.

Generally, Administrator is not required to add/update anything to Code Type Master screen.

## 2.7. Code Type

On clicking the **Code Type** link, the **Code Type Maintenance** screen is displayed. Refer to **Figure 26**.

Department		Code Type Maintenance			
Role	User	Code Type Name	Code	Code Name	Code Description
Code Type Master		City	DEL	New Delhi	New Delhi
Code Type		Claim Status	claimapproved	Approved	Approved
Rate List		Claim Status	claimpaid	Claim Paid	Claim Paid
Search Claims		Claim Status	claiminitiated	Initiated	Initiated
Search Beneficiary		Claim Status	claiminprogress	In Progress	In Progress
Claim History		Claim Status	claimrejected	Rejected	Rejected
Change Password		Claim Status	claimsenttocomo	Sent to CMO	Sent to CMO
		Claim Status	claimsenttopao	Sent to PAO	Sent to PAO
		Claim Status	claimundprocess	Under Process	Under Process
		Department Type	admin	Administrator	Administrator
		Department Type	chq	CGHS (HQ)	CGHS (HQ)
		Department Type	city	City	City
		Department Type	diag	Diagnostic Center	Diagnostic Center
		Department Type	disp	Dispensary	Dispensary
		Zone	EZ	East Zone	East Zone
		Zone	NZ	North Zone	North Zone
		Zone	SZ	South Zone	South Zone

Figure 26: Code Type

A new code can be added to the existing list for a pre defined **Code Type**.

### Steps to Add Code

**Step 1** Click the **Add** button. The **Add Code Details** box is displayed. Refer to **Figure 27**.

**Add Code Details**

Code Type Name*	Department Type <input type="button" value="▼"/>
Code*	<input type="text"/>
Name*	<input type="text"/>
Description	<input type="text"/>
Updatable	<input type="checkbox"/>

**Save**      **Cancel**

Figure 27: Add Code Details

All fields marked with an asterisk (\*) are mandatory.

**Step 2** Select **Code Type Name** from the drop-down box.

**Step 3** Enter Code.

**Step 4** Enter Name.

**Step 5** Enter **Description**, if required.

**Step 6** If the new code is liable to be updated, check the **Updatable** check box.

**Step 7** Click the **Save** button. A message appears at the top of the **Add Code Type** box. Refer to **Figure 28**.

Record added successfully

Code Type Name*	City <input type="button" value="▼"/>
-----------------	---------------------------------------

Figure 28: Add Records Alert Message

## Steps to Modify Code

**Step 1** Click the **Code Type** link on the left Navigational panel.

**Step 2** In the code list, click the relevant link in the **Code Name** column.

The **Modify Code Type** box is displayed. Refer to **Figure 29**.

Code Type Name*	City
Code*	HIM
Name*	Himachal Pradesh
Description	himachal Pradesh
Updatable	<input checked="" type="checkbox"/>
<b>Modify</b> <b>Delete</b> <b>Cancel</b>	

**Figure 29: Modify Code Type**

All fields are modifiable.

**Step 3** Make the required changes. (Revisit **Steps to Add Code**)

**Step 4** Click the **Modify** button. A message appears at the top of the **Modify Code type** box. Refer to **Figure 30**.

**Record Modified successfully**

**Figure 30: Modify Record Message**

## Steps to Delete Code

**Step 1** Click the **Code Type** link on the left panel.

**Step 2** In the code list, click the relevant link in the **Code Name** column.

The **Modify Code Type** box is displayed. Refer to **Figure 31**.

Code Type Name*	City
Code*	HIM
Name*	Himachal Pradesh
Description	himachal Pradesh
Updatable	<input checked="" type="checkbox"/>
<b>Modify</b> <b>Delete</b> <b>Cancel</b>	

**Figure 31: Modify Code Type**

**Step 3** Click the Delete button. A message appears, “Do you want to delete this record?”

**Step 4** Click the **OK** button. The **Code Type Maintenance** screen is displayed without the deleted record.

**NOTE:** Clicking the Cancel button at any stage takes the user to the Code Type Maintenance screen.

Generally, Administrator is not required to add/update anything to following Code Types:

Claim Status

Workflow Status

Notification Type

Department Type

Zone

Role Level

Treatment Type

Code – DEL for City Delhi

All the data required in the above Code Types is already added when the system is first installed. User can add any number of cities or states from the Code Type screen.

## 2.8. Rate List

For different treatments various claim limits are defined, according to these prescribed limits only claims can be made.

The search option gives listing of the treatments that are prescribed for claims. New items can be added. On clicking the Rate List link, the Investigation Rate Maintenance screen is displayed. Refer to Figure 32.

The screenshot shows a software application window titled "Investigation Rate Maintenance". On the left, there is a vertical sidebar with a list of menu items: Department, Role, User, Code Type Master, Code Type, Rate List, Search Claims, Search Beneficiary, Claim History, and Change Password. The "Rate List" item is highlighted with a red background. The main content area has a yellow header "Search Rate". It contains two required fields: "Date Applicable\*" with a calendar icon and "City\*" with a dropdown menu labeled "Select City". At the bottom of this section are two buttons: "Search" and "Add".

Figure 32: Investigation Rate Maintenance

### Steps to Add Rate

**Step 1** Click the **Add** button. The **Investigation Rate** box is displayed. Refer to **Figure 33**.

The form is titled "Investigation Rate". It contains five input fields: "Investigation Name\*" (text box), "Type\*" (dropdown menu labeled "Select Type"), "Rate\*" (text box containing "0.0"), "City\*" (dropdown menu labeled "Select City"), and "Date Applicable\*" (text box with a calendar icon). At the bottom are "Save" and "Cancel" buttons.

**Figure 33: Investigation Rate**

All fields marked with an asterisk (\*) are mandatory.

**Step 2** Enter Investigation Name.

**Step 3** Select the **Type** of investigation that is a point from where the treatment is done from the drop-down box.

**Step 4** Enter Rate.

**Step 5** Select **City** from the drop-down list.

**Step 6** Click the calendar icon to select the **Date Applicable** for the period of treatment.

**Step 7** Click the **Save** button. A message appears at the top of the **Investigation Rate** box. Refer to **Figure 34**.



**Figure 34: Add Investigation Rate Message**

Steps to Search Rate

**Step 1** On clicking the **Rate List** link in the left Navigational panel, the **Search Rate** box is displayed. Refer to **Figure 35**.

**Search Rate**

Date Applicable\*  

City\*

**Figure 35: Search Rate**

**Step 2** Enter the relevant date as applicable to the search.

**Step 3** Select the city from the drop-down list.

**Step 4** Click the **Search** button. The list of rates as is applicable for the date and the selected city appears. Refer to **Figure 36**.

Role	Date Applicable*	09-11-2005	<input type="button" value=""/>																																																															
User	City*	New Delhi	<input type="button" value=""/>																																																															
<input type="button" value="Search"/> <input type="button" value="Add"/>																																																																		
Code Type Master																																																																		
Code Type																																																																		
Rate List																																																																		
Search Claims																																																																		
Search Beneficiary																																																																		
Claim History																																																																		
Change Password																																																																		
<table border="1"> <thead> <tr> <th>Investigation Name</th> <th>Investigation Rate</th> <th>Date Applicable</th> </tr> </thead> <tbody> <tr><td><a href="#">Above Knee post-slab</a></td><td>520.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Abscess Tapping</a></td><td>2150.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Absolute Eosinophil count</a></td><td>30.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Achalasia Cardia Abdominal</a></td><td>12000.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Achalasia Cardia Transthoracic</a></td><td>9700.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Acid Phosphatase</a></td><td>80.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Adenoideectomy</a></td><td>4700.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Adjustment Therapy</a></td><td>16150.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Adrenalectomy Unilateral/Bilateral for Tumour/For Carcinoma</a></td><td>20400.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">AFP</a></td><td>315.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">After Mastectomy (Reconstruction) Mammoplasty</a></td><td>13300.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Albumin</a></td><td>60.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Alkaline Phosphatase</a></td><td>60.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Amputations - Above Elbow</a></td><td>8000.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Amputations - Above Knee</a></td><td>8000.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Amputations - Below Elbow</a></td><td>5000.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Amputations - Below Knee</a></td><td>5000.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Amputations - Forequarter</a></td><td>12000.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">Amputations-Hind Quarter and Hemipelvectomy</a></td><td>15000.0</td><td>01-01-2006</td></tr> <tr><td><a href="#">ANA</a></td><td>300.0</td><td>01-01-2006</td></tr> </tbody> </table>				Investigation Name	Investigation Rate	Date Applicable	<a href="#">Above Knee post-slab</a>	520.0	01-01-2006	<a href="#">Abscess Tapping</a>	2150.0	01-01-2006	<a href="#">Absolute Eosinophil count</a>	30.0	01-01-2006	<a href="#">Achalasia Cardia Abdominal</a>	12000.0	01-01-2006	<a href="#">Achalasia Cardia Transthoracic</a>	9700.0	01-01-2006	<a href="#">Acid Phosphatase</a>	80.0	01-01-2006	<a href="#">Adenoideectomy</a>	4700.0	01-01-2006	<a href="#">Adjustment Therapy</a>	16150.0	01-01-2006	<a href="#">Adrenalectomy Unilateral/Bilateral for Tumour/For Carcinoma</a>	20400.0	01-01-2006	<a href="#">AFP</a>	315.0	01-01-2006	<a href="#">After Mastectomy (Reconstruction) Mammoplasty</a>	13300.0	01-01-2006	<a href="#">Albumin</a>	60.0	01-01-2006	<a href="#">Alkaline Phosphatase</a>	60.0	01-01-2006	<a href="#">Amputations - Above Elbow</a>	8000.0	01-01-2006	<a href="#">Amputations - Above Knee</a>	8000.0	01-01-2006	<a href="#">Amputations - Below Elbow</a>	5000.0	01-01-2006	<a href="#">Amputations - Below Knee</a>	5000.0	01-01-2006	<a href="#">Amputations - Forequarter</a>	12000.0	01-01-2006	<a href="#">Amputations-Hind Quarter and Hemipelvectomy</a>	15000.0	01-01-2006	<a href="#">ANA</a>	300.0	01-01-2006
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<a href="#">ANA</a>	300.0	01-01-2006																																																																
<a href="#">Prev</a> <a href="#">Next</a>																																																																		

Figure 36: Rate List

NOTE: Use the Prev and Next links at the lower section of the screen to go back and forth for seeing the extended list, if any.

## 2.9. Search Claims

This link is used to search claims based on different criteria. It is used by the office users.

On clicking the **Search Claims** link, the **Claims Search** screen is displayed. Refer to **Figure 37**.

Department	Claims Search	
Role		
User		
Code Type Master		
Code Type		
Rate List		
Search Claims		
Search Beneficiary Claim History		
Change Password		

Claim No.  Claim Status

Date From

Date To

Figure 37: Claim Search

The user may choose to check a particular claim based on claim number or a list of claims based on particular status. The user can also check the claims details for a specified period.

### Steps to Search Claim

#### 1. Option

Step 1 Enter the Claim No.

OR

#### 2. Option

Step 1 Select the **Claim Status** from the drop-down list.

OR

Step 1 Select the period by clicking the Calendar icons in the **Date From** and **Date To** boxes.

**Step 2** Click the **Search** button.

The list of relevant records is displayed. If no records are available, the message is displayed as in **Figure 38**.

A screenshot of a web-based search interface. At the top, there is a search form with fields for 'Claim No.' (containing a placeholder), 'Claim Status' (set to 'In Progress'), 'Date From' (set to '16-11-2005') with a calendar icon, 'Date To' (set to '29-11-2008') with a calendar icon, and two buttons: 'Search' and 'Reset'. Below the search form, a large orange rectangular area displays the message 'No record available'.

**Figure 38:** Record Status Message

The **Reset** button, is used to clear the selections made.

**NOTE:** The fields in this box are not dependent on each other.

Administrator will not be able to make changes to any claim.

## 2.10. Search Beneficiary Claim History

This link is used for a claimant who wants to check the status of the claim made,. On clicking the **Search Beneficiary Claim History** link, the **Beneficiary Claim History** screen is displayed. Refer to **Figure 39**.

A screenshot of the 'Beneficiary Claim History' search interface. On the left, a vertical menu bar lists several options: Department, Role, User, Code Type Master, Code Type, Rate List, Search Claims, Search Beneficiary Claim History (which is highlighted in blue), and Change Password. The main right-hand panel has a title 'Beneficiary Claim History' and a sub-section titled 'Beneficiary Claim Search'. It contains two input fields: 'Beneficiary Id' and 'Claim No.', and two buttons: 'Search' and 'Reset'.

**Figure 39: Beneficiary Claim History**

### Steps to Search Claim Status

**Step 1** Enter the Beneficiary Id.

**Step 2** Enter the **Claim No.**

**Step 3** Click the **Search** button.

The status of the claim number entered is displayed whether initiated, in process or closed.

### 2.11. Change Password

To change the password for the user logged in, this link is used.

On clicking the **Change Password** link, the **Password Maintenance** screen is displayed. Refer to **Figure 40**.

The screenshot shows a web-based application interface. On the left, there is a vertical navigation menu with the following items: Department, Role, User, Code Type Master, Code Type, Rate List, Search Claims, Search Beneficiary Claim History, and Change Password. The 'Change Password' item is highlighted with a yellow background. The main content area has a title 'Password Maintenance' at the top. Below it, a 'Change Password' form is displayed. The form contains three input fields: 'Old Password\*' (marked with an asterisk), 'New Password\*' (marked with an asterisk), and 'Confirm New Password\*' (marked with an asterisk). A 'Change Password' button is located at the bottom right of the form.

**Figure 40: Password Maintenance**

All fields marked with the asterisk (\*) are mandatory.

### Steps to Change Password

Step 1: Enter the **Old Password**.

Step 2: Enter the **New Password**.

Step 3: Re-enter password in **Confirm New Password**.

Step 4: Click the **Change Password** button.

The message appears on top of the **Change Password** box. Refer to **Figure 41**.

A screenshot of a web-based 'Change Password' form. At the top, a blue message box displays 'Password has been Updated.' Below it is a yellow header bar with the text 'Change Password'. The main area contains three input fields: 'Old Password\*' (empty), 'New Password\*' (empty), and 'Confirm New Password\*' (empty). A large brown 'Change Password' button is at the bottom.

Figure 41: Change Password

## **2.12. Summary**

This chapter describes the activities of an administrator that includes updating databases for users across all levels in the application. These privileges include maintenance of databases for Departments, Roles, Users, and Code type etc as defined by the system. The administrator provides relevant links for each entity according to the relevant function.

Chapter

# 3

## 3. Pensioner

### Objective

The objectives covered in this section are:

- Applying for Permission
- Claim Settlement
- Tracking Claim Status

#### 3.1 Intended Audience:

- A. PATIENT
- B. DISPENSARY LEVEL
  - Dealing Assistant
  - CMO in Charge
- C. ZONE/CITY LEVEL
  - CMO
  - Additional Director
  - Director
- D. CGHS (HQ)
  - DDO
- E. PAY & ACCOUNTS OFFICER (PAO)

## **3.2 Introduction**

The process of claim by a claimant passes through a hierarchy of levels of authorized entities to permit for treatment or settle the claims.

### **Processing Claim**

To process a claim there are two phases that are described below:

1. Applying for Permission for Treatment
2. Claim Settlement

1. Applying for Permission for Treatment

#### **A. PATIENT**

A patient applies for permission for treatment from the CMO i/c of Dispensary. Only after the permission for treatment can the claim process be initiated.

