

User Manual for Approvers in Transaction Management System

**AYUSHMAN BHARAT – PRADHAN MANTRI JAN AROGYA YOJANA
(AB PM-JAY)**

VERSION 2.0

17-DEC-2018

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ABBREVIATION:

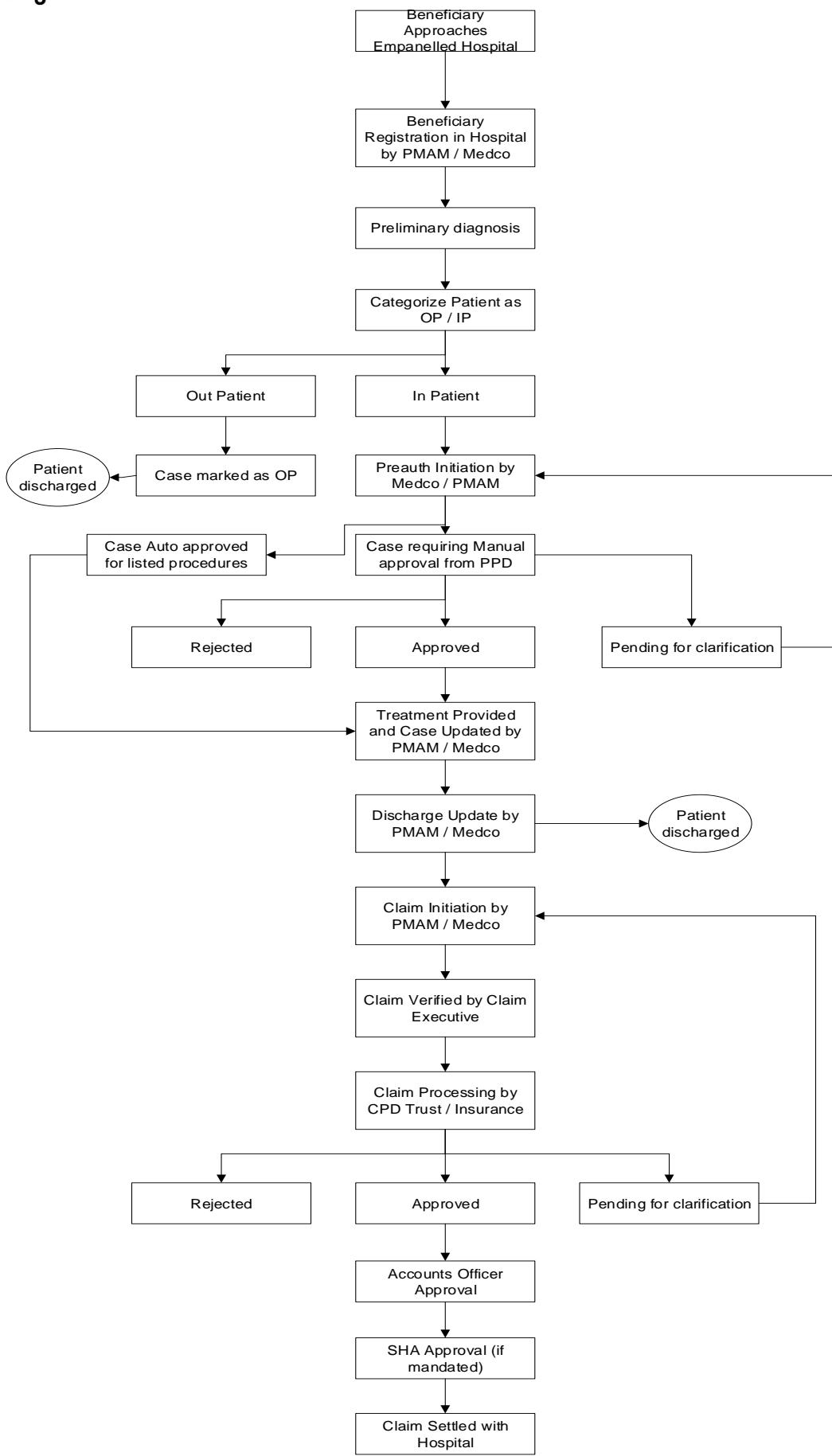
TERMS	DEFINITION
PMAM/ AM	Pradhan Mantri Arogya Mitra / Arogya Mitra
MEDCO	Medical Coordinator
PEX	Pre-Authorization Executive
PPD	Pre-Authorization Panel Doctor
CEX	Claim Executive
CPD	Claim Panel Doctor
AO	Account Officer
SHA	State Health Agency

Changes made in the TMS

1. The system will allow the users(except MEDCO/MITHRA) to reassign the task to either a different user within same role or a different role altogether for seeking the feedback/comment(s).This new feature will be available as “assign” in the action drop menu.
2. The system will allow CPD to make partial payment of claimed amount.
3. The system will have the separate queue for Day care procedures in PPD log-in for pre-authorization approval.
4. The system will allow the SHA-Trust to revoke cases where preauthorization or claim request has been previously rejected or approved.
5. The system will allow the users to zoom in, zoom out and rotate all the attachments.
6. The system will allow users to enter page numbers manually in the worklist and go to it directly.
7. The system will allow the PPD to reject the entire pre-authorization during first enhancement (for a Medical Case) using the case reject option in the action drop down menu.
8. Auto approval after six hours has been removed for the cases with unspecified surgical procedures.
9. PPD-multi and CPD-Multi login concept has been removed.

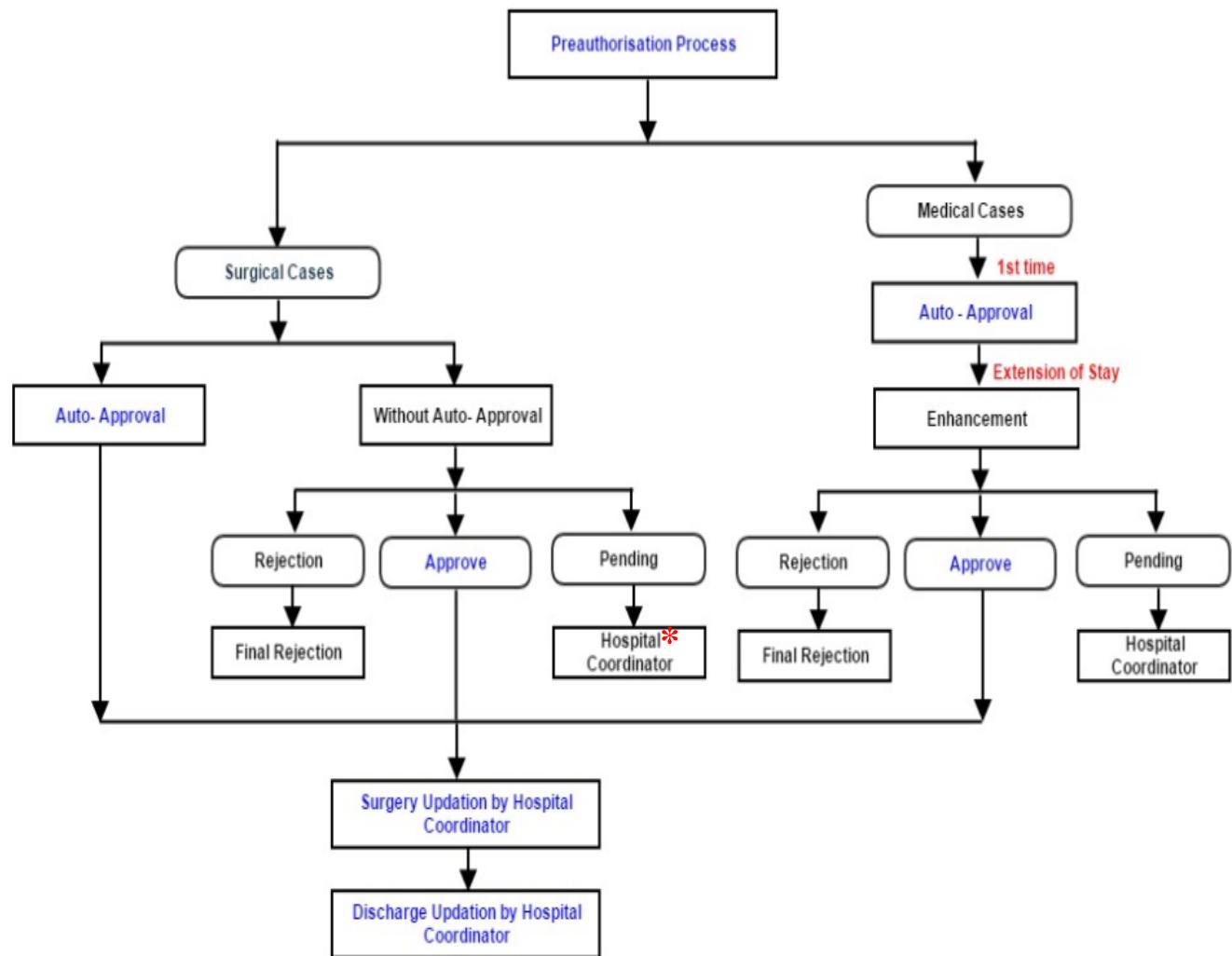
TMS Workflow

TMS Workflow explains all roles and responsibility involved in this process as mentioned below.



Preauthorization Workflow

Preauthorization Workflow explains all roles and responsibility involved in this process as mentioned below.



* Hospital Co-Ordinator: It could be MEDCO and /or PMAM.

Menus and Sub Menus

Below are the Menus and Sub Menus involved in TMS Application.

s.no	Menus	Sub-Menus
1	Patient	Register Patient
		Register Patient View
		Telephonic Registered patients
		Out patient Registered cases
2	Case Search	NA
3	Pre-Auth	Pre auth Initiation
		Pre auth Updation
		Cases for Surgery Update
		Cases for discharge Update
		Cancel Pre auth
4	Claims	Claims Initiation
		Claims Updation

Case Status

Below are the Case status for all cases involved in TMS Application.