Steps to Apply for Permission for Treatment

**Step 1** Log into the application with CMO i/c login. The Home Page appears. Refer to **Figure 42**.

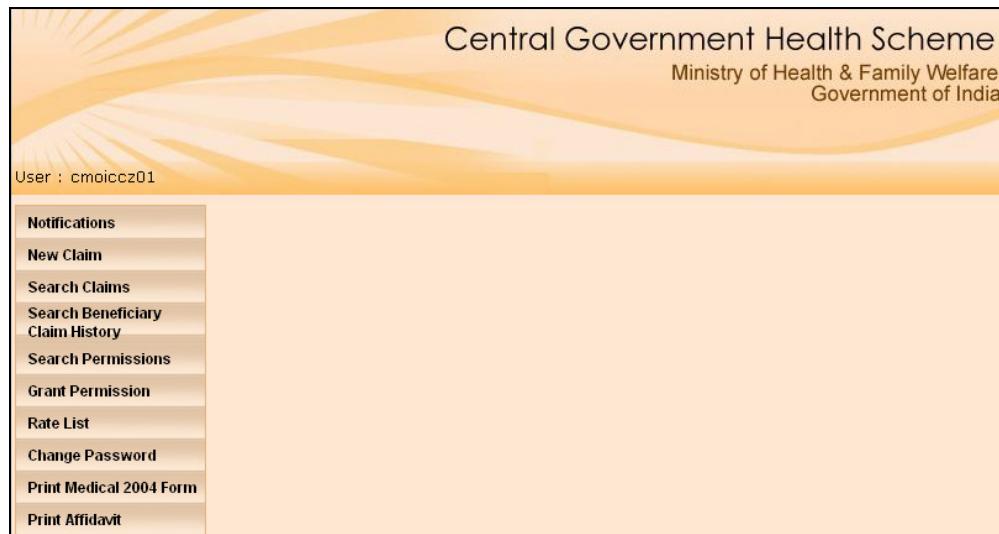


Figure 42: CMO i/c Home Page

**Step 2** Click the **Search Permissions** link that displays the **Search Permission** screen. Refer to **Figure 43**.

Figure 43: Search Permission

User can search in three ways:

- a) Specifying a known permission number in the **Permission No.**
- b) Specifying a period using the **Date From** and **Date To** from calendar icons.
- c) Searching without any criterion by clicking the **Search** button.

If the permission does not exist, click the **Grant Permission** link on the Home Page. The **Generate Permission** box is displayed. Refer to **Figure 44**.

The screenshot shows a dialog box titled "Generate Permission". It contains the following fields:

- Beneficiary Id\*: A text input field with a search icon to its right.
- Applicant's Name\*: A text input field.
- Request for\*: A text input field containing "0" followed by "Months".
- Follow up\*: A radio button group with "Yes" and "No" options, where "No" is selected.
- Procedure\*: A text input field.
- Respective Hospital\*: A dropdown menu labeled "Select Department".
- Advance Payment: A text input field.
- Remarks: A large text area for notes.

At the bottom are two buttons: "Save" and "Cancel".

**Figure 44: Generate Permission**

**Step 3** Enter the **Beneficiary Id**, and then click the search icon .

The details of the beneficiary and the permission that is applicable to this beneficiary are seen.

**Step 4** Enter the required details.

**Step 5** Click the **Save** button. A message confirms addition of the record. Refer to **Figure 45**.

**Record added successfully**

Generate Permission	
Beneficiary Id*	35324900
Applicant's Name*	KANIKA MALIK
Request for*	2 Months
Follow up*	<input type="radio"/> Yes <input checked="" type="radio"/> No
Procedure*	laser surgery
Respective Hospital/Diagnostic Centre*	aaa
Advance Payment	
Remarks	
<input style="margin-right: 10px;" type="button" value="Save"/> <input style="margin-right: 10px;" type="button" value="Generate Letter"/> <input type="button" value="Cancel"/>	

**Figure 45: Generate Permission add message**

**Step 6** Click the Generate Letter button.

A permission letter is generated. Refer to **Figure 46**.

**Permission Letter**

Permission File No. 4/2008/001/DEL

CENTRAL GOVERNMENT HEALTH SCHEME, Delhi

To  
The Medical Superintendent  
aaa

Date : Permission for treatment/investigations in respect of Shri/Smt./Ms. **KANIKA MALIK** CGHS Beneficiary Id 35324900 valid upto 11-01-2009

Establishment : Government

Shri/Smt./Ms. **KANIKA MALIK** is permitted to undergo the following treatment/investigations procedures at your hospital/diagnostic center : aaa  
laser surgery

Necessary facilities as approved above may please be provided as per the terms of Agreement signed with Director, CGHS and guidelines issued in O.M. No. REC.1-2004/02/Gr.1/CGHS(Delhi)/CGHSP dt. 7.12.2006.

The Bills as per the package rates/approved rates/setting rates and as per guidelines may please be sent in duplicate to the Additional Director, CGHSHQ, 9, Bikaner House Apartments, Shahjahan Road, New Delhi for Payment.

If, beneficiary seeks any special services which are not reimbursable, informed written consent to bear the cost by the beneficiary for such additional facilities may be obtained and the same may be enclosed with the hospital bill.

The Permission is valid for **2** months from the date of issue.

Yours faithfully,

(Signature & Name of the CGO etc.)

Copy for Information to :

- 1. Shri/Smt./Ms. **KANIKA MALIK**  
TRGA 64  
NP COLN
- 2. CGO, CGHS(Hospital Cell), CGHSHQ, New Delhi

**Figure 46: Permission Letter**

**NOTE:** The permission letter is required as a document for initiating the claim settlement process.

**Step 7** Click the **Print** button at the top right corner of the letter.

**Step 8** Revisit steps to search permissions (Step 1 to Step 2). The newly added permission will be visible in the list. Refer to **Figure 47**.

Permission No.	Patient Name	BeneficiaryId	Date
1/2008/D01/DEL	NAVEEN	11505000	06-11-2008
2/2008/D01/DEL	SATISH GUPTA	13185000	10-11-2008
3/2008/D01/DEL	MAHAENDER SINGH	40269500	10-11-2008
4/2008/D01/DEL	KANIKA MALIK	35324900	11-11-2008

**Figure 47: Newly Added Permission List**

### 3.3 Claim Settlement

The process of claim settlement begins after getting permission from the CMO in-charge of Dispensary. All the required documents are submitted at the Dispensary level which includes the permission letter and in turn a file number is received.

#### B. DISPENSARY Level

- **Role of Dealing Assistant**

**Step 1** Log into the application with Dealing Assistant (Dispensary) login.

**Step 2** Click the **New Claim** button on the Home Page. The **CHECKLIST FOR REIMBURSEMENT OF MEDICAL CLAIMS** form is displayed. Refer to **Figure 48**.

**Figure 48: CHECKLIST FOR REIMBURSEMENT OF MEDICAL CLAIMS form**

**Step 3** Enter the patient's beneficiary Id in the **Claimant Details** section and then Click the search icon . Refer to **Figure 49**.

**Figure 49: Checklist for Reimbursement of Medical Claims**

The section is populated with relevant data.

**NOTE:** The patient's beneficiary Id and the Claimant's beneficiary Id may be same or different depending on whether the claimant or the claimant's dependants is the patient.

**Step 4** Enter the required details.

**Step 5** Click the **Save** button. A file number is generated and is displayed at top of the **Claimant Details** section. Refer to **Figure 50**.

The screenshot shows a web-based application titled 'CHECK LIST FOR REIMBURSEMENT OF MEDICAL CLAIMS'. At the top right is a 'Print' button. Below it, the 'Claim No.' is listed as '4/2008/DEL/C2'. The 'Claimant Details' section is highlighted with a yellow border. It contains the following fields:

- Patient's Beneficiary Id. \*: 35324900
- Claimant's Beneficiary Id: 35324600
- Full name of Card Holder: KANIKA MALIK
- Validity of CGHS Card: From 30-04-2007 To 09-03-2034
- Entitlement:  Private  Semi Private  Government
- Employment Status:  Govt. Servant  Pensioner  Rajya Sabha  LokSabha MP  Ex-Governor  Freedom Fighter  Ex-MP  Other

Figure 50: Claimant Details

### 3.4 Other Links on Home Page:

**Print Medical 2004 Form:** This link is used for accessing the Medical 2004 form in case the claimant has not submitted the same while initiating the claim settlement. Refer to **Figure 51**. (This is a mandatory requirement for submitting the claim.)

The screenshot shows the 'MEDICAL 2004 FORM FOR REIMBURSEMENT OF MEDICAL CLAIMS OF CGHS BENEFICIARIES'. The page is mostly blank, indicating it is a template or a draft. It includes sections for personal information, medical history, treatment details, and a declaration at the bottom.

**Personal Information Fields:**

- 1. Patient's Beneficiary Id
- 2. Claimant's Beneficiary Id
- 3. Validity of CGHS Token Card
- 4. Full name of Card Holder (Block Letters)
- 5. Full address
- 6. Telephone no.: (O)
- 7. E-mail address (If any)
- 8. Name of the Bank  
Branch: IFSC Code  
Tel. No. of Bank Branch
- 9. Name of the patient
- 10. Is this a Special Case
- 11. Status Tick  
(Please tick whichever is applicable)
  - a. Govt. Servant
  - b. Pensioner
  - c. Senior公务员/pensioner of autonomous body
  - d. Member of Parliament
  - e. Ex-MP
  - f. Ex-Governor
  - g. Former Judge of Supreme Court
  - h. Former Judge of High Court
  - i. President of India
  - j. Legal Heir
  - k. Others
- 12. Basic Pay/Basic Pension
- 13. Name of the Hospital with Address
  - (a) OPG Treatment & Investigations
  - (b) In-patient Treatment
- 14. Date of admission
- 15. Date of discharge  
(In case of In-patient Treatment only)
- 16. Total amount Claimed
  - (a) OPG Treatment
  - (b) In-patient TreatmentTotal
- 17. Details of Referral
- 18. Details of Hospital advance (If any?)

**DECLARATION**

I hereby declare that the statements made in the application are true to the best of my knowledge and belief and the person for whom medical expenses were incurred is wholly dependent on me. I am a CGHS beneficiary and the CGHS card was valid at the time of treatment. I agree for the reimbursement as is admissible under the rules.

Dated: \_\_\_\_\_

Note: Misuse of CGHS facilities is a criminal offence. Suitable action including cancellation of CGHS card shall be taken in case of wilful suppression of facts or submission of false statements. Suitable disciplinary action shall be taken in case of serving employees.

Figure 51: Medical Form 2004

**Print Affidavit:** This link is used for accessing the **Affidavit** format in case of either loss of original papers or in event of death of the card holder. Refer to **Figure 52.**

The screenshot shows a web-based form titled 'Affidavit'. It includes several sections for drafting legal documents:

- Draft for Affidavit for Duplicate Claim Papers/bills on Stamp Paper:** A section for drafting an affidavit regarding lost original claim papers. It states: "I, ..... son/daughter of ..... and resident of ..... for the above mentioned place, hereby give an undertaking that I have not received any payment against original health claim paper from any source and that if the original papers are traced I shall return the claim against original health claim paper to the concerned authority and that in case of receipt of any duplicate or forged claim paper I shall return the same to competent authority."
- Draft for Affidavit on Stamp Paper for claiming medical re-imbursement:** A section for drafting an affidavit regarding the death of a cardholder. It states: "I, ..... son/daughter of Late ..... and resident of ..... hereby claim the medical claim papers pertaining to treatment of my father Late Shri/Smr. .... who has died on ..... (Copy of death Certificate is enclosed)."
- Draft for No Objection Certificate on Stamp Paper:** A section for drafting a no objection certificate. It states: "Late Shri/Smr. .... has left behind the following other legal heirs none of whom have any objection if the entire amount re-immissible is paid to me, .....". Below this, it says: "No Objection Certificate signed by other legal heirs none on Stamp paper is enclosed herewith."
- Address:** A field for entering the address of the claimant.

**Figure 52: Affidavit**

- Role of CMO I/C

**Step 1** Login using the CMO i/c login.

As a CMO i/c, user can check for any claims using the **Notifications** link or generate a new claim using the **New Claim** link as well.

**Step 2** Click the **Notifications** link. Any newly generated claim at DA level is listed. Refer to **Figure 53.**

The screenshot shows a table titled 'Notifications' with one row of data:

Sr. No.	Notification Type	Claim / Permission Number / Patient Name
1	Claim	<a href="#">4/2008/DEL/CZ</a>

**Figure 53: Notification**

In the lower section of the form, two buttons, **Save** and **Send to CMO** are visible. Refer to **Figure 54**.

The form is titled "Bank Details". It contains four input fields in a grid: "Name of the Bank" (value: 11), "Branch MICR Code" (value: 11), "Tel. No. of Bank Branch" (value: 111), "Branch" (value: 11as), and "SB A/C No." (value: 111). At the bottom are two buttons: "Save" and "Send to CMO".

**Figure 54: Bank Details**

**Step 3** Make required changes to the form.

**Step 4** Click the **Save** button.

**Step 5** Click the **Send to CMO** button.

### 3.5 Other Links

**Rate List** The CMO i/c can view the rates as applicable on a particular date for a particular city using this link. Refer to **Figure 55**.

The form is titled "Investigation Rate Maintenance". It has a section titled "Search Rate" containing "Date Applicable\*" (with a calendar icon) and "City\*" (with a dropdown menu labeled "Select City"). Below these is a "Search" button.

**Figure 55: Search Rate**

Refer to **Figure 56** for a sample resultant screen.

**Investigation Rate Maintenance**

**Search Rate**

Date Applicable*	<input type="text" value="10-11-2005"/>
City*	<input type="text" value="New Delhi"/>
<input type="button" value="Search"/>	

Investigation Name	Investigation Rate	Date Applicable
<a href="#"><u>17-OH Progesterone</u></a>	350.0	01-01-2006
<a href="#"><u>2 D Echo with colour Doppler</u></a>	1100.0	01-01-2006
<a href="#"><u>30% to 50% Burns 1st Dressing</u></a>	140.0	01-01-2006
<a href="#"><u>30% to 50% Burns Subsequent Dressing</u></a>	110.0	01-01-2006
<a href="#"><u>3rd stage Complication MRP for outside delivery etc</u></a>	3000.0	01-01-2006
<a href="#"><u>Abbe Operation</u></a>	9000.0	01-01-2006
<a href="#"><u>Abdomen AP or Erect (one film)</u></a>	100.0	01-01-2006
<a href="#"><u>Abdomen for Pregnancy</u></a>	100.0	01-01-2006

**Figure 56: Applicable Rates Resultant Screen**

### C. ZONE/CITY Level:

There are two groups of claimants treated in the application.

- Claimant from Delhi
- Claimant from any city outside Delhi.

Delhi has been divided into Zones – North Zone, East Zone, South Zone and Central Zone.

If the claimant is from Delhi then the claim has to be processed under the relevant zone. If claimant is from outside Delhi, then the claim processing happens at city level.

- Role of CMO

**Step 1** Log into the application with CMO (zone/city) login.

NOTE: Zone is taken as sample for the purpose of explanation here.

**Step 2** Click the **Notifications** link on the Home Page. The notification/s that was forwarded from the previous level is listed. Refer to **Figure 57**.

Notifications		
Sr. No.	Notification Type	Claim/Permission Number/Patient Name
1	Permission Acknowledgment	<a href="#">1/2008/D01/DEL</a>
2	Claim	<a href="#">4/2008/DEL/CZ</a>
3	Claim	<a href="#">4/2008/DEL/CZ</a>

Figure 57: Notification

**Step 3** Click the hyperlinked Claim/Permission Number.

A form is displayed for further processing of the claim. Refer to **Figure 58**.

The screenshot shows a web-based application for the Central Government Health Scheme. The title bar reads "Central Government Health Scheme" and "Ministry of Health & Family Welfare, Government of India". The user is identified as "User: pensioner13". The main page displays a "CHECK LIST FOR REIMBURSEMENT OF MEDICAL CLAIMS" form. On the left, there is a sidebar with links for Notifications, Search Claim (Medical 2004 Form, Hospital Bill), Search Beneficiary Claim History, Search Permissions, Rate List, and Change Password. The main form area has sections for "Claimant Details" (Patient's Beneficiary Id: 11505000, Name: NAVNEEN, Validity of CGHS Card: From 21-04-2007 To 17-12-2048, Entitlement: Private, Semi Private, Government, Employment Status: Govt. Servant, Pensioner, Rajya Sabha, LokSabha MP, Ex-Governor, Freedom Fighter, Ex-MP, Other), "Document Submission Details" (checkboxes for various documents like Medical 2004 Form, Photocopy of CGHS card, No. of Original Bills, Copy of discharge summary, Copy of Referral by Specialist/CMO, Whether the hospital has given breakup for lab investigations, Original papers have been lost, Affidavit on Stamp paper by Claimant, No objection from other legal heirs on Stamp papers, Copy of death certificate), and "Bank Details" (Name of the Bank: ghttg, Branch: trtg, Branch MICR Code: 45, SB A/C No.: 345435). There are "Save" and "Print" buttons at the bottom right of the form.

**Figure 58: Check list of Medical Form**

**Step 4** Click the **Medical 2004 Form** link at top of the screen. The Medical 2004 form is as shown in **Figure 59**.