s.no	Case	Case status		
		Current	Previous	Next
1	Out patient	OP case Registered	NA	NA
2	In patient	IP case registered	NA	MEDCO Pre auth initiated
3	Pre auth initiation	MEDCO Pre auth initiated	IP case registered	PPD Approve/PPD rejected/PPD pending
4	Pre auth Updation	PPD Insurer/Trust /Multi Approve	MEDCO Pre auth initiated	Surgery date updated by MEDCO
5	Pre auth Updation	PPD Insurer/Trust /Multi Pending	MEDCO Pre auth initiated	MEDCO Pending Updated
6	MEDCO Updation	MEDCO Pending Updated	PPD Insurer/Trust /Multi Pending	PPD Insurer/Trust /Multi Pending Approved
7	Pre auth Updation	PPD Insurer/Trust /Multi Pending Approved	MEDCO Pending Updated	Surgery date updated by MEDCO
8	Pre auth Updation	PPD Insurer/Trust /Multi Reject	MEDCO Pre auth initiated	NA
9	NA	Procedure Auto Approved	MEDCO Pre auth initiated	Surgery date updated by MEDCO
10	Cancel	Pre auth Cancelled	NA	NA
11	Cases for Surgery updation	Surgery date updated by MEDCO	PPD Approve	Discharge date updated by MEDCO
12	Cases for Discharge updation	Discharge Date updated by MEDCO	Surgery date updated by MEDCO	Claim initiated by MEDCO
13	Claim initiation	Claim initiated By MEDCO	Discharge Date updated by MEDCO	Claim forwarded By CEX
14	Claim Updation	Claim forwarded By CEX	Claim Initiated by MEDCO	Claim approved by Claim Panel doctor
15	Claim Updation	Claim Insurer/Trust /Multi approved by Claim Panel doctor	Claim forwarded By CEX	NA
16	Claim Updation	Claim kept Pending by CPD	Claim forwarded By CEX	Claim Pending Updated by MEDCO to CPD
17	MEDCO Updation	Claim Pending Updated by MEDCO to CPD	Claim kept Pending by CPD	Claim Pending Approved by CPD
18	Claim Updation	Claim Pending Approved by CPD	Claim Pending Updated by MEDCO to CPD	NA
19	Claim Updation	CPD Insurer/Trust /Multi Reject	Claim forwarded By CEX	Claim forwarded to Accounts Officer
20	Claim Updation	Claim forwarded to Accounts officer	CPD Insurer/Trust/Multi Reject	Claim forwarded to SHA
21	Claim Updation	Claim forwarded to SHA	Claim forwarded to Accounts Officer	NA

Pre-Authorization

Pre-Authorization process has to be approve by Pre-Auth Panel Doctor for In-patient registered patients. Before performing surgery, Network Hospital has to get approval from higher authorities whether the surgery is required or not. This process is known as Pre-Authorization.

1. Preauthorization Process Initiated by MEDCO.
2. Preauthorization Verification by Arogya Mitra.
3. Preauthorization Approval by Panel Doctor.

Preauthorization Process Initiated by MEDCO:

MEDCO (Network Hospital doctor) has to initiate the Preauthorization process by submitting all mandatory information like illness details, surgery details and total cost estimation etc. After this action, the case status will be changed to Preauthorization MEDCO Initiated.

Preauthorization Verification by Arogya Mitra*:

Arogya Mitra will verify the details which was submitted by MEDCO and forward the Preauthorization. Claim number for this case will be generated. After this action, the case status will be changed to 'Preauthorization Forwarded by Arogya Mitra'.

Note*: For some states (on request), if they are having Arogya Mitra, then it will go to Arogya Mitra pool. For the other states, after pre-auth initiation, request will go to Panel doctor directly.

Preauthorization Approval by Panel Doctor:

The Preauthorization will be processed by Panel Doctor. He will retrieve the Cases waiting for Approval based on FIFO Order. Panel Doctor will 'Approve'/'Reject'/'Pending' after checking past history and verifying the case he want to 'Approve'/'Reject'/'Pending' for Preauthorization by providing fields in Checklist.

Preauthorization Sub-Menus

Praauth Updation

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Assigned Cases

Pendency

Praauth

Praauth Updation 21

Day-Wise Worklist 5

Cases Search

Praauth Cases For Approval

Case Number	Card Number	Patient Name	Category
Procedure Name ---Select---	Registered From Date	Registered To Date	---Select---

1 Displaying Records: 1-21 Total no of Records: 21

S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date
1	CASE/HSP22P00544/P655	TRUST/BIL/2018/636559/1	BANDI	P02DUPFGU	Medco Praauth Initiated(Insurance)	aaarogya hospital	16/10/2018
2	CASE/HSP22P00544/M639	TRUST/RAI/2018/387600/1	SANTOSH SAHU	P50C524D0	Enhancement Initiated (Insurer)	aaarogya hospital	29/10/2018
3	CASE/HSP22P00544/S821	TRUST/RAI/2018/386764/1	GOND RAM SONI	PDTXGN0IB	Enhancement Initiated (Insurer)	UPADHAYA HOSPITAL	19/11/2018
4	CASE/HSP22P00544/P655	TRUST/JAN/2018/379827/1	Sushila Sonwani	PLM30KJF	Medco Praauth Initiated(Insurance)	BALCO MEDICAL CENTRE	30/10/2018
5	CASE/HSP22P00544/S886	TRUST/KAN/2018/381845/1	NARAYAN SINGH SHORI	PBHRU7FGY	PPD-Insurer Pending updated by Medco(Insurance)	BALCO MEDICAL CENTRE	26/11/2018
6	CASE/HSP22P00544/S887	TRUST/SUR/2018/648849/1	kunti	P0VZLFL3U	Enhancement Initiated (Insurer)	aaarogya hospital	29/11/2018
7	CASE/HSP22P00544/S888	TRUST/SUR/2018/648850/1	kunti	P0VZLFL3U	Medco Praauth Initiated(Insurance)	aaarogya hospital	29/11/2018
8	CASE/HSP22P00544/S889	TRUST/SUR/2018/648851/1	kunti	P0VZLFL3U	Enhancement Initiated (Insurer)	aaarogya hospital	29/11/2018
9	CASE/HSP22P00544/S890	TRUST/SUR/2018/648865/1	kunti	P0VZLFL3U	Enhancement Initiated (Insurer)	aaarogya hospital	07/12/2018
10	CASE/HSP22P00544/S893	TRUST/BAL/2018/644927/1	Deyamati	P3X060PZ9	Medco Praauth Initiated(Insurance)	matra smriti hospital	11/12/2018

Day Wise Worklist

System shall allow user to view cases of day care separately in this worklist.