**Figure 59: Medical 2004 form**

**Step 5** Enter the necessary details.

**Step 6** Click the **Save** button.

**Step 7** Click the **Hospital Bill** link at top of the screen. The bill form is shown in **Figure 60**.

The screenshot shows a web-based form titled "Central Government Health Scheme" under "State of Bihar - Panchayat Health Services". The form is divided into several sections:

- Section 1:** Contains fields for "Registration No.", "Name", "Address", "Phone", and "Email".
- Section 2:** Contains fields for "District", "Block", "Village", "Gram Panchayat", and "Panchayat Name".
- Section 3:** Contains fields for "Category", "Type", "Status", and "Last Update".
- Section 4:** Contains fields for "Category", "Type", "Status", and "Last Update".
- Section 5:** A large section titled "List of beneficiaries" containing a table with columns: "Beneficiary Type", "Beneficiary ID", "Beneficiary Name", "Beneficiary Address", and "Beneficiary Status". The table lists 10 rows of beneficiary information.
- Section 6:** A large section titled "List of services provided" containing a table with columns: "Service Type", "Service ID", "Service Name", "Service Address", and "Service Status". The table lists 10 rows of service information.
- Section 7:** A large section titled "List of documents uploaded" containing a table with columns: "Document Type", "Document ID", "Document Name", and "Document Status". The table lists 10 rows of document information.

**Figure 60: Bill Form**

**Step 8** Enter the necessary details.

**Step 9** Click the **Save** button.

**Step 10** Click the **Initiate Workflow** button. The form displayed for further processing of the screen is shown in **Figure 61**.

Claim No. : 4/2008/DEL/CZ											
Beneficiary ID	: 35324600	Cardholder Name	: KANIKA MALIK								
Total Claimed Amount	: 23233.0	Total Admissible Amount	: 15200.0								
Date of Admission	: 01-11-2008	Date of Discharge	: 10-11-2008								
Indoor Amount	: 12132.0	Details of Medical advance(if any) :									
<b>Review History :</b>											
Review Date 12-11-2008	Role CMO	User Abhishek kumar	Comments	Action Initiated							
<a href="#">Detailed Content of Current Request</a>	<a href="#">Sanction Letter</a>	<a href="#">TDS Certificate</a>	<a href="#">Data Input Sheet</a>								
<table border="1"> <thead> <tr> <th>Department</th> <th>Role</th> <th>User</th> </tr> </thead> <tbody> <tr> <td>Sent to</td> <td>—Select Department—</td> <td></td> </tr> </tbody> </table>			Department	Role	User	Sent to	—Select Department—		<input checked="" type="checkbox"/> Recommended For Approval <input type="radio"/> Regret <input type="radio"/> Need More Documents		
Department	Role	User									
Sent to	—Select Department—										
<p>Comments</p> <div style="border: 1px solid #ccc; height: 40px; margin-top: 10px;"></div>											
<input type="button" value="Approve"/> <input type="button" value="Reject"/> <input type="button" value="Reject and Close"/>											

**Figure 61: Claim Form**

The details of the beneficiary are displayed.

**NOTE:** The user (CMO) cannot make any changes to the beneficiary details.

**Step 11** From the **Department** drop-down list, select the relevant department to whom the claim has to be forwarded for further processing – **CGHS Central Zone** in this case.

 The Role drop-down list is populated based on the selection made in Step 4.

**Step 12** From the **Role** drop-down list, select the relevant role – **Additional Director** in this case.

 The User drop-down list is populated based on the selection made in Step 5.

**Step 13** From the **User** drop-down list, select the relevant user.

**Step 14** Click the Recommended For Approval radio-button.

 Adding comments in the Comments box is mandatory.

NOTE: There are two more Radio buttons, Regret and Need More Documents.

Click the Regret button, if for some reason the claim is to be rejected.

Click the Need More Documents button, if the documents are not complete.

**Step 15** Click the **Approve** button.

NOTE: When Approve button is clicked, Recommendation for Approval radio button should be selected.

There are two more buttons, **Reject** and **Reject and Close** for the relevant action.

When **Reject** button is clicked, no need to select any radio button, user is rejecting the claim & it is being assigned to the selected user as per the drop down list for the re-verification.

When **Reject and close** is clicked, **Regret** or **Need more Documents** radio button should be selected.

The claim is forwarded to the **Additional Director** at the Zonal level.

- **Role of Additional Director**

**Step 1** Log into the application with Additional Director (zone/city) login.

NOTE: For the purpose of explanation here, zone will be treated.

**Step 2** Click the **Notifications** link on the Home Page. The notification/s that is forwarded from the previous level is listed. Refer to **Figure 62**.

Notifications		
Sr. No.	Notification Type	Claim/Permission Number/Patient Name
1	Claim	<a href="#">4/2008/DEL/CZ</a>

Figure 62: Notification

**Step 3** Click the hyperlinked claim/permission number.

A form (similar to one displayed at the CMO - Zonal level) is displayed for further processing of the claim. Refer to **Figure 63**.

Claim No. : 4/2008/DEL/CZ					
Beneficiary ID	:	35324600	Cardholder Name	:	KANIKA MALIK
Total Claimed Amount	:	23233.75	Total Admissible Amount	:	15200.4
Date of Admission	:	01-11-2008	Date of Discharge	:	10-11-2008
Indoor Amount	:	12132.0	Details of Medical advance(if any)	:	
<b>Review History :</b>					
Review Date	Role	User	Comments	Action	
12-11-2008	CMO	Abhishek kumar		Initiated	
12-11-2008	CMO	Abhishek kumar	mjkkgj	Approved	
12-11-2008	CMO	Any User		Assigned	
12-11-2008	CMO	Abhishek kumar	aaaa	Approved	
12-11-2008	Additional Director	director sahab		Assigned	
<b>Department</b>		<b>Role</b>	<b>User</b>		
Sent to	—Select Department—				
<input type="radio"/> Recommended For Approval <input type="radio"/> Regret <input type="radio"/> Need More Documents					
Comments	<div style="border: 1px solid black; height: 40px; width: 450px;"></div>				
<input type="button" value="Approve"/> <input type="button" value="Reject"/> <input type="button" value="Reject and Close"/>					

Figure 63: Claim Form

The details of the beneficiary are displayed.

**NOTE:** The user (Additional Director) cannot make any changes to the beneficiary details.

**Step 4** From the **Department** drop-down list, select the relevant department to whom the claim has to be forwarded for further processing – **CGHS (HQ)** in this case.

 The Role drop-down list is populated based on the selection made in Step 4.

**Step 5** From the **Role** drop-down list, select the relevant role – **Director** in this case.

 The User drop-down list is populated based on the selection made in Step 5.

**Step 6** From the **User** drop-down list, select the relevant user.

**Step 7** Click the Recommended For Approval radio-button.

 Adding comments in the Comments box is mandatory.

NOTE: There are two more buttons, Regret and Need More Documents.

Click the Regret button, if for some reason the claim is to be rejected.

Click the Need More Documents button, if the documents are not complete.

**Step 8** Click the **Approve** button.

NOTE: There are two more buttons, Reject and Reject and Close for the relevant action.

The claim is forwarded to the **Director** at the CGHS (HQ) level.

#### D. CGHS (Headquarter) Level:

- Role of Director

**Step 1** Log into the application with Director (CGHS - HQ) login.

**Step 2** Click the **Notifications** link on the Home Page. The notification/s that is forwarded from the previous level is listed. Refer to **Figure 64**.

Notifications		
Sr. No.	Notification Type	Claim/Permission Number/Patient Name
1	Claim	<a href="#">4/2008/DEL/CZ</a>

**Figure 64: Notification**

**Step 3** Click the hyperlinked claim/permission number.

A form is displayed for further processing of the claim. Refer to **Figure 65**.

The screenshot shows a claim processing interface. At the top, it displays the claim number: **Claim No. : 4/2008/DEL/CZ**. Below this, there are sections for **Beneficiary ID**, **Total Claimed Amount**, **Date of Admission**, and **Indoor Amount**. To the right, there are sections for **Cashholder Name**, **Total Admissible Amount**, **Date of Discharge**, and **Details of Medical advance(if any)**. A user named **RANJANA MALIK** is logged in.

Below these details is a **Role History** table:

Role Date	Role	User	Comments	Actions
12-11-2008	CHQ	Abhishek Kumar	mk kkg1	Approved
12-11-2008	CHQ	Any User	aaaa	Approved
12-11-2008	CHQ	Abhishek Kumar	aaaa	Approved
12-11-2008	Additional Director	director sahbi	aaa	Approved
12-11-2008	Additional Director	director sahbi	aaa	Approved
12-11-2008	Director	Inq director sahbi		Approved

At the bottom, there are buttons for **Approve**, **Reject**, and **View Details**.

**Figure 65: Claim Form**

The details of the beneficiary are displayed.

**NOTE:** The user (Director) cannot make any changes to the beneficiary details.

**Step 4** From the **Department** drop-down list, select the relevant department to whom the claim has to be forwarded for further processing – **PAO** in this case.

 The Role drop-down list is populated based on the selection made in Step 4.

**Step 5** From the **Role** drop-down list, select the relevant role – **PAO Officer** in this case.

 The User drop-down list is populated based on the selection made in Step 5.

**Step 6** From the **User** drop-down list, select the relevant user.

**Step 7** Click the Recommended For Approval radio-button.

 Adding comments in the Comments box is mandatory.

NOTE: There are two more buttons, Regret and Need More Documents.

Click the Regret button, if for some reason the claim is to be rejected.

Click the Need More Documents button, if the documents are not complete.

**Step 8** Click the **Approve** button.

NOTE: There are two more buttons, Reject and Reject and Close for the relevant action. Click 'Reject' if the claim file needs to be re-verified by a person. Select the relevant person from 'Send To' and click Reject. If any critical document is missing or wrong then the claim can be rejected by any user to whom claim is assigned by clicking 'Reject and Close'. Clicking this button, the claim file will be closed permanently.

The claim is forwarded to the PAO at the Pay & Accounts Officer level.

Pay & Accounts Officer (PAO) Level:

- Role of PAO Officer

**Step 1** Log into the application with PAO login.

**Step 2** Click the **Notifications** link on the Home Page. The notification/s that is forwarded from the previous level is listed. Refer to **Figure 66**.

Notifications		
Sr. No.	Notification Type	Claim/Permission Number/Patient Name
1	Claim	<a href="#">4/2008/DEL/CZ</a>

Figure 66: Notification

**Step 3** Click the hyperlinked claim/permission number.

A form is displayed for further processing of the claim and closing it. Refer to **Figure 67**.

The screenshot shows a web-based application for managing claims. At the top, there's a header bar with the title 'PAO'. Below it, a section titled 'Claim No.: 4/2008/DEL/CZ' contains several input fields for claim details:

Beneficiary ID	36324600	Candidate Name	KANAKA MALIK
Total Claimed Amount	23233.75	Total Admissible Amount	35200.4
Date of Admission	01-11-2008	Date of Discharge	05-11-2008
Indoor Amount	12132.0	Details of Medical advance(if any)	

Below these fields is a 'Review History' table:

Review Date	Role	User	Comments	Action
12/11/2008	CHQ	Abhishek kumar	mk@kcl	Approved
12/11/2008	CHQ	Any user	aaaa	Approved
12/11/2008	Additional Director	Abhishek kumar	director@ahab	Approved
12/11/2008	Additional Director	director@ahab	aaaa	Approved
12/11/2008	Director	he director@ahab	he director@ahab	APPROVED
12/11/2008	Director	he director@ahab	he director@ahab	Approved
12/11/2008	PAO Officer	Sarva Dev		Approved

At the bottom of the page, there are several buttons and input fields:

- 'Approve and Close'
- 'Reject'
- 'Reject and Save'
- 'Comments' input field
- 'Send to' dropdown menu with placeholder 'Select Department'
- 'Recommended For Approval' checkbox
- 'Reject' checkbox
- 'Need More Documents' checkbox

Figure 67: Claim Form

The details of the beneficiary are displayed.

NOTE: The user (PAO) cannot make any changes to the beneficiary details.

**Step 4** Click the **Bill Payment Detail** link. In the **Bill Payment Details** screen displayed, fill the relevant amount that is approved. Refer to **Figure 68**.

The screenshot shows a software interface titled "Bill Payment Details" with a sub-section header "Bill Paid". The form contains the following data:

Beneficiary Id	35324600
Name of Applicant	KANIKA MALIK
Claim No.	4/2008/DEL/CZ
Claimed Amount	23233.75
Admissible Amount	15200.40
Bill No.	1233
Amount Paid	15000.00
Cheque No.	2323
ECS No.	0
Remarks	Paid

At the bottom of the form are two buttons: "Save" and "Cancel".

**Figure 68: Bill Payment Details**

**Step 5** Click the **Save** button.

**Step 6** Click the Recommended for Approval radio-button.

Adding comments in the Comments box is mandatory.

NOTE: There are two more buttons, Regret and Need More Documents.

Click the **Regret** button, if for some reason the claim is to be rejected.

Click the **Need More Documents** button, if the documents are not complete.

**Step 7** Click the **Approve and Close** button. The screen shows one record appended in the **Review History** section. The **Action** column shows the process as **Approved and Closed**. Refer to **Figure 69**.

Review History :				
Review Date	Role	User	Comments	Action
12-11-2008	CMO	Abhishek kumar		Initiated
12-11-2008	CMO	Abhishek kumar	mkjkkkj	Approved
12-11-2008	CMO	Any User		Assigned
12-11-2008	CMO	Abhishek kumar	aaaa	Approved
12-11-2008	Additional Director	director sahab		Assigned
12-11-2008	Additional Director	director sahab	aaa	Approved
12-11-2008	Director	hq director sahab		Assigned
12-11-2008	Director	hq director sahab	APPROVED,	Approved
12-11-2008	PAO Officer	Sarva Dev		Assigned
12-11-2008	PAO Officer	Sarva Dev		Approved and Closed

**Figure 69: Review History**

Finally the status of the claim will be set as **Claim Paid**. That can be seen on **Search Claims** result.

### **3.6 Summary**

The complete processing of claim of a pensioner is completed. Some links on the Home Page are similar for login of most of the role players. These include:

Search Claims: For searching claims based on some criteria.

Search Beneficiary Claim History: Searching the status of a particular claim number.

Search Permissions: Check permissions given to claimants based on criteria.

Change Password: Change password of the user logged in.



## 4. Serving

### Objective

The objectives covered in this section are:

- Application and Settlement of Claim
- Tracking Claim Status

#### 4.1 Intended Audience

CLAIMANT (Serving)

DEALING ASSISTANT (of relevant department)

SUPERVISOR (of relevant department)

SANCTIONING AUTHORITY (of relevant department)

ACCOUNTS OFFICER (of relevant department)

## 4.2 Claims by Serving Employees

The process of claim made by a claimant passes through a hierarchy of levels authorized to permit a patient for treatment or settlement of a claim. The levels and the processes involved in claim settlement are described in the flow diagram. Refer to **Figure 70**.