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Assigned Cases

Pendency

Praauth

Praauth Updation 3

Day-Wise Worklist 5

Cases Search

Praauth Cases For Approval

Case Number	Card Number	Patient Name	Category
Procedure Name ---Select---	Registered From Date	Registered To Date	---Select---

1 Displaying Records: 1-5 Total no of Records: 5

S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date
1	CASE/HSP22P00544/S825	TRUST/DHA/2018/377867/1	Kerti Yadav	PH5HF393X	Medco Praauth Initiated(Insurance)	District hospital	19/11/2018
2	CASE/HSP22P00544/M557	TRUST/RAI/2018/388925/1	Surjo	PMFTQVAMZ	PPD-Insurer Pending updated by Medco(Insurance)	aaarogya hospital	11/12/2018
3	CASE/HSP22P00544/S949	TRUST/RAI/2018/386929/1	Phul Bai Mahant	PKRV35ZKA	Medco Praauth Initiated(Insurance)	JAGRUTI MULTISPECIALITY HOSPITAL	05/12/2018
4	CASE/HSP22P00544/S981	TRUST/MAH/2018/383948/1	LALKUMAR	P4M24DZRK	Medco Praauth Initiated(Insurance)	CHC Navagarh	07/12/2018
5	CASE/HSP22P00544/P1051	TRUST/BAU/2018/6461012/1	Shandi Bai	PGDJE9BAW	Medco Praauth Initiated(Insurance)	BALCO MEDICAL CENTRE	17/12/2018

Preaduthorization Action Types

Preaduthorization Forward (Trust/Insurer)

The system shall allow to forward cases pre authorization workflow from trust to Insurance and Vice-versa.

Forward to Trust: (*similar flow for insurance to trust also*)

The screenshot shows the PM-JAY TMS Approval User Manual interface. On the left, there's a sidebar with navigation links: Assigned Cases, Pendency, Preaduth, Preaduth Updation (23), Day-Wise Worklist (5), and Cases Search. The main content area has a yellow header bar with the title "Pradhan Mantri Jan Arogya Yojana" and "AYUSHMAN BHARAT". Below the header, there are two sections: "Enhancement" and "Work Flow".

Enhancement: This section contains a table with columns: Admission Unit, No Of Days, Enhacement amount, Remarks, Enhancement Rejected, and Attachments. One row is shown: HDU, 1, 2700, d, N, and attachments "Patient Photo, Pauth Enhancement,".

Work Flow: This section contains a table with columns: S.No, Date and Time, Role Name, Remarks, Action, and Amount(Rs.). Three rows are listed:

- 1. 14/12/2018 15:58:05, BALCO MEDICAL CENTRE MITHRA(MITHRA), NA, Patient Registered, NA
- 2. 14/12/2018 18:36:44, BALCO MEDICAL CENTRE MEDCO(MEDCO), Procedure Auto Approved, Procedure auto approved insurance(Insurance), 2700
- 3. 14/12/2018 18:38:09, BALCO MEDICAL CENTRE MEDCO(MEDCO), d, Enhancement Initiated (Insurer), 5400

Below the "Work Flow" table, there's a dropdown menu set to "Forward to Trust". A "Submit" button is present. A note at the bottom states: "Note: Wallet balance including current package. Insurance Consumed Amount: Rs.46,050. Trust Consumed Amount: Rs.0. Unspecified Consumed Amount: Rs.0".

Upon clicking “Submit” button, the following message is shown in case of enhancement. Otherwise it will be shown as “PPD forwarded to trust”

The screenshot shows the PM-JAY TMS Approval User Manual interface. The main content area has a yellow header bar with the title "Pradhan Mantri Jan Arogya Yojana" and "AYUSHMAN BHARAT". Below the header, there are three sections: "Patient Details", "Treatment Protocol", and "Treatment Protocol".

Patient Details: Shows patient information: Name (Pramila Baghel), Card No. (P82LQG9P), Registration No. (1208), Case No. (CASE/HOSP22P00544/P1041), Case Status (Enhancement Initiated (Insurer)), Gender (NA), Age (8715044253), and Hospital Address (RAIPUR , CHHATTISGARH). It also shows a photo of the patient.

Treatment Protocol: Shows treatment details: Category Name (General Medicine(67553)), Procedure Name (Pneumothroax(M100006)), Units (1), Special Investigations (clinical notes), Remarks (-NA-), Treating Doctor Name (sad), and Procedure Amount (0).

Confirmation Message: A modal dialog box is open with the question "Do you want to Forward the Enhancement to Trust ?" with "OK" and "Cancel" buttons.

System shall ask for confirmation as shown below

Patient Details

Name:	Pramila Baghel	Card No:	P812LQG9P	Registration No:	1208	Case No:	CASE/HOSP22P00544/P1041
Case Status:	Enhancement Initiated (Insurer)	IP No:	NA	IP Registered Date:	14/12/2018	Actual Registration Date:	14/12/2018 15:58:05
Contact No:	8719046253	Age :	22 years 0 months 0 days	Patient Address:	JANJIR-CHAMPA , CHHATTISGARH	Hospital Name:	BALCO MEDICAL CENTRE
Hospital Adress:	RAIPUR , CHHATTISGARH	Family ID:	22P54020421301912				

Actions: Past History, Preauthorization, Treatment/Discharge, Attachments, Case Sheet, Flag

NWH Details

Enhancement Case has been Forwarded successfully to Trust

Treatment Protocol

Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
General Medicine(67553)	Pneumothroax(M100006)	1	clinical notes	-NA-	sad	0

System will show a confirmation message as shown below

Patient Details

Name:	Pramila Baghel	Card No:	P812LQG9P	Registration No:	1208	Case No:	CASE/HOSP22P00544/P1041
Case Status:	Enhancement Initiated (Insurer)	IP No:	NA	IP Registered Date:	14/12/2018	Actual Registration Date:	14/12/2018 15:58:05
Contact No:	8719046253	Age :	22 years 0 months 0 days	Patient Address:	JANJIR-CHAMPA , CHHATTISGARH	Hospital Name:	BALCO MEDICAL CENTRE
Hospital Adress:	RAIPUR , CHHATTISGARH	Family ID:	22P54020421301912				

Actions: Past History, Preauthorization, Treatment/Discharge, Attachments, Case Sheet, Flag

NWH Details

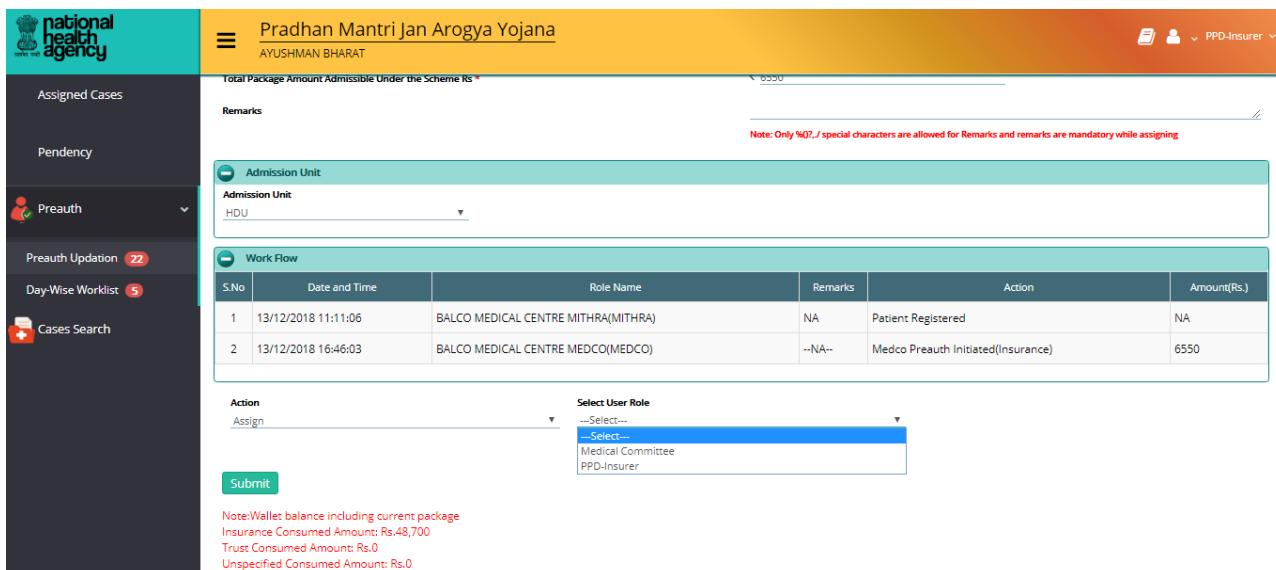
Enhancement Case has been Forwarded successfully to Trust

Treatment Protocol

Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
General Medicine(67553)	Pneumothroax(M100006)	1	clinical notes	-NA-	sad	0

Pre auth Assign Functionality

The system will allow the users (except Medco/Mithra) to reassign the task to either a different user within same role or different role altogether for seeking their feedback/Comment(s). Upon selecting re-assign, another drop down (select unit-role) where the user will be able to select the next user to whom the case is to be assigned



S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
1	13/12/2018 11:11:06	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
2	13/12/2018 16:46:03	BALCO MEDICAL CENTRE MEDCO(MEDCO)	--NA--	Medco Preatuh Initiated(Insurance)	6550

In case of medical Committee is selected from select user role:



S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
1	13/12/2018 11:11:06	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
2	13/12/2018 16:46:03	BALCO MEDICAL CENTRE MEDCO(MEDCO)	--NA--	Medco Preatuh Initiated(Insurance)	6550

PPD can select appropriate Medical Committee user shown in the “select user to assign” drop -down

The screenshot shows the 'Pradhan Mantri Jan Arogya Yojana' application interface. In the top right corner, there is a dropdown menu labeled 'PPD-Insurer'. Below the header, there is a section titled 'Work Flow' which includes a table with two rows of data. At the bottom of the page, there is a 'Select User to Assign' dropdown menu with several names listed.

In case PPD (insurer/Trust) is selected from select user role:
 PPD can select appropriate user shown in the “select user to assign” drop -down

The screenshot shows the 'Pradhan Mantri Jan Arogya Yojana' application interface. In the top right corner, there is a dropdown menu labeled 'PPD-Insurer'. Below the header, there is a section titled 'Work Flow' which includes a table with two rows of data. At the bottom of the page, there is a 'Select User Role' dropdown menu with several names listed.

Upon submitting “Assign”, the system asks for confirmation as shown below:

The screenshot shows the 'Pradhan Mantri Jan Arogya Yojana' application interface. In the top right corner, there is a dropdown menu labeled 'PPD-Insurer'. Below the header, there is a 'Treatment Protocol' table. A confirmation dialog box is overlaid on the screen, asking 'Do you want to Assign?'. The dialog box has 'OK' and 'Cancel' buttons.