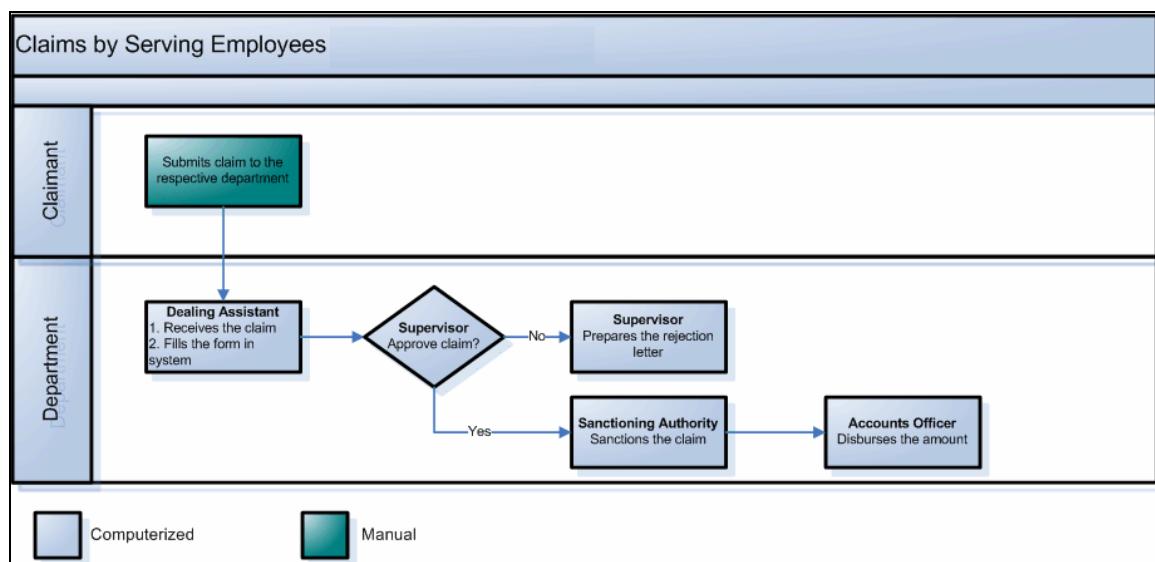


Figure 70: Claim Settlement Flow Diagram

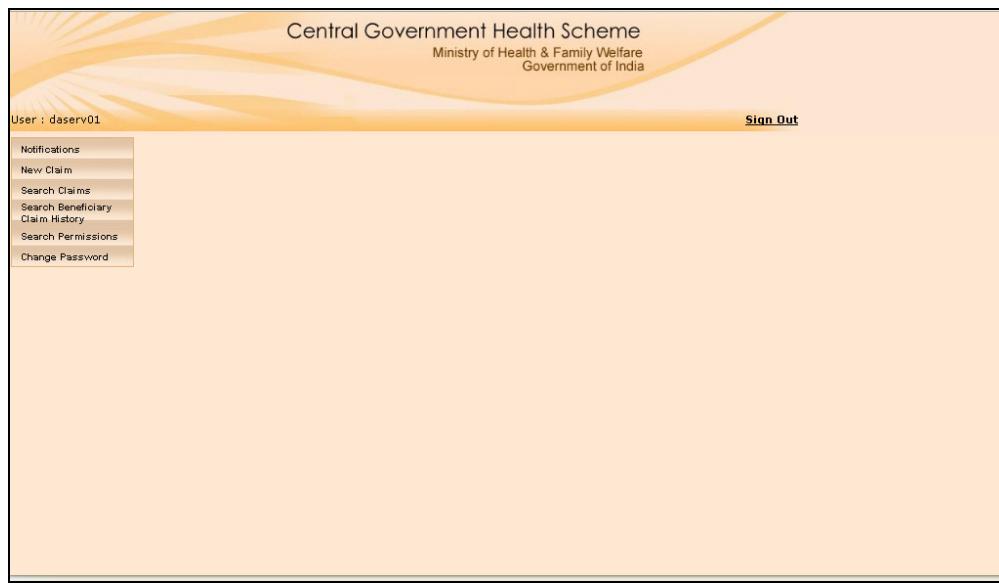
### Steps to Claim Settlement

#### A. CLAIMANT (Serving)

Serving employee applies for permission for treatment from the relevant sanctioning authority of the employee's department. After getting the treatment, claimant initiates the claim process at the Dealing Assistant level of the relevant department.

## B. DEALING ASSISTANT

**Step 1** Log into the application with Dealing Assistant login. The Home Page is shown in **Figure 71**.



**Figure 71: Home Page**

Step 2 Click the New Claim link. The CHECKLIST FOR REIMBURSEMENT OF MEDICAL CLAIMS form is displayed. Refer to **Figure 72**.

User : daserv01

Central Government Health Scheme  
Ministry of Health & Family Welfare  
Government of India

Sign Out

Print

Notifications

New Claim

Search Claims

Search Beneficiary

Claim History

Search Permissions

Change Password

CHECK LIST FOR REIMBURSEMENT OF MEDICAL CLAIMS

**Claimant Details**

Patient's Beneficiary Id. \* 11505000      Claimant's Beneficiary Id. 11498000

Full name of Card Holder NAVEEN

Validity of CGHS Card From 21-04-2007 To 17-12-2049

Entitlement:  Private  Semi Private  Government

Employment Status:  Govt. Servant  Pensioner  Raja Sabha  Lok Sabha MP  Ex-Governor  Freedom Fighter  Ex-MP  Other

**Document Submissions Details**

The following documents are submitted :-  
(Please tick the relevant column)

	Yes/No
(a)Medical 2004 Form	<input checked="" type="checkbox"/>
(b)Photocopy of CGHS card	<input checked="" type="checkbox"/>
(c)No. of Original Bill	<input checked="" type="checkbox"/>
(d)Copy of discharge summary	<input checked="" type="checkbox"/>
(e)Copy of Referral by Specialist/CMO	<input checked="" type="checkbox"/>
(f)Whether the hospital has given breakup for lab investigations	<input checked="" type="checkbox"/>
(g)Original papers have been lost the following documents are submitted :-	<input checked="" type="checkbox"/>
I. Photocopies of claim papers	<input checked="" type="checkbox"/>
II.Incase of death of card holder the following documents are submitted :-	<input checked="" type="checkbox"/>
I. Affidavit on Stamp paper by Claimant	<input checked="" type="checkbox"/>
II. No objection from other legal heirs on Stamp papers	<input checked="" type="checkbox"/>
III. Copy of death certificate	<input checked="" type="checkbox"/>

**Bank Details**

Name of the Bank: idbi Branch: delhi

Branch MICR Code: 2 Branch A/C No.: 2343434

Tel. No. of Bank Branch: 2343434

Save

Figure 72: Check List for Medical Form

**Step 3** Enter the **Beneficiary Id** and click the search  icon.

**Step 4** Enter the required fields.

**Step 5** Click the **Save** button at bottom of the screen.

The top of this form now displays the claim number and two links: the **Medical 2004 Form** and the **Hospital Bill**. Refer to Figure 73.

**Figure 73: Check List for Medical Claim**

**Step 6** Click the **Medical 2004** Form link. The form is displayed. Refer to **Figure 74**.

**Figure 74: Medical 2004 Form**

**Step 7** Enter the required fields.

**Step 8** Click the **Hospital Bill** link. The bill form is displayed. Refer to **Figure 75**.

**Figure 75: Hospital Bill**

**Step 9** Enter the required fields.

**Step 10** Click the **Save** button followed by the **Initiate Workflow** button at the bottom of the screen. Refer to **Figure 76**.

**Figure 76: Medical 2004 Form**

A new form is displayed. Refer to **Figure 77**.

The screenshot shows the Central Government Health Scheme application. At the top, it displays the logo and text: "Central Government Health Scheme", "Ministry of Health & Family Welfare", and "Government of India". The user is logged in as "User : daserv01". On the left, there is a vertical menu with options: Notifications, New Claim, Search Claims, Search Beneficiary, Claim History, Search Permissions, and Change Password. The "New Claim" option is currently selected. The main content area shows a claim form with the following details:

Beneficiary ID	:	17941.00
Total Claimed Amount	:	17941.00
Date of Admission	:	
Indoor Amount	:	
Cardholder Name	:	NAVEEN
Total Admissible Amount	:	12900.00
Date of Discharge	:	
Details of Medical advance(if any)	:	

Below the form, there is a section titled "Review History" with a table:

Review Date	Role	User	Comments	Action
13-11-2008	Dealing Assistant	Ram Raj		Initiated

Further down, there is a "Department" dropdown menu with the placeholder "Select Department". To the right of the dropdown are "Role" and "User" dropdown menus. Below these are three radio buttons: "Recommended For Approval" (selected), "Regret", and "Need More Documents". At the bottom, there is a "Comments" text area.

**Figure 77: New Form**

**Step 11** Enter the required fields.

**Step 12** Select the new approving authority in the **Department** drop-down list.

**Step 13** Based on the roles populated in the **Role** drop-down list, select the relevant role.

**Step 14** Based on the users populated in the **User** drop-down list, select the relevant user.

Step 15 Click the Recommended For Approval radio-button.

**Step 16** Add comments in the **Comments** box.

**Step 17** Click the **Approve** button at the bottom of the screen. Refer to **Figure 78**.

**NOTE:** Two more buttons are seen, Reject and Reject and Close. These are used for the relevant action in case the claim does not get approval and is not to be forwarded.

Central Government Health Scheme  
Ministry of Health & Family Welfare  
Government of India

User : daserv01 Sign Out

Notifications	Date of Admission :		Date of Discharge :	
New Claim	Indoor Amount :	Details of Medical advance(if any)		
Search Claims	<a href="#">Click for details</a>			
Search Beneficiary				
Claim History				
Search Permissions				
Change Password				

**Review History :**

Review Date	Role	User	Comments	Action
13-11-2008	Dealing Assistant	Ram Raj		Initiated

Sent to : serving1 Department : Supervisor User : Any User

Recommended For Approval  Regret  Need More Documents

Comments :  
regreg

**Figure 78: New Form> Approve Button**

The buttons are not visible now and the **Review History** section displays the action result. Refer to **Figure 79**.

User : serving12 Sign Out

Notifications				
New Claim				
Search Claims				
Search Beneficiary				
Claim History				
Search Permissions				
Change Password				

**Review History :**

Review Date	Role	User	Comments	Action
13-11-2008	Dealing Assistant	gergreger ergrgreg		Initiated
13-11-2008	Dealing Assistant	gergreger ergrgreg	sdfvdv	Approved
13-11-2008	Supervisor	Any User		Assigned

Sent to : —Select Department— Department : Role : User :

Recommended For Approval  Regret  Need More Documents

Comments :

**Figure 79: Review History**

## C. SUPERVISOR

**Step 1** Log into the application with Supervisor login. The Home Page is shown in **Figure 80**.



Figure 80: Home Page> Supervisor

**Step 2** Click the **Notifications** link. The claim forwarded from the previous level is displayed. Refer to **Figure 81**.



Figure 81: Notification

**Step 3** Click the hyperlinked claim number. A form is displayed for further processing of the claim. Refer to **Figure 82**.

The screenshot shows the 'Central Government Health Scheme' application interface. At the top, it displays 'Ministry of Health & Family Welfare' and 'Government of India'. On the left, a vertical menu bar includes 'User : serving34', 'Sign Out', 'Notifications', 'New Claim', 'Search Claims', 'Search Beneficiary', 'Claim History', 'Search Permissions', and 'Change Password'. The main content area has a yellow header bar with 'Claim No. : 5/2008/serving34'. Below this, there are two sets of input fields. The first set on the left contains: 'Beneficiary ID : 11498000', 'Total Claimed Amount : 7777.0', 'Date of Admission : 01-10-2008', and 'Indoor Amount : 0.0'. The second set on the right contains: 'Cardholder Name : NAVEEN', 'Total Admissible Amount : 280.0', 'Date of Discharge : [empty]', and 'Details of Medical advance(if any) : [empty]'. A 'Print' button is located in the top right corner of this section. Below these fields is a link 'Click for details'. At the bottom, there is a 'Review History' table:

Review Date	Role	User	Comments	Action
13-11-2008	Dealing Assistant	gergreger ergrgreg		Initiated
13-11-2008	Dealing Assistant	gergreger ergrgreg	sdfvdy	Approved
13-11-2008	Supervisor	Any User		Assigned

**Figure 82: Claim Form**

**Step 4** Select the new approving authority in the **Department** drop-down list.

**Step 5** Based on the roles populated in the **Role** drop-down list, select the relevant role.

**Step 6** Based on the users populated in the **User** drop-down list, select the relevant user.

**Step 7** Click the Recommended For Approval radio-button.

**Step 8** Add comments in the **Comments** box.

**Step 9** Click the **Approve** button at the bottom of the screen. Refer to **Figure 83**.

**NOTE:** Two more buttons are seen, Reject and Reject and Close. These are used for the relevant action in case the claim does not get approval and is not to be forwarded.

Date	Role	Action
13-11-2008	Dealing Assistant	Initiated
13-11-2008	Dealing Assistant	Approved
13-11-2008	Supervisor	Assigned

**Figure 83: Claim Form**

The buttons are not visible now and the **Review History** section displays the action result. Refer to **Figure 84**.

Review Date	Role	User	Comments	Action
13-11-2008	Dealing Assistant	gergreger erggreg	sdfvdv	Initiated
13-11-2008	Dealing Assistant	gergreger erggreg	sdfvdv	Approved
13-11-2008	Supervisor	Any User		Assigned
13-11-2008	Supervisor	ferfff wefwefwef	dfdss	Approved
13-11-2008	Sanctioning Authority	Any User		Assigned

**Figure 84: Review History**

## D. SANCTIONING AUTHORITY

**Step 1** Log into the application with the Sanctioning Authority login. The Home Page is shown in **Figure 85**.



**Figure 85: Home Page**

**Step 2** Click the **Notifications** link. The claim forwarded from the previous level is displayed. Refer to **Figure 86**.



**Figure 86: Notification**

**Step 3** Click the hyperlinked claim number. A form is displayed for further processing of the claim. Refer to **Figure 87**.

The screenshot shows a web-based application for the Central Government Health Scheme. At the top, it displays the logo of the Ministry of Health & Family Welfare, Government of India. Below the header, there is a table showing notifications for a user named 'serving78'. The table has columns for Date, Role, and Status. The status column includes links for 'Sign Out', 'Initiated', 'Approved', 'Assigned', and 'Approved'. Below the table is a section for selecting a department, role, and user. The 'Department' dropdown is set to 'serving34'. There are three radio buttons at the bottom: 'Recommended For Approval' (selected), 'Regret', and 'Need More Documents'. A large text area labeled 'Comments' is provided for adding notes.

				Sign Out
<b>Notifications</b>	13-11-2008	Dealing Assistant	gergreger ergrgreg	Initiated
<b>New Claim</b>	13-11-2008	Dealing Assistant	gergreger ergrgreg	Approved
<b>Search Claims</b>	13-11-2008	Supervisor	Any User	Assigned
<b>Search Beneficiary</b>	13-11-2008	Supervisor	ferff wefwefwef	Approved
<b>Claim History</b>	13-11-2008	Sanctioning Authority	Any User	Assigned
<b>Search Permissions</b>	13-11-2008	Sanctioning Authority	wefwef wefeff	Approved
<b>Change Password</b>	13-11-2008	Accounts Officer	Any User	Assigned

**Department:** serving34    **Role:**    **User:**

Recommended For Approval     Regret     Need More Documents

**Comments:**

**Figure 87: Claim Form**

**Step 4** Select the new approving authority in the **Department** drop-down list.

**Step 5** Select the relevant role based on the roles populated in the **Role** drop-down list.

**Step 6** Select the relevant user based on the users populated in the **User** drop-down list.

**Step 7** Click the Recommended For Approval radio-button.

**Step 8** Add comments in the **Comments** box.

**Step 9** Click the **Approve** button at the bottom of the screen. Refer to **Figure 88**.

NOTE: Two more buttons are seen, Reject and Reject and Close. These are used for the relevant action in case the claim does not get approval and is not to be forwarded.

The screenshot shows the Central Government Health Scheme interface. At the top, it says "Central Government Health Scheme" and "Ministry of Health & Family Welfare, Government of India". On the left, there's a sidebar with links: Notifications, New Claim, Search Claims, Search Beneficiary, Claim History, Search Permissions, and Change Password. The main area shows a table of notifications:

13-11-2008	Dealing Assistant	gergreger erggreg	Initiated
13-11-2008	Dealing Assistant	gergreger erggreg	sdfvdv Approved
13-11-2008	Supervisor	Any User	Assigned

Below the table are dropdown menus for "Department" (Sent to: serving34), "Role" (Sanctioning Authority), and "User" (Any User). There are also three radio buttons: "Recommended For Approval" (selected), "Regret", and "Need More Documents". A text area labeled "Comments" contains "dfdss". At the bottom are three buttons: "Approve" (highlighted in red), "Reject", and "Reject and Close".

Figure 88: Claim Form> Approve Button

The buttons are not visible now and the **Review History** displays the action result. Refer to **Figure 89**.

The screenshot shows the Central Government Health Scheme interface. At the top, it says "Central Government Health Scheme" and "Ministry of Health & Family Welfare, Government of India". On the left, there's a sidebar with links: Notifications, New Claim, Search Claims, Search Beneficiary, Claim History, Search Permissions, and Change Password. The main area shows beneficiary details:

Beneficiary ID : 11498000	Cardholder Name : NAVEEN
Total Claimed Amount : 7777.0	Total Admissible Amount : 280.0
Date of Admission : 01-10-2008	Date of Discharge :
Indoor Amount : 0.0	Details of Medical advance(if any) :

A blue link "Click for details" is visible. Below this is a table titled "Review History" showing a history of actions:

Review Date	Role	User	Comments	Action
13-11-2008	Dealing Assistant	gergreger erggreg		Initiated
13-11-2008	Dealing Assistant	gergreger erggreg	sdfvdv	Approved
13-11-2008	Supervisor	Any User		Assigned
13-11-2008	Supervisor	ferfff wefwefwef	dfdss	Approved
13-11-2008	Sanctioning Authority	Any User		Assigned

Figure 89: Review History Result

## E. ACCOUNTS OFFICER

**Step 1** Log into the application with the Accounts Officer login. The Home Page is shown in **Figure 90**.



Figure 90:Home Page

**Step 2** Click the **Notifications** link. The claim forwarded from the previous level is displayed. Refer to **Figure 91**.