Upon successfully assigning the case, the following message is shown

The screenshot shows the Pradhan Mantri Jan Arogya Yojana (PM-JAY) interface. In the center, there's a modal window with the message: "Case has been Assigned to selected user". The background shows patient details and treatment protocols.

Preatuthorization Approved by PPD

Pre-Auth Panel Doctor should be able to Approve/Pending/Reject the Case verified by Mithra as shown in the screen shot.

The screenshot shows the Ayushman Bharat interface for a pre-authorization case. The top bar includes the logo and navigation links. The main content area displays patient details, NWH details, diagnosis and treatment, treatment protocol, comorbidity conditions, admission details, medical clearance, technical checklist, and a work flow table. A message at the bottom indicates a procedure was approved.

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Cases Search
Preathus
IPD

Patient Details Case No: CASE/CON-RRY/NHPST3341

Name:	Aadhaar No:	Relation with Family Head:	Card No:
Mr.	78678686767	Self	NHPS2364/01
Case No:	Case Status:	IP No:	IP Registered Date:
ASE CON-RRY/NHPST3341	Preathu Mithra Forwarded		2018-07-20 16:35:11.0
Hospital Name:	Contact No:	Slab Type:	Address:
CONTINENTAL HOSPITALS	8678678686	Semi Private Ward	54 sai nagar, Amberpet, AMBERPET, HYDERABAD

action buttons will be enabled in :
10 : 01 minutes **seconds**

[IP Registration Details](#) [Past History](#) [Clinical Notes](#) **Preauthorization** [Attachments](#) [Case Sheet](#)

(i) NWH Details

Name	Address
CONTINENTAL HOSPITALS	PLOT NO. 3, ROAD NO 2, NANAKRAMAGUDA, GACHIBOWLI, SERILINGAMPALLY, HYDERABAD , 9948991143

(i) Diagnosis and Treatment

Diagnosis Type	Main Category Name	Category Name
Factors influencing health status and contact with health services	Factors influencing health status and contact with health services	Body mass index (BMI) Kilograms per meters squared
Sub Category Name	Disease Name	Disease Anatomical Name
Body mass index (BMI) 40 or greater, adult	Body mass index (BMI) 70 or greater, adult	Body mass index (BMI) 70 or greater, adult

(i) Treatment Protocol

Category Name	ICD Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
ENDOCRINOLOGY(592)	Disorders of other endocrine glands(405)	Hormonal therapy for Pituitary - Acromegaly(292)	-NA-	Clinical Photograph	-NA-	R. BHARATHI	₹ 12140

(i) Comorbid Conditions

No comorbid conditions found

(i) Admission Details

Admission Type *	Admission Date *	Procedure Consent *
<input checked="" type="radio"/> Planned <input type="radio"/> Emergency	20-07-2018	<input checked="" type="radio"/> Yes <input type="radio"/> No

(i) Medical or Cardiology Clearance *

Yes No

(i) Blood Transfusion *

Yes No

(i) Technical CheckList

1) Is diagnosis supported by sufficient evidence? *	<input type="radio"/> Yes <input checked="" type="radio"/> No
2) Is the Suggested line of Treatment Supported by Sufficient evidence? *	<input type="radio"/> Yes <input checked="" type="radio"/> No

Total Package Amount Admissible Under the Scheme Rs *

Remarks *

(i) Work Flow

S.No	Date and Time	Role Name	Remarks	Action	Amount
1	20/07/2018 16:35:11	MEDCOCON_RRY(MEDCO)	NA	IP Case Registered	19630
2	20/07/2018 17:29:45	MEDCOCON_RRY(MEDCO)	Na	Medco Preathu Initiated	19630
3	20/07/2018 18:08:16	MEDCOCON_RRY(MITHRA)	NA	Preathu Mithra Forwarded	19630

Action

Submit

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TMS Approval User Manual



Once the timer is completed case will be notified by panel doctor as shown in the screen shot.

The screenshot shows the Ayushman Bharat National Health Protection Mission dashboard. On the left, there's a sidebar with links like 'Cases Search', 'Preadm', 'Preadm Updation' (with a red notification badge), and 'Payments'. The main content area has a yellow header bar with the title 'AYUSHMAN BHARAT' and 'National Health Protection Mission'. Below this, a teal bar displays 'Patient Details Case No: CASE/CON-RRY/NHPST3341'. It contains fields for Name, Aadhaar No., Relation with Family Head, Card No., and other patient information. A message at the bottom says 'Action buttons will be enabled in: 10 : 00 minutes seconds'. Below this are tabs for 'IP Registration Details', 'Past History', 'Clinical Notes', 'Preadm', 'Attachments', and 'Case Sheet'. A modal window titled 'Timer completed' is centered over the page, with an 'OK' button. The background shows sections for 'NWH Details', 'Diagnosis and Treatment', and 'Treatment Protocol'.



TMS Approval User Manual



Approve the case by verifying below details as shown in the screen shot.