Figure 91: Home Page

**Step 3** Click the hyperlinked claim number. A form is displayed for further processing and closure of the claim. Refer to **Figure 92**.

NOTE: This is the last stop of the claim forwarding process.

The screenshot shows a web-based application for the Central Government Health Scheme. At the top, it displays the logo and name of the scheme, along with the Ministry of Health & Family Welfare, Government of India. On the left, there's a sidebar with links for Notifications, New Claim, Search Claims, Search Beneficiary, Claim History, Search Permissions, and Change Password. The main area is titled 'Review History :'. It contains a table with columns for Review Date, Role, User, Comments, and Action. The table lists several entries, mostly from 13-11-2008, showing various roles like Dealing Assistant, Supervisor, Sanctioning Authority, and Accounts Officer, with actions such as Initiated, Approved, Assigned, and another Approved entry. Below this table is a link labeled 'Bill Payment Detail'. Underneath that is a smaller table with columns for Department, Role, and User, with a dropdown menu for 'Sent to' and three empty dropdown menus for the other columns. At the bottom, there are three radio buttons: 'Recommended For Approval', 'Regret', and 'Need More Documents'.

Review History :					
	Review Date	Role	User	Comments	Action
New Claim	13-11-2008	Dealing Assistant	gergreger ergrgreg		Initiated
Search Claims	13-11-2008	Dealing Assistant	gergreger ergrgreg	sdfvdv	Approved
Search Beneficiary	13-11-2008	Supervisor	Any User		Assigned
Claim History	13-11-2008	Supervisor	ferfff wefwefwef	dfdss	Approved
Search Permissions	13-11-2008	Sanctioning Authority	Any User		Assigned
Change Password	13-11-2008	Sanctioning Authority	wefwef wefeff	fvfddfv	Approved
	13-11-2008	Accounts Officer	Any User		Assigned

[Bill Payment Detail](#)

	Department	Role	User
Sent to	—Select Department—		

Recommended For Approval     Regret     Need More Documents

**Figure 92: Claim Form**

**Step 4** Click the **Bill Payment Detail** link. In the form displayed, enter the **Admissible Amount**, **Bill No.**, **Amount Paid**, and **Cheque No.**. Refer to **Figure 93**.

**Figure 93: Bill Payment Details**

**Step 5** Click the **Save** button.

A message appears at the top of the form confirming payment of the bill. The original form is displayed for completing the remaining steps to claim closure. Refer to **Figure 94**.

**Figure 94: Claim Closer**

**Step 6** Click the Recommended For Approval radio-button.

**Step 7** Add comments in the **Comments** box.

**Step 8** Click the **Approve and Close** button at the bottom of the screen.

NOTE: Two more buttons are seen, Reject and Reject and Close. These are used for the relevant action in case the claim does not get approval and is to be closed without making payment.

The buttons are not visible now and the **Review History** displays the action result. Refer to **Figure 95**.

**Central Government Health Scheme**  
Ministry of Health & Family Welfare  
Government of India

User : serving56 Sign Out

<b>Notifications</b>	13-11-2008	Supervisor	ferfff wefwefwef	dfdss	Approved
<b>New Claim</b>	13-11-2008	Sanctioning Authority	Any User	wefwef wefeff	Assigned
<b>Search Claims</b>	13-11-2008	Sanctioning Authority	wefwef wefeff	fvfddfv	Approved
<b>Search Beneficiary</b>	13-11-2008	Accounts Officer	Any User	ergreger jtyjtyjjy	Assigned
<b>Claim History</b>	13-11-2008	Accounts Officer	ergreger jtyjtyjjy		Approved and Closed
<b>Search Permissions</b>	<a href="#">Bill Payment Detail</a>				
<b>Change Password</b>					

**Department** Role    User

Sent to

Recommended For Approval  Regret  Need More Documents

**Comments**

**Figure 95: Review History Result**

### **4.3 Summary**

The complete processing of claim of a Central Government serving employee is completed. Some links on the Home Page are similar for login of most of the role players. These include:

Search Claims: For searching claims based on some criteria.

Search Beneficiary Claim History: Searching the status of a particular claim number.

Search Permissions: Check permissions given to claimants based on search criteria.

Change Password: Change password of the user logged in.

**Chapter**

**5**

## **5. Hospital**

### **Objective**

The objectives covered in this section are:

- Application and Settlement of Claim
- Tracking Claim Status

#### **5.1 Intended Audience:**

- A. CLAIMANT (Hospital)**
- B. CGHS – HQ**
- C. PAO Officer**

## A. CLAIMANT

Steps to Claim Settlement by Hospital

- Dealing Assistant

**Step 1** Log into the application with the login of the Dealing Assistant of the hospital. The Home Page is shown in **Figure 96**.

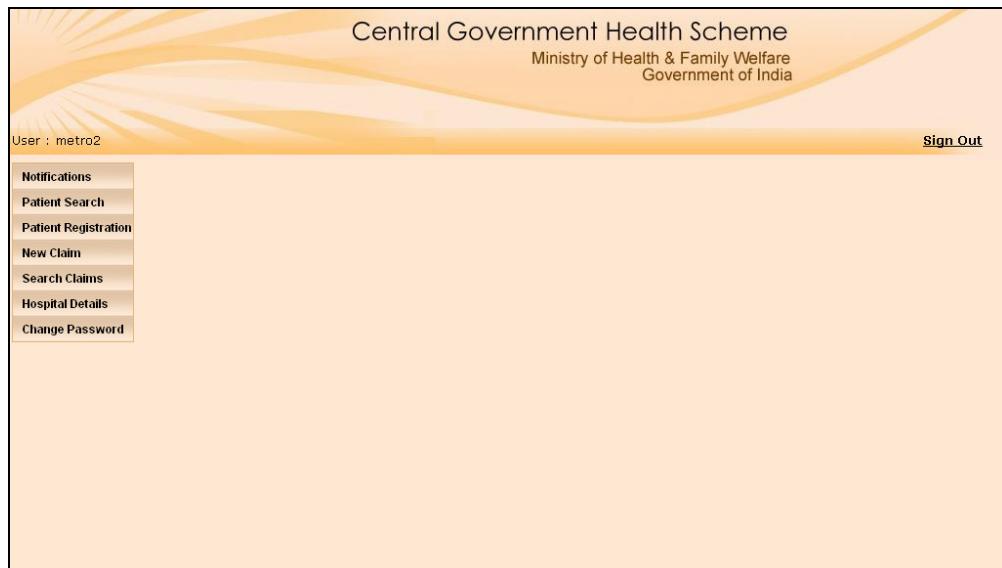


Figure 96: Home Page

**Step 2** Click the **Patient Registration** link. The **Patient Registration** box is displayed. Refer to **Figure 97**.

The screenshot shows the 'Patient Registration' form from the Central Government Health Scheme. The top header reads 'Central Government Health Scheme' and 'Ministry of Health & Family Welfare, Government of India'. The left sidebar menu includes 'User : apollo1', 'Notifications', 'Patient Search', 'Patient Registration' (which is selected), 'New Claim', 'Search Claims', 'Hospital Details', and 'Change Password'. The main form area has a yellow header 'Patient Registration'. It contains fields for 'BeneficiaryId\*' (with a search icon), 'Patient Name\*', 'Address Line1\*', 'Address Line2\*', 'City\*', 'State' (a dropdown menu with 'Select State'), 'PIN No.', 'Tel. No.', 'Date Admitted\*', 'Admitted as\*' (radio buttons for 'In Emergency' and 'With Permission. Permission No.'), 'Bill No.', 'IPD No./Regn. No.\*', and 'Remarks'. At the bottom are 'Save' and 'Cancel' buttons.

Figure 97: Patient Registration

**Step 3** Enter the **Beneficiary Id** and click the search icon.

**Step 4** Enter all the patient details and click the **Save** button at the lower section of the screen. Refer to **Figure 97**.

A new link, **Bill Detail**, appears on the Patient registration form. Refer to **Figure 98**.

Central Government Health Scheme  
Ministry of Health & Family Welfare  
Government of India

User : apollo1

Sign Out

Record added successfully!

Patient Registration

Notifications  
Patient Search  
Patient Registration  
New Claim  
Search Claims  
Hospital Details  
Change Password

Registration Form

BeneficiaryId\* 11505000  
Patient Name\* PRAVEEN  
Address Line1\* D-32  
Address Line2\* GANESH NAGAR PANDAV NAGAR  
City\* delhi  
State Delhi  
PIN No.  
Tel. No.  
Date Admitted\* 12-11-2008  
Admitted as\*  In Emergency  With Permission Permission No. 1/2008/klc/calc  
Bill No. [Bill Detail](#)  
IPD No./Regn. No.\* 23434  
Remarks

Save Cancel

Figure 98: Registration Form

**Step 5** Click the **Bill Detail** link to fill the billing details in the form displayed. Refer to **Figure 99**.

The screenshot displays the 'Bill Details' section of the Central Government Health Scheme. It includes fields for Patient Name, Date of Birth, Gender, Address, and Contact Information. Below these are sections for Hospital Details (Hospital Name, Address, City, State, Pincode) and Payment Details (Bank Account Number, IFSC Code, Branch, and Account Holder Name). A large orange box highlights the 'Patient Details' section.

**Figure 99: Bill Details**

**Step 6** Click the **Save** button.

**Step 7** Click the **Patient Search** link on the Home Page to display the **Search Patient** box. Refer to **Figure 100**.

The screenshot shows the home page of the Central Government Health Scheme. The top navigation bar includes 'Sign Out'. On the left, a sidebar menu lists 'Notifications', 'Patient Search' (which is highlighted), 'Patient Registration', 'New Claim', 'Search Claims', 'Hospital Details', and 'Change Password'. The main content area features a 'Search Patient' box with fields for 'Patient Name', 'Date From', and 'Date To', along with 'Search' and 'Reset' buttons.

**Figure 100: Search Patient**

**Step 8** Click the **Search** button. In the listing that is displayed, check if the patient is registered. Refer to **Figure 101**.

The screenshot shows the 'Central Government Health Scheme' website. The header reads 'Central Government Health Scheme' and 'Ministry of Health & Family Welfare, Government of India'. A sidebar on the left lists navigation options: User: apollo1, Notifications, Patient Search (which is selected), Patient Registration, New Claim, Search Claims, Hospital Details, and Change Password. The main content area has a title 'Search Patient' and a sub-section titled 'Search Patient' with fields for 'Patient Name' (text input), 'Date From' (date picker), 'Date To' (date picker), 'Search' (button), and 'Reset' (button). Below this is a table titled 'Sr. No. Patient Name BeneficiaryId Admitted On' with four rows of data:

Sr. No.	Patient Name	BeneficiaryId	Admitted On
1	PRAVEEN	11505000	01-09-2008
2	NARESH PAWAR	40269500	01-11-2008
3	KRISHNA	13185000	03-11-2008
4	PRAVEEN	11505000	12-11-2008

**Figure 101: Patient Search Result**

**Step 9:** Click the hyperlinked patient name of the relevant patient. The patient details are displayed which can be verified. Refer to **Figure 102**.

User : apollo1

**Registration Form**

**Patient Registration**

BeneficiaryId\* 11505000  
 Patient Name\* PRAVEEN  
 Address Line1\* D-32  
 Address Line2\* GANESH NAGAR PANDAV NAGAR  
 City\* delhi  
 State Delhi  
 PIN No.  
 Tel. No.  
 Date Admitted\* 12-11-2008  
 Admitted as\*  In Emergency  With Permission Permission No. 1/2008/kld/calc  
 Bill No.  
 IPD No/Regn. No.\* 23434  
 Remarks  
 Save Cancel

**Figure 102: Patient Registered**

In case of any changes made, click the **Save** button

**Step 10** Click the **New Claim** link. The **Search Claim** box is displayed. Refer to **Figure 103**.

User : metro2

**Unclaimed Bill Search**

**Search Claim**

Date From [ ] Date To [ ]  
 Claim Amount —Select Any—  
 Search Reset

**Figure 103: Search Claim**

**NOTE:** A hospital forwards claims to the approving body once a month. So for all the claims generated in a month a single claim is generated.

**Step 11** Click the **Search** button. The claim or claims are listed as shown in **Figure 104**.

The screenshot shows the 'Unclaimed Bill Search' page of the Central Government Health Scheme. The header reads 'Central Government Health Scheme' and 'Ministry of Health & Family Welfare, Government of India'. On the left, a sidebar menu includes 'Notifications' (selected), 'Patient Search', 'Patient Registration', 'New Claim', 'Search Claims', 'Hospital Details', and 'Change Password'. The main area has a title 'Unclaimed Bill Search' and a sub-section 'Search Claim' with fields for 'Date From' (01-10-2008) and 'Date To' (12-11-2008), and a dropdown for 'Claim Amount' ('Select Any'). Below these are 'Search' and 'Reset' buttons. A table lists search results with columns: Check, Sr. No., Bill No., Patient Beneficiary Id, Patient Name, Date Admitted, Date Discharged, and Amount Claimed(in Rs). One row is selected, showing Sr. No. 1, Bill No. 33, Patient Name PRAVEEN, and Amount Claimed 58964.0. At the bottom is a 'Generate Claim' button.

Check	Sr. No.	Bill No.	Patient Beneficiary Id	Patient Name	Date Admitted	Date Discharged	Amount Claimed(in Rs)
<input checked="" type="checkbox"/>	1	33	11498000	PRAVEEN	01-10-2008	12-11-2008	58964.0

**Figure 104: Search Result**

**Step 12** Click the **Check All** button.

**Step 13** Click the **Generate Claim** button. The single claim thus generated is a shown in **Figure 105**.

**Figure 105: Bill Summary**

**Step 14** Click the **Hospital Details** link. The **Hospital/Diagnostic Center** box is displayed. Refer to **Figure 106**.

**Figure 106: Hospital/Diagnostic Center**

**Step 15** Enter the Hospital details.

**Step 16** Click the **Save** button.

## B. CMO (CGHS – HQ)

**Step 1** Log into the application with the login of the CMO (CGHS – HQ)

The Home Page is as shown in **Figure 107**.



**Figure 107:** Home Page

**Step 2** Click on **Notifications** link. The claim forwarded from the previous level is listed. Refer to **Figure 108**.



Figure 108: Notification

**Step 3** Click the relevant claim number to display the **Bill Summary** screen. Refer to **Figure 109**.



Figure 109: Bill Summary

**Step 4** Click the **Initiate Workflow** button. A form is displayed for further processing of the claim. Refer to **Figure 110**.

**Central Government Health Scheme**  
Ministry of Health & Family Welfare  
Government of India

User : pensioner17 Sign Out

**Notifications** Print

**Search Claims** Claim No. : 6/2008/CGHS(Hospital Cell)/DEL

**Search Beneficiary**

**Claim History**

**Search Permissions**

**Rate List** Total Claimed Amount : 23754.00 Total Admissible Amount : 9800.00

**Change Password**

[Click for details](#)

Review History :				
Review Date	Role	User	Comments	Action
14-11-2008	CMO	dfvfdv dfvv		Initiated
<a href="#">Detailed Countersigned Contingent</a>		<a href="#">TDS Certificate</a>	<a href="#">Data Input Sheet</a>	

Department	Role	User
Sent to <a href="#">—Select Department—</a>	<a href="#">—Select Role—</a>	<a href="#">—Select User—</a>

Recommended For Approval  Regret  Need More Documents

**Comments**

**Approve** **Reject** **Reject and Close**

**Figure 110: Initiate Workflow**

**NOTE:** The Detailed Countersigned Contingent, TDS Certificate and Data Input Sheet hyperlinks can be clicked for verification before proceeding further.

**Step 5:** Select the new approving authority in the **Department** drop-down list.

**Step 6:** Select the relevant role from the **Role** drop-down list. The drop-down is populated based on the department selected.

**Step 7:** Select the relevant user from the **User** drop-down list. The drop-down is populated based on the role selected.

**Step 8:** Click the **Recommended For Approval** radio-button.

**Step 9:** Add comments in the **Comments** box.

**Step 10:** Click the **Approve** button.

**NOTE:** Two more buttons are seen, Reject and Reject and Close. These are used for the relevant action in case the claim does not get approval and is not to be forwarded.

The **Review History** section shows the resultant action. Refer to **Figure 111**.

The screenshot shows the Central Government Health Scheme (CGHS) software interface. At the top, it displays "Central Government Health Scheme" and "Ministry of Health & Family Welfare, Government of India". The user is identified as "User : pensioner17" and there are "Sign Out" and "Print" buttons. A sidebar on the left lists navigation options: Notifications, Search Claims, Search Beneficiary, Claim History, Search Permissions, Rate List, and Change Password. The main content area shows a claim detail for "Claim No. : 6/2008/CGHS(Hospital Cell)/DEL". It includes fields for "Total Claimed Amount" (23754.00) and "Total Admissible Amount" (9800.00). Below this, a "Review History" table is displayed:

Review Date	Role	User	Comments	Action
14-11-2008	CMO	dfvfdv dfvv		Initiated
14-11-2008	CMO	dfvfdv dfvv	sdvsdsd	Approved
14-11-2008	PAO Officer	Any User		Assigned

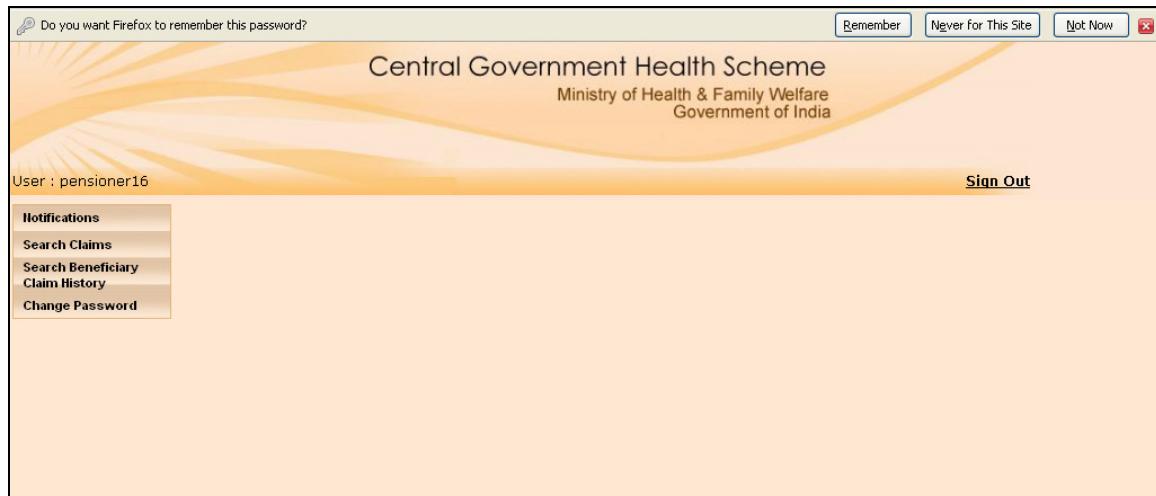
Below the history table are links for "Detailed Countersigned Contingent", "TDS Certificate", and "Data Input Sheet". Further down, there is a table for "Department" selection, with "PAO" chosen. Underneath are three radio buttons for "Recommended For Approval", "Regret", and "Need More Documents". A large text area labeled "Comments" is provided at the bottom.

**Figure 111: Review History Result**

**NOTE:** The CMO can forward the claim to the next level (Director, CGHS – HQ). For the purpose of this manual, claim is forwarded directly to the PAO for closure and subsequent payment.

### C. PAO Officer

**Step 1:** Log into the application with the login of the PAO Officer. The Home page displayed is as shown in **Figure 112**.



**Figure 112: Home Page**

**Step 2:** Click the **Notifications** link. The list of claims forwarded from the previous level is displayed. Refer to **Figure 113**.



**Figure 113: Notification**

**Step 3:** Click the relevant hyperlinked Claim number. The form for further processing and closure is displayed. Refer to **Figure 114**.

Review Date	Role	User	Comments	Action
14-11-2008	CMO	dfvfdv dfvv		Initiated
14-11-2008	CMO	dfvfdv dfvv	sdvsdsd	Approved
14-11-2008	PAO Officer	Any User		Assigned

**Figure 114: Processing and Closure**

**Step 4:** Click the **Bill Payment Detail** link to display the **Bill Payment Details** form. Refer to **Figure 115**.

The screenshot shows a software interface titled "Bill Payment Details". At the top, it says "Bill Paid". The form contains the following data:

Name of Hospital	Apollo
Claim No.	13/2008/CGHS(Hospital)
Claimed Amount	58964.0
Admissible Amount	20400.0
Bill No.	234
Amount Paid	3455.0
Cheque No.	2343243
ECS No.	0
Remarks	asdasd

At the bottom are two buttons: "Save" and "Cancel".

**Figure 115: Bill Payment Details**

**Step 5:** Enter the necessary details like, **Admissible Amount**, **Bill No**, **Amount Paid**, and **Cheque No**.

**Step 6:** Click the **Save** button. The original form is displayed.

As the claim is to be closed at this level, the Department, Role and User drop-down lists are not selected.

**Step 7:** Click the **Recommended For Approval** radio-button.

**Step 8:** Add comments in the **Comments** box.

**Step 9:** Click the **Approve and Close** button.

The **Review History** section shows the resultant action. Refer to **Figure 116**.

**Central Government Health Scheme**  
Ministry of Health & Family Welfare  
Government of India

User : pensioner16 [Sign Out](#)

<a href="#">Notifications</a> <a href="#">Search Claims</a> <a href="#">Search Beneficiary</a> <a href="#">Claim History</a> <a href="#">Change Password</a>	<span style="float: right;"><a href="#">Print</a></span> <p style="margin: 0;">Claim No. : 6/2008/LGHS(Hospital Cell)/DEL</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 45%; padding: 5px;">Total Claimed Amount</td> <td style="width: 5%; text-align: center; padding: 5px;">:</td> <td style="width: 50%; padding: 5px;">23754.00</td> <td style="width: 45%; padding: 5px;">Total Admissible Amount</td> <td style="width: 5%; text-align: center; padding: 5px;">:</td> <td style="width: 50%; padding: 5px;">9800.00</td> </tr> </table> <p style="text-align: right; margin-top: 10px;"><a href="#">Click for details</a></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="5">Review History :</th> </tr> <tr> <th>Review Date</th> <th>Role</th> <th>User</th> <th>Comments</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>14-11-2008</td> <td>CMO</td> <td>dfvfdv dfvv</td> <td></td> <td>Initiated</td> </tr> <tr> <td>14-11-2008</td> <td>CMO</td> <td>dfvfdv dfvv</td> <td>sdvsdsd</td> <td>Approved</td> </tr> <tr> <td>14-11-2008</td> <td>PAO Officer</td> <td>Any User</td> <td></td> <td>Assigned</td> </tr> <tr> <td>14-11-2008</td> <td>PAO Officer</td> <td>refg ergrg</td> <td></td> <td>Approved and Closed</td> </tr> </tbody> </table> <p style="margin-top: 10px;"><a href="#">Bill Payment Detail</a></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; padding: 5px;">Sent to</td> <td style="width: 40%; padding: 5px; text-align: center;"><input type="button" value="—Select Department—"/></td> <td style="width: 20%; padding: 5px; text-align: center;"><input type="button" value="Role"/></td> <td style="width: 20%; padding: 5px; text-align: center;"><input type="button" value="User"/></td> </tr> </table> <p style="margin-top: 10px; text-align: center;"> <input type="radio"/> Recommended For Approval        <input type="radio"/> Regret        <input type="radio"/> Need More Documents   </p> <p style="margin-top: 10px;">Comments</p>	Total Claimed Amount	:	23754.00	Total Admissible Amount	:	9800.00	Review History :					Review Date	Role	User	Comments	Action	14-11-2008	CMO	dfvfdv dfvv		Initiated	14-11-2008	CMO	dfvfdv dfvv	sdvsdsd	Approved	14-11-2008	PAO Officer	Any User		Assigned	14-11-2008	PAO Officer	refg ergrg		Approved and Closed	Sent to	<input type="button" value="—Select Department—"/>	<input type="button" value="Role"/>	<input type="button" value="User"/>
Total Claimed Amount	:	23754.00	Total Admissible Amount	:	9800.00																																				
Review History :																																									
Review Date	Role	User	Comments	Action																																					
14-11-2008	CMO	dfvfdv dfvv		Initiated																																					
14-11-2008	CMO	dfvfdv dfvv	sdvsdsd	Approved																																					
14-11-2008	PAO Officer	Any User		Assigned																																					
14-11-2008	PAO Officer	refg ergrg		Approved and Closed																																					
Sent to	<input type="button" value="—Select Department—"/>	<input type="button" value="Role"/>	<input type="button" value="User"/>																																						

**Figure 116: Review History**

☞ If the user wants to check the status of the claim closed, it can be searched using the Search Claims link on the home page. The Claim Paid status is seen against the claim number. Refer to Figure 117.

**Central Government Health Scheme**  
 Ministry of Health & Family Welfare  
 Government of India

User : pensioner16 [Sign Out](#)

<a href="#">Notifications</a> <a href="#">Search Claims</a> <a href="#">Search Beneficiary</a> <a href="#">Claim History</a> <a href="#">Change Password</a>	<div style="background-color: #999999; height: 15px; margin-bottom: 5px;"></div> <p style="text-align: center;"><b>Claims Search</b></p> <div style="border: 1px solid #ccc; padding: 10px; background-color: #fff; width: fit-content; margin: auto;"> <p style="margin: 0;">Claim No. <input type="text"/> Claim Status <input type="button" value="Select Status"/></p> <p style="margin: 0;">Date From <input type="text"/> <input type="button" value=""/></p> <p style="margin: 0;">Date To <input type="text"/> <input type="button" value=""/></p> <p style="text-align: center; margin-top: 5px;"> <input type="button" value="Search"/> <input type="button" value="Reset"/> </p> </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="text-align: left; background-color: #999999; color: white;">Claim No.</th> <th style="text-align: left; background-color: #999999; color: white;">Beneficiary Id</th> <th style="text-align: left; background-color: #999999; color: white;">Beneficiary Name</th> <th style="text-align: left; background-color: #999999; color: white;">Claim Date</th> <th style="text-align: left; background-color: #999999; color: white;">Status</th> <th style="text-align: left; background-color: #999999; color: white;">Claim Type</th> <th style="text-align: left; background-color: #999999; color: white;">Claimed Amount</th> <th style="text-align: left; background-color: #999999; color: white;">Admissible Amou</th> </tr> </thead> <tbody> <tr> <td>1/2008/DEL/NZ</td> <td>11498000</td> <td>NAVEEN</td> <td>13-11-2008</td> <td>Sent to CMO</td> <td>Pensioner</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>2/2008/DEL/NZ</td> <td>13181000</td> <td>SATISH GUPTA</td> <td>13-11-2008</td> <td>In Progress</td> <td>Pensioner</td> <td>157912.00</td> <td>32400.00</td> </tr> <tr> <td>3/2008/DEL/NZ</td> <td>13181000</td> <td>SATISH GUPTA</td> <td>13-11-2008</td> <td>Claim Paid</td> <td>Pensioner</td> <td>46145.00</td> <td>10950.00</td> </tr> <tr> <td>1/2008/servingacdh1</td> <td>11498000</td> <td>NAVEEN</td> <td>13-11-2008</td> <td>Claim Paid</td> <td>Serving</td> <td>176498.00</td> <td>36100.00</td> </tr> <tr> <td>1/2008/CGHS(Hospital Cell)/DEL</td> <td></td> <td></td> <td>13-11-2008</td> <td>Claim Paid</td> <td>Hospital</td> <td>108821.00</td> <td>18400.00</td> </tr> <tr> <td>2/2008/CGHS(Hospital Cell)/DEL</td> <td></td> <td></td> <td>13-11-2008</td> <td>Initiated</td> <td>Diagnostic Center</td> <td>45877.00</td> <td>12100.00</td> </tr> <tr> <td>3/2008/CGHS(Hospital Cell)/DEL</td> <td></td> <td></td> <td>14-11-2008</td> <td>Claim Paid</td> <td>Hospital</td> <td>45898.00</td> <td>10800.00</td> </tr> <tr> <td>4/2008/CGHS(Hospital Cell)/DEL</td> <td></td> <td></td> <td>14-11-2008</td> <td>In Progress</td> <td>Diagnostic Center</td> <td>297271.00</td> <td>49000.00</td> </tr> <tr> <td>5/2008/CGHS(Hospital Cell)/DEL</td> <td></td> <td></td> <td>14-11-2008</td> <td>In Progress</td> <td>Hospital</td> <td>77888.00</td> <td>14400.00</td> </tr> <tr> <td>1/2008/calc</td> <td>11498000</td> <td>NAVEEN</td> <td>14-11-2008</td> <td>In Progress</td> <td>Pensioner</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>6/2008/CGHS(Hospital Cell)/DEL</td> <td></td> <td></td> <td>14-11-2008</td> <td>Claim Paid</td> <td>Hospital</td> <td>23754.00</td> <td>9800.00</td> </tr> </tbody> </table>	Claim No.	Beneficiary Id	Beneficiary Name	Claim Date	Status	Claim Type	Claimed Amount	Admissible Amou	1/2008/DEL/NZ	11498000	NAVEEN	13-11-2008	Sent to CMO	Pensioner	0.00	0.00	2/2008/DEL/NZ	13181000	SATISH GUPTA	13-11-2008	In Progress	Pensioner	157912.00	32400.00	3/2008/DEL/NZ	13181000	SATISH GUPTA	13-11-2008	Claim Paid	Pensioner	46145.00	10950.00	1/2008/servingacdh1	11498000	NAVEEN	13-11-2008	Claim Paid	Serving	176498.00	36100.00	1/2008/CGHS(Hospital Cell)/DEL			13-11-2008	Claim Paid	Hospital	108821.00	18400.00	2/2008/CGHS(Hospital Cell)/DEL			13-11-2008	Initiated	Diagnostic Center	45877.00	12100.00	3/2008/CGHS(Hospital Cell)/DEL			14-11-2008	Claim Paid	Hospital	45898.00	10800.00	4/2008/CGHS(Hospital Cell)/DEL			14-11-2008	In Progress	Diagnostic Center	297271.00	49000.00	5/2008/CGHS(Hospital Cell)/DEL			14-11-2008	In Progress	Hospital	77888.00	14400.00	1/2008/calc	11498000	NAVEEN	14-11-2008	In Progress	Pensioner	0.00	0.00	6/2008/CGHS(Hospital Cell)/DEL			14-11-2008	Claim Paid	Hospital	23754.00	9800.00
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6/2008/CGHS(Hospital Cell)/DEL			14-11-2008	Claim Paid	Hospital	23754.00	9800.00																																																																																										

**Figure 117: Claim Paid Status**

## **5.2 Summary:**

The complete processing of claim generated by a Hospital approved by CGHS is completed. The hierarchy is limited to few role players in case of a hospital. Some links on the home page are similar for login of most of the role players. These include:

Notifications: To view notifications forwarded from previous levels.

Search Claims: For searching claims based on some criteria.

Change Password: Change password of the user logged in.

## **6. Diagnostic Centre**

### **Objective**

The objectives covered in this section are:

- Settlement of Claim Generated by Diagnostic Centre
- Tracking Claim Status

#### **6.1 Intended Audience**

- A. CLAIMANT (Diagnostic Centre)**
- B. CGHS – HQ**
- C. PAO Officer**

## Steps to Claim Settlement by Diagnostic Centre

### A. CLAIMANT

If the claim process is initiated by the Diagnostic Centre, the Diagnostic Centre becomes the claimant.

- Dealing Assistant

**Step 1:** Log into the application with the login of the Dealing Assistant of the Diagnostic Centre. The home page displayed is as shown in **Figure 118**.

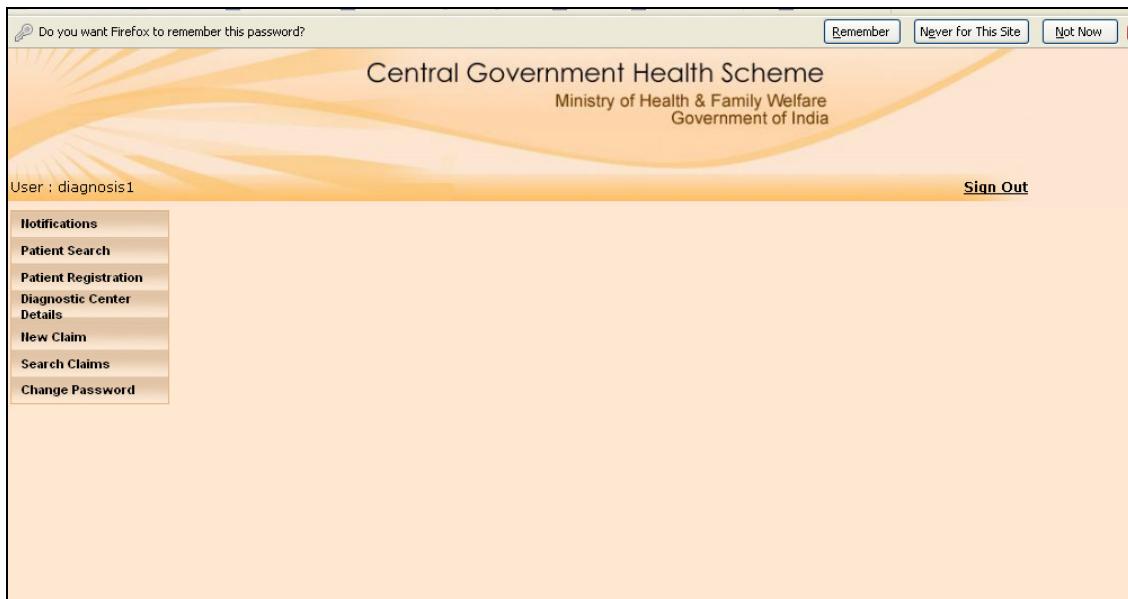


Figure 118: Home Page

**Step 2:** Click the **Patient Registration** link. The **Patient Registration** box is displayed. Refer to **Figure 119**.