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Patient Details Case No: CASE/CON-RRY/NHPST3341
 PPD

Name:	Aadhaar No:	Relation with Family Head:	Card No:																								
Mr.	786786886767	Self	NHPS2364/01																								
use No:	Case Status:	IP No:	IP Registered Date:																								
CASE/CON-RRY/NHPST3341	Preatraum Mithra Forwarded		2018-07-20 16:35:11.0																								
Hospital Name:	Contact No:	Slab Type:	Address:																								
CONTINENTAL HOSPITALS	9678678686	Semi Private Ward	54 sai angar, Amberpet, AMBERPET, HYDERABAD																								
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3	20/07/2018 18:08:16	MEDCOCON_RRY(MITHRA)	NA	Preatraum Mithra Forwarded	19630																						
Action <input type="button" value="Approve"/>		<input type="button" value="Submit"/>																									

After approval, message will be generated as shown in the screen shot

≡ **AYUSHMAN BHARAT**
 National Health Protection Mission

Patient Details Case No: CASE/CON-RRY/NHPST3341

Name:	Aadhaar No:	Relation with Family Head:	Card No:
Mr.	786786886767	Self	NHPS2364/01
Case No:	Case Status:	IP No:	IP Registered Date:
ASE/CON-RRY/NHPST3341	Praauth Mithra Forwarded		2018-07-20 16:35:11.0
Hospital Name:	Contact No:	Slab Type:	Address:
CONTINENTAL HOSPITALS	8678678686	Semi Private Ward	54 sai angar, Amberpet, AMBERPET, HYDERABAD

Action buttons will be enabled in :
10 : 00 minutes **seconds**

[IP Registration Details](#) [Past History](#) [Clinical Notes](#) **Preauthorization** [Attachments](#) [Case Sheet](#)

NWH Details

Name	Prauthorisation case has been Approved	
CONTINENTAL HOSPITALS	<input type="button" value="OK"/>	

Diagnosis and Treatment

Diagnosis Type	Main Category Name	Category Name
Factors influencing health status and contact with health services	Factors influencing health status and contact with health services	Body mass index [BMI] Kilograms per meters squared
Sub Category Name	Disease Name	Disease Anatomical Name
Body mass index (BMI) 40 or greater, adult	Body mass index (BMI) 70 or greater, adult	Body mass index (BMI) 70 or greater, adult

Treatment Protocol

Category Name	ICD Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
ENDOCRINOLOGY(592)	Disorders of other endocrine glands(405)	Hormonal therapy for Pituitary - Acromegaly(292)	-NA-	Clinical Photograph	-NA-	R. BHARATHI	₹ 12140



TMS Approval User Manual



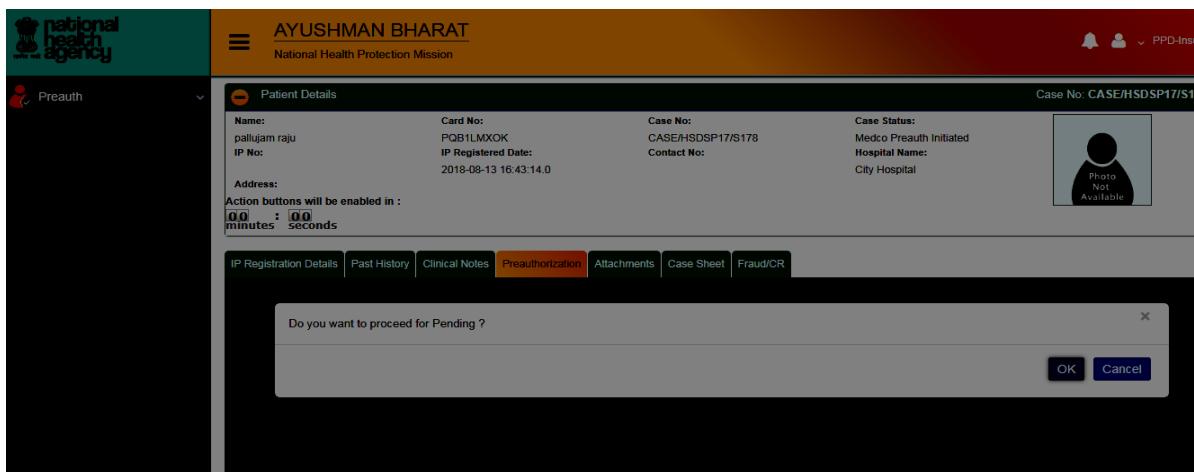
Query raised by PPD

If Action is Raise query as shown in the screen shot, Medco has to update the case and Mithra will forward the case and then PPD will approve.

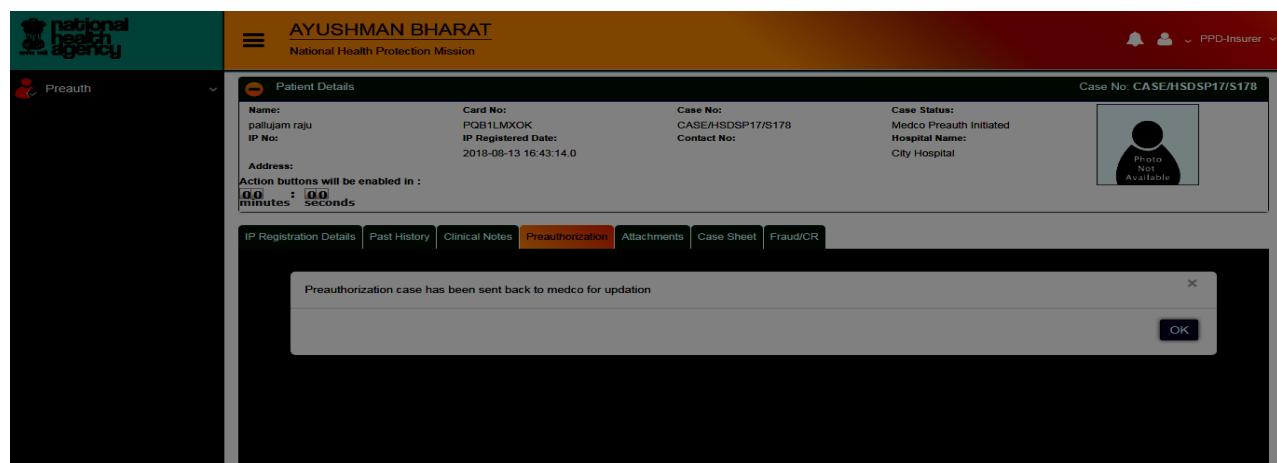
After submitting the action type as “query raise”, system will asks for confirmation as shown:

After clicking “Ok”, the following message is shown

Click on OK button for pending if any additional information is needed as shown in the screen shot.