Central Government Health Scheme  
Ministry of Health & Family Welfare  
Government of India

User : diagnosis1 [Sign Out](#)

**Notifications**  
**Patient Search**  
**Patient Registration** (Selected)  
**Diagnostic Center Details**  
**New Claim**  
**Search Claims**  
**Change Password**

**Registration Form**

**Patient Registration**

BeneficiaryId*	<input type="text"/>
Patient Name*	<input type="text"/>
Address Line1*	<input type="text"/>
Address Line2*	<input type="text"/>
City*	<input type="text"/>
State	<input type="text" value="Select State"/>
PIN No.	<input type="text"/>
Tel. No.	<input type="text"/>
Date Admitted*	<input type="text"/>
Admitted as*	<input checked="" type="radio"/> In Emergency <input type="radio"/> With Permission <input style="width: 50px;" type="text"/> Permission No.
Bill No.	<input type="text"/>
IPD No./Regn. No.*	<input type="text"/>
Remarks	<input type="text"/>

**Save** **Cancel**

**Figure 119: Patient Registration**

**Step 3:** Enter the **Beneficiary Id** and click the icon.

**Step 4:** Enter all the patient details and click the **Save** button.

A new link, **Bill Detail**, appears on the **Patient Registration** form. Refer to **Figure 120**.

Central Government Health Scheme  
Ministry of Health & Family Welfare  
Government of India

User : diagnosis1 [Sign Out](#)

**Notifications** **Patient Search** **Patient Registration** **Diagnostic Center Details** **New Claim** **Search Claims** **Change Password**

**Registration Form**

**Record added successfully!**

**Patient Registration**

BeneficiaryId*	11505000
Patient Name*	PRAVEEN
Address Line1*	D-32
Address Line2*	GANESH NAGAR PANDAV NAC
City*	delhi
State	Delhi
PIN No.	
Tel. No.	
Date Admitted*	03-11-2008
Admitted as*	<input type="radio"/> In Emergency <input checked="" type="radio"/> With Permission Permission No. 1/2008/pensionr/DEL
Bill No.	<a href="#">Bill Detail</a>
IPD No./Regn. No.*	334444
Remarks	

[Save](#) [Cancel](#)

**Figure 120: Patient Registration**

**Step 5:** Click the **Bill Detail** link to fill the billing details in the form displayed. Refer to **Figure 121**.

The screenshot displays the 'Bill Detail' section of the Central Government Health Scheme. It includes fields for Address, Patient Details, Bill Details, and Procedure Details. The Procedure Details section is a large grid where checkboxes are selected for various medical procedures. A summary table at the bottom provides a quick overview of the bill information.

**Figure 121: Bill Detail**

**Step 6:** Click the **Save** button.

**Step 7:** Click the **Patient Search** link on the Home Page to display the **Search Patient** box. Refer to **Figure 122**.

The screenshot shows the 'Patient Search' page of the Central Government Health Scheme. The left sidebar contains a navigation menu with links for Notifications, Patient Search, Patient Registration, Diagnostic Center Details, New Claim, Search Claims, and Change Password. The main content area is titled 'Search Patient' and includes input fields for 'Patient Name', 'Date From', and 'Date To', along with 'Search' and 'Reset' buttons.

**Figure 122: Patient Search**

**Step 8:** Click the **Search** button. In the listing that is displayed, check if the patient is registered. Refer to **Figure 123**.

The screenshot shows the 'Central Government Health Scheme' website. The header reads 'Central Government Health Scheme' and 'Ministry of Health & Family Welfare, Government of India'. A sidebar on the left lists navigation options: 'User : diagnosis1', 'Sign Out', 'Notifications', 'Patient Search', 'Patient Registration', 'Diagnostic Center Details', 'New Claim', 'Search Claims', and 'Change Password'. The main area is titled 'Search Patient' and contains a search form with fields for 'Patient Name' (with a placeholder 'Enter Patient Name'), 'Date From' (with a placeholder 'Enter Date From'), and 'Date To' (with a placeholder 'Enter Date To'). Below the form are two buttons: 'Search' and 'Reset'. At the bottom, a table displays search results:

Sr. No.	Patient Name	BeneficiaryId	Admitted On
1	<a href="#">PRAVEEN</a>	11505000	06-10-2008
2	<a href="#">KARTIKAY FAUZDAR</a>	35324900	01-11-2008
3	<a href="#">PRAVEEN</a>	11505000	01-11-2008
4	<a href="#">PRAVEEN</a>	11505000	01-11-2008
5	<a href="#">KARTIKAY FAUZDAR</a>	35324900	03-11-2008
6	<a href="#">PRAVEEN</a>	11505000	03-11-2008
7	<a href="#">NARESH PAWAR</a>	40269500	04-11-2008

**Figure 123: Search Patient Result**

**Step 9:** Click the hyperlinked patient name of the relevant patient. The patient details are displayed which can be verified. Refer to **Figure 124**.

The screenshot shows the 'Patient Registration' section of the Central Government Health Scheme website. The left sidebar includes links for Notifications, Patient Search, Patient Registration, Diagnostic Center Details, New Claim (which is highlighted), Search Claims, and Change Password. The main area is titled 'Registration Form' and contains a 'Patient Registration' form. The fields include: BeneficiaryId\* (11505000), Patient Name\* (PRAVEEN), Address Line1\* (D-32), Address Line2\* (GANESH NAGAR PANDAV NAC), City\* (fweeff), State (Select State), PIN No., Tel. No., Date Admitted\* (06-10-2008), Admitted as\* (radio buttons for In Emergency and With Permission, with a dropdown for Permission No. showing '1/2008/Permission/servingcghs1'), Bill No., and IPD No./Regn. No.\* (434). A Remarks field and two buttons (Save and Cancel) are at the bottom.

**Figure 124: Patient Details**

In case of any changes made, click the **Save** button.

**Step 10:** Click the **New Claim** link. The **Search Claim** box is displayed. Refer to **Figure 125**.

The screenshot shows the 'Unclaimed Bill Search' section of the Central Government Health Scheme website. The left sidebar includes links for Notifications, Patient Search, Patient Registration, Diagnostic Center Details, New Claim (which is highlighted), Search Claims, and Change Password. The main area is titled 'Search Claim' and contains fields for Date From, Date To, and Claim Amount (Select Any). It also features a 'Search' and a 'Reset' button.

**Figure 125: Search Claim**

**NOTE:** A Diagnostic Centre forwards claims to the approving body once a month. So for all the claims generated in a month a single claim is generated.

**Step 11:** Click the **Search** button. The claim or claims are listed as shown in **Figure 126**.

The screenshot shows the 'Central Government Health Scheme' website. The header includes the text 'Ministry of Health & Family Welfare' and 'Government of India'. On the left, a vertical menu bar lists options: Notifications, Patient Search, Patient Registration, Diagnostic Center Details, New Claim, Search Claims, and Change Password. The 'Patient Search' option is currently selected. The main content area is titled 'Unclaimed Bill Search' and contains a 'Search Claim' form. The form has fields for 'Date From' (03-11-2008) and 'Date To' (12-11-2008), and a dropdown for 'Claim Amount' set to 'Select Any'. Below the form are two buttons: 'Search' and 'Reset'. A 'Check All' button is located above a table. The table has columns: Check, Sr. No., Bill No., Patient Beneficiary Id, Patient Name, Date Admitted, Date Discharged, and Amount Claimed(in Rs). One row is visible, showing values: checked, 1, 55, 11498000, PRAVEEN, 03-11-2008, 11-11-2008, and 98248.0. At the bottom right of the table is a 'Generate Claim' button.

Check	Sr. No.	Bill No.	Patient Beneficiary Id	Patient Name	Date Admitted	Date Discharged	Amount Claimed(in Rs)
<input checked="" type="checkbox"/>	1	55	11498000	PRAVEEN	03-11-2008	11-11-2008	98248.0

**Figure 126: Claim List**

**Step 12:** Click the **Check All** button.

**Step 13:** Click the **Generate Claim** button. The single claim thus generated is a shown in **Figure 127**.

**Central Government Health Scheme**  
Ministry of Health & Family Welfare  
Government of India

User : diagnosis1 [Sign Out](#)

Notifications	<b>Bill Summary</b>																	
<a href="#">Patient Search</a> <a href="#">Patient Registration</a> <a href="#">Diagnostic Center Details</a> <a href="#">New Claim</a> <a href="#">Search Claims</a> <a href="#">Change Password</a>	<b>Claim No:</b> 7/2008/CGHS(Hospital Cell)/DEL <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Sr. No.</th> <th>Patient Beneficiary Id</th> <th>Patient Name</th> <th>Date Discharged</th> <th>Bill No</th> <th>Amount Claimed(in Rs)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>11498000</td> <td>PRAVEEN</td> <td>11-11-2008</td> <td>55</td> <td>98248.0</td> </tr> </tbody> </table> <span style="float: right;"><a href="#">Print</a></span>						Sr. No.	Patient Beneficiary Id	Patient Name	Date Discharged	Bill No	Amount Claimed(in Rs)	1	11498000	PRAVEEN	11-11-2008	55	98248.0
Sr. No.	Patient Beneficiary Id	Patient Name	Date Discharged	Bill No	Amount Claimed(in Rs)													
1	11498000	PRAVEEN	11-11-2008	55	98248.0													

**Figure 127: Claim Summary**

**Step 14:** Click the **Search Claim** link. The Claims Search screen is displayed as shown in **Figure 128**.

**Central Government Health Scheme**  
Ministry of Health & Family Welfare  
Government of India

User : diagnosis1 [Sign Out](#)

Notifications	<b>Claims Search</b>					
<a href="#">Patient Search</a> <a href="#">Patient Registration</a> <a href="#">Diagnostic Center Details</a> <a href="#">New Claim</a> <a href="#">Search Claims</a> <a href="#">Change Password</a>	<b>Claim No.</b> <input type="text"/> <b>Claim Status</b> <input type="button" value="Select Status"/> <b>Date From</b> <input type="text"/> <input type="button" value="Date"/> <b>Date To</b> <input type="text"/> <input type="button" value="Date"/> <input type="button" value="Search"/> <input type="button" value="Reset"/>					

**Figure 128: Claims Search**

**Step 15:** Click the **Search** button to display the listing of the claims generated by the Diagnostic Centre.

**Central Government Health Scheme**  
**Ministry of Health & Family Welfare**  
**Government of India**

User : diagnosis1 [Sign Out](#)

[Notifications](#) [Patient Search](#) [Patient Registration](#) [Diagnostic Center Details](#) [New Claim](#) [Search Claims](#) [Change Password](#)

**Claims Search**

Claim No.	<input type="text"/>	Claim Status	<input type="button" value="Select Status"/>	
Date From	<input type="text"/> <input type="button" value="..."/>	Date To	<input type="text"/> <input type="button" value="..."/>	
<input type="button" value="Search"/> <input type="button" value="Reset"/>				

Claim No.	Beneficiary Id	Beneficiary Name	Claim Date	Status	Claim Type	Claimed Amount	Admissible Amount
<a href="#">2/2008/CGHS(Hospital Cell)/DEL</a>			13-11-2008	Initiated	Diagnostic Center	45877.00	12100.00
<a href="#">4/2008/CGHS(Hospital Cell)/DEL</a>			14-11-2008	In Progress	Diagnostic Center	297271.00	49000.00
<a href="#">7/2008/CGHS(Hospital Cell)/DEL</a>			14-11-2008	Initiated	Diagnostic Center	98248.00	27050.00

**Figure 129: Claim Search**

**Step 16:** Click the **Diagnostic Center Details** link. The **Hospital/Diagnostic Center Details** box is displayed. Refer to **Figure 130**.

The screenshot shows a web application for the Central Government Health Scheme (CGHS). At the top, there's a Firefox password reminder bar with options: 'Remember', 'Never for This Site', and 'Not Now'. The main header reads 'Central Government Health Scheme' and 'Ministry of Health & Family Welfare, Government of India'. Below the header, the user is identified as 'User : diagnosis1' and there are 'Sign Out' and 'Hospital/Diagnostic Center Details' buttons. On the left, a vertical menu includes 'Notifications', 'Patient Search', 'Patient Registration', 'Diagnostic Center Details' (which is selected), 'New Claim', 'Search Claims', and 'Change Password'. The central content area is titled 'Hospital/Diagnostic Center Detail'. It contains fields for Name\*, Address Line1\*, Address Line2\*, City\*, State\*, Pin No., Tel. No., Fax No., Email Id, and Remarks. The 'Name\*' field has 'wef' entered, 'Address Line1\*' has 'wefef', 'Address Line2\*' has 'wefef', 'City\*' has 'Delhi', and 'State\*' has 'Delhi' selected from a dropdown. Buttons for 'Save' and 'Cancel' are at the bottom right of the form.

Figure 130: Hospital/Diagnostic Center Details

NOTE: The Hospital/Diagnostic Center Details box shows data only incase some data is already there because of the same beneficiary ID associated with others.

**Step 17:** Enter the Diagnostic Center details.

**Step 18:** Click the **Save** button.

#### D. CMO (CGHS – HQ)

**Step 1:** Log into the application with the login of the CMO (CGHS – HQ)  
The Home Page is as shown in **Figure 131**.

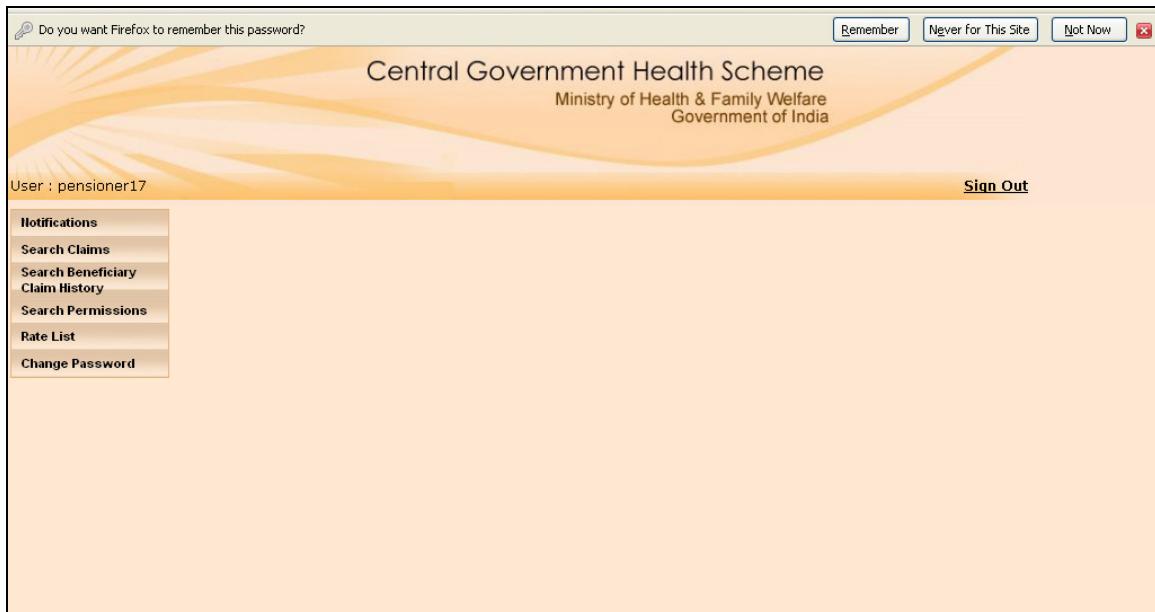


Figure 131: Home Page

**Step 2:** Click on **Notifications** link. The claim forwarded from the previous level is listed. Refer to **Figure 132**.

A screenshot of the "Notifications" page. The title bar and user information are the same as in Figure 131. The sidebar on the left has the "Notifications" link selected. The main content area is titled "Notifications" and displays a table of notifications. The table has columns for "Sr. No.", "Notification Type", and "Claim/Permission Number/Patient Name".

Sr. No.	Notification Type	Claim/Permission Number/Patient Name
1	Patient Registration	PRAVEEN
2	Patient Registration	PRAVEEN
3	Claim	2/2008/CGHS(Hospital Cell)/DEL
4	Patient Registration	KARTIKAY FAUDAR
5	Patient Registration	KRISHNA
6	Patient Registration	NARESH PAWAR
7	Patient Registration	PRAVEEN
8	Patient Registration	KARTIKAY FAUDAR
9	Patient Registration	PRAVEEN
10	Patient Registration	NARESH PAWAR
11	Patient Registration	PRAVEEN
12	Patient Registration	PRAVEEN
13	Claim	7/2008/CGHS(Hospital Cell)/DEL

Figure 132: Notification

**Step 3:** Click the relevant claim number to display the **Bill Summary** screen. Refer to **Figure 133**.

The screenshot shows the 'Bill Summary' page of the Central Government Health Scheme. At the top, it displays the scheme's name and the Ministry of Health & Family Welfare, Government of India. On the left, a sidebar menu includes 'User : pensioner17', 'Sign Out', 'Notifications', 'Search Claims', 'Search Beneficiary', 'Claim History', 'Search Permissions', 'Rate List', and 'Change Password'. The main content area is titled 'Bill Summary' and contains a table with claim details. A 'Print' button is located in the top right corner of the content area. The table has columns for Claim No., Sr. No., Patient Beneficiary Id, Patient Name, Date Discharged, Bill No., and Amount Claimed(in Rs). One row is shown with values: Claim No. 7/2008/CGHS(Hospital Cell)/DEL, Sr. No. 1, Patient Beneficiary Id 11498000, Patient Name PRAVEEN, Date Discharged 11-11-2008, Bill No. 55, and Amount Claimed 98248.0.

Claim No: 7/2008/CGHS(Hospital Cell)/DEL					
Sr. No.	Patient Beneficiary Id	Patient Name	Date Discharged	Bill No	Amount Claimed(in Rs)
1	11498000	PRAVEEN	11-11-2008	55	98248.0

**Figure 133: Bill Summary**

**Step 4:** Click the **Initiate Workflow** button. A form is displayed for further processing of the claim. Refer to **Figure 134**.

**Central Government Health Scheme**  
Ministry of Health & Family Welfare  
Government of India

User : pensioner17 [Sign Out](#)

<a href="#">Notifications</a> <a href="#">Search Claims</a> <a href="#">Search Beneficiary</a> <a href="#">Claim History</a> <a href="#">Search Permissions</a> <a href="#">Rate List</a> <a href="#">Change Password</a>	<span style="float: right;"><a href="#">Print</a></span> <p><b>Claim No. : 7/2008/CGHS(Hospital Cell)/DEL</b></p> <p>Total Claimed Amount : 98248.00      Total Admissible Amount : 27050.00</p> <p style="text-align: right; margin-top: -10px;"><a href="#">Click for details</a></p>
---	---

<b>Review History :</b>				
Review Date	Role	User	Comments	Action
14-11-2008	CMO	dfvfdv dfvv		Initiated
<a href="#">Detailed Countersigned Contingent</a>		<a href="#">TDS Certificate</a>	<a href="#">Data Input Sheet</a>	

Sent to	Department	Role	User
	—Select Department— <input type="button" value="▼"/>	<input type="button" value="▼"/>	<input type="button" value="▼"/>

<input checked="" type="radio"/> Recommended For Approval	<input type="radio"/> Regret	<input type="radio"/> Need More Documents
---	------------------------------	---

Comments	
----------	--

**Figure 134: Claim Processing Form**

**NOTE:** The Detailed Countersigned Contingent, TDS Certificate and Data Input Sheet hyperlinks can be clicked for verification before proceeding further.

- Step 5:** Select the new approving authority in the **Department** drop-down list.
- Step 6:** Based on the roles populated in the **Role** drop-down list, select the relevant role. The **Role** drop-down list is populated based on the department selected.
- Step 7:** Based on the users populated in the **User** drop-down list, select the relevant user. The **User** drop-down list is populated based on the role selected.
- Step 8:** Click the **Recommended For Approval** radio-button.
- Step 9:** Add comments in the **Comments** box.
- Step 10:** Click the **Approve** button.

**NOTE:** Two more buttons are seen, Reject and Reject and Close. These are used for the relevant action in case the claim does not get approval and is not to be forwarded.

The **Review History** section shows the resultant action. Refer to **Figure 135**.

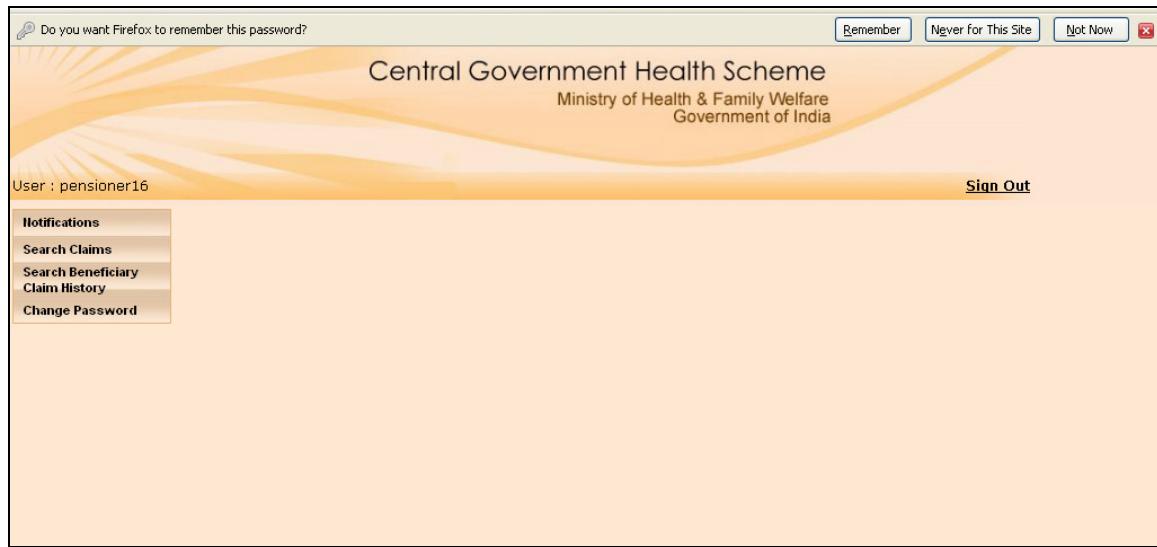
Review Date	Role	User	Comments	Action
14-11-2008	CMO	dfvfdv dfvv		Initiated
14-11-2008	CMO	dfvfdv dfvv	dcsdco	Approved
14-11-2008	PAO Officer	Any User		Assigned

**Figure 135: Review History**

**NOTE:** The CMO can either forward the claim to the next level (Director, CGHS – HQ, only if required) or else directly to the PAO for closure and subsequent payment.

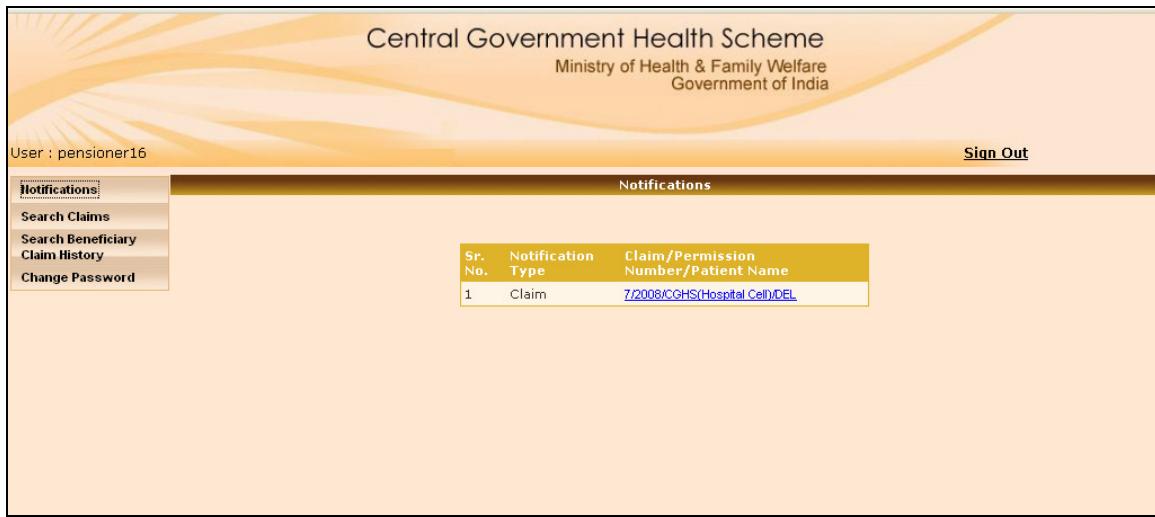
## E. PAO Officer

**Step 1:** Log into the application with the login of the PAO Officer. The Home page displayed is as shown in **Figure 136**.



**Figure 136: Home Page**

**Step 2:** Click the **Notifications** link. The list of claims forwarded from the previous level is displayed. Refer to **Figure 137**.



**Figure 137: Notification**

**Step 3:** Click the relevant hyperlinked Claim number. The form for further processing and closure is displayed. Refer to **Figure 138**.

**Central Government Health Scheme**  
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Government of India

User : pensioner16 [Sign Out](#)

[Print](#)

<a href="#">Notifications</a>	Claim No. : 7/2008/CGHS(Hospital Cell)/DEL		
<a href="#">Search Claims</a>	Total Claimed Amount : 98248.00	Total Admissible Amount : 27050.00	<a href="#">Click for details</a>
<a href="#">Search Beneficiary</a>			
<a href="#">Claim History</a>			
<a href="#">Change Password</a>			

**Review History :**

Review Date	Role	User	Comments	Action
14-11-2008	CMO	dfvfdv dfvv		Initiated
14-11-2008	CMO	dfvfdv dfvv	dcsdco	Approved
14-11-2008	PAO Officer	Any User		Assigned

[Bill Payment Detail](#)

Sent to	Department	Role	User
	—Select Department—		

Recommended For Approval     Regret     Need More Documents

**Comments**

[Approve and Close](#)   [Reject](#)   [Reject and Close](#)

**Figure 138: Processing and Closure Form**

**Step 4:** Click the **Bill Payment Detail** link to display the **Bill Payment Details** form. Refer to **Figure 139**.

**Bill Payment Details**

**Bill Paid**

Name of Diagnostic Centre	wef
Claim No.	7/2008/CGHS(Hospita
Claimed Amount	98248.0
Admissible Amount	27050
Bill No.	
Amount Paid	5656
Cheque No.	0
ECS No.	0
Remarks	

**Save** **Cancel**

**Figure 139: Bill Payment Detail**

**Step 5:** Enter the necessary details like, **Admissible Amount**, **Bill No**, **Amount Paid**, and **Cheque No**.

**Step 6:** Click the **Save** button. The original form is displayed.

Tip: As the claim is to be closed at this level, the **Department**, **Role** and **User** drop-down lists are not selected.

**Step 7:** Click the **Recommended For Approval** radio-button.

**Step 8:** Add comments in the **Comments** box.

**Step 9:** Click the **Approve and Close** button.

The **Review History** section shows the resultant action. Refer to **Figure 140**.

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<a href="#">Notifications</a> <a href="#">Search Claims</a> <a href="#">Search Beneficiary</a> <a href="#">Claim History</a> <a href="#">Change Password</a>	<p style="text-align: right;"><a href="#">Print</a></p> <p><b>Claim No. : 7/2008/CGHS(Hospital Cell)/DEL</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 45%;">Total Claimed Amount</td> <td style="width: 5%;">:</td> <td>98248.00</td> <td style="width: 45%;">Total Admissible Amount</td> <td style="width: 5%;">:</td> <td>27050.00</td> </tr> </table> <p style="text-align: right;"><a href="#">Click for details</a></p> <p><b>Review History :</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Review Date</th> <th>Role</th> <th>User</th> <th>Comments</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>14-11-2008</td> <td>CMO</td> <td>dfvfdv dfvv</td> <td></td> <td>Initiated</td> </tr> <tr> <td>14-11-2008</td> <td>CMO</td> <td>dfvfdv dfvv</td> <td>dcsdcc</td> <td>Approved</td> </tr> <tr> <td>14-11-2008</td> <td>PAO Officer</td> <td>Any User</td> <td></td> <td>Assigned</td> </tr> <tr> <td>14-11-2008</td> <td>PAO Officer</td> <td>refg ergrg</td> <td></td> <td>Approved and Closed</td> </tr> </tbody> </table> <p><a href="#">Bill Payment Detail</a></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Sent to</td> <td style="width: 65%;"><b>Department</b> —Select Department—</td> <td style="width: 10%; text-align: center;">Role</td> <td style="width: 10%; text-align: center;">User</td> </tr> </table> <p style="text-align: center;"><input type="radio"/> Recommended For Approval    <input type="radio"/> Regret    <input type="radio"/> Need More Documents</p> <p><b>Comments</b></p>	Total Claimed Amount	:	98248.00	Total Admissible Amount	:	27050.00	Review Date	Role	User	Comments	Action	14-11-2008	CMO	dfvfdv dfvv		Initiated	14-11-2008	CMO	dfvfdv dfvv	dcsdcc	Approved	14-11-2008	PAO Officer	Any User		Assigned	14-11-2008	PAO Officer	refg ergrg		Approved and Closed	Sent to	<b>Department</b> —Select Department—	Role	User
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14-11-2008	PAO Officer	refg ergrg		Approved and Closed																																
Sent to	<b>Department</b> —Select Department—	Role	User																																	

**Figure 140: review History**

- ☛ If the user wants to check the status of the claim closed, it can be searched using the Search Claims link on the home page. The Claim Paid status is seen against the claim number. Refer to Figure 141.

**Central Government Health Scheme**  
Ministry of Health & Family Welfare  
Government of India

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<a href="#">Notifications</a> <a href="#">Search Claims</a> <a href="#">Search Beneficiary</a> <a href="#">Claim History</a> <a href="#">Change Password</a>	<div style="background-color: #e0e0e0; padding: 5px; border-bottom: 1px solid black;"> <span style="float: right;"><b>Claims Search</b></span> </div> <div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <p style="margin: 0;">Claim No. <input type="text"/> Claim Status <input type="button" value="—Select Status—"/></p> <p style="margin: 0;">Date From <input type="text"/> <input type="button" value=""/></p> <p style="margin: 0;">Date To <input type="text"/> <input type="button" value=""/></p> <p style="text-align: center; margin-top: 5px;"> <input type="button" value="Search"/> <input type="button" value="Reset"/> </p> </div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <thead> <tr> <th style="text-align: left; padding: 5px;">Claim No.</th> <th style="text-align: left; padding: 5px;">Beneficiary Id</th> <th style="text-align: left; padding: 5px;">Beneficiary Name</th> <th style="text-align: left; padding: 5px;">Claim Date</th> <th style="text-align: left; padding: 5px;">Status</th> <th style="text-align: left; padding: 5px;">Claim Type</th> <th style="text-align: left; padding: 5px;">Claimed Amount</th> <th style="text-align: left; padding: 5px;">Admissible Amou</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">1/2008/DEL/NZ</td> <td style="padding: 5px;">11498000</td> <td style="padding: 5px;">NAVEEN</td> <td style="padding: 5px;">13-11-2008</td> <td style="padding: 5px;">Sent to CMO</td> <td style="padding: 5px;">Pensioner</td> <td style="padding: 5px;">0.00</td> <td style="padding: 5px;">0.00</td> </tr> <tr> <td style="padding: 5px;">2/2008/DEL/NZ</td> <td style="padding: 5px;">13181000</td> <td style="padding: 5px;">SATISH GUPTA</td> <td style="padding: 5px;">13-11-2008</td> <td style="padding: 5px;">In Progress</td> <td style="padding: 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**Figure 141: Claim Paid**

## **6.2 Summary:**

The complete processing of claim generated by a Diagnostic Center approved by CGHS is completed. The hierarchy is limited to few role players in case of a Diagnostic Center. Some links on the home page are similar for login of most of the role players. These include:

Notifications: To view notifications forwarded from previous levels.

Search Claims: For searching claims based on some criteria.

Change Password: Change password of the user logged in.