After Clicking OK, message will be generated as shown in the screen shot.



Preatuthorization Rejecting by PPD

In surgical cases, there is only one type of reject. It will be final rejection.

Assigned Cases	S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
Pending	1	30/10/2018 11:23:09	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
Preath	2	27/11/2018 14:31:35	BALCO MEDICAL CENTRE MEDCO(MEDCO)	--NA--	Medco Preath Initiated(Insurance)	7000
Cases Search	3	27/11/2018 16:07:15	Chhattisgarh PPD-INS(PPD-INSURER)	--NA--	PPD Reject	7000
	4	06/12/2018 23:13:50	SHAInsurer Insurer(SHA)	sdsd	Medco Preath Initiated(Insurance)	NA
	5	06/12/2018 23:31:20	Chhattisgarh PPD-INS(PPD-INSURER)	--NA--	PPD Reject	7000
	6	11/12/2018 16:36:14	SHA INSURER(SHA)	56sd	Medco Preath Initiated(Insurance)	NA

Action
Reject

Submit

Note: Wallet balance including current package
Insurance Consumed Amount: Rs.13,750
Trust Consumed Amount: Rs.0
Unspecified Consumed Amount: Rs.50,000

System will ask for confirmation as shown below:

≡ Pradhan Mantri Jan Arogya Yojana

Assigned Cases
Case No: CASE/HOSP22P00544/P655

Name: Sushila Sonwani	Card No: PLMP30KJF	Registration No: 777	Case No: CASE/HOSP22P00544/P655
Case Status: Medco Preauth Initiated(Insurance)	IP No:	IP Registered Date: 30/10/2018	Actual Registration Date: 30/10/2018 11:23:09
Contact No: 9817575419	Age: NA	Patient Adress: JANJIGIR-CHAMPA, CHHATTISGARH	Hospital Name: BALCO MEDICAL CENTRE
Hospital Address: RAIPUR, CHHATTISGARH	Family ID: 22P54020106600513		

Past History
Preauthorization
Attachments
Case Sheet
Flag

NWH Details
Do you want to Reject?
OK Cancel

Diagnosis
Primary Diagnosis: Acoustic neuritis in infectious and parasitic diseases classified elsewhere

Treatment Protocol

Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount



TMS Approval User Manual



Click on OK button for rejecting the case as shown in the screen shot.

The screenshot shows the Ayushman Bharat National Health Protection Mission interface. On the left, there's a sidebar with the 'national health agency' logo and a user profile labeled 'Preaduth'. The main header says 'AYUSHMAN BHARAT National Health Protection Mission'. Below the header, a 'Patient Details' section is displayed for a patient named Amrendra. The card number is PVHAFN4CV, and the IP registered date is 2018-08-13 16:36:16.0. The case number is CASE/HSDSP17/S171, and the contact number is missing. The case status is 'Medco Preaduth Initiated' at 'City Hospital'. There is a placeholder photo with the text 'Photo Not Available'. Below the details, a message says 'Action buttons will be enabled in : 00 minutes : 00 seconds'. At the bottom, tabs for 'IP Registration Details', 'Past History', 'Clinical Notes', 'Preauthorization' (which is highlighted in orange), 'Attachments', 'Case Sheet', and 'Fraud/CR' are visible. A modal dialog box in the center asks 'Do you want to Reject?' with 'OK' and 'Cancel' buttons.

After Clicking OK, message will be generated as shown in the screen shot.

This screenshot shows the same interface after the rejection process. The 'Preauthorization' tab is still selected. A modal dialog box in the center displays the message 'Preauthorisation case has been Rejected' with an 'OK' button. The rest of the page remains identical to the previous screenshot, showing the patient details and other navigation options.

In **Medical cases**, there are two type of reject functionalities.

- Case Reject:** This feature will allow PPD to reject the enhancement of the case.
- Reject:** This is similar to reject option in surgical cases, which allows the final rejection of the case.

In case the enhancement to be rejected, the following flow occurs



The screenshot shows the PM-JAY TMS Approval User Manual interface. The left sidebar has icons for Assigned Cases, Pendency, Preauth (with 20 updates), Day-Wise Worklist (with 5 items), and Cases Search. The main area shows the following details:

- Pradhan Mantri Jan Arogya Yojana** (AYUSHMAN BHARAT)
- Admission Unit:** HDU
- Enhancement:**

Admission Unit	No Of Days	Enhacement amount	Remarks	Enhancement Rejected	Attachments
HDU	1	2700	sa	N	Patient Photo, Preauth Enhancement,
- Work Flow:**

S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
1	14/12/2018 15:56:08	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
2	14/12/2018 17:19:47	BALCO MEDICAL CENTRE MEDCO(MEDCO)	--NA--	Medco Preauth Initiated(Insurance)	9300
3	14/12/2018 17:22:13	Chhattisgarh PPD-INS(PPD-INSURER)	--NA--	PPD Approved(Insurance)	9300
4	14/12/2018 17:24:45	BALCO MEDICAL CENTRE MEDCO(MEDCO)	sa	Enhancement Initiated (Insurer)	12000
- Action:** A dropdown menu showing "Reject".
- Submit:** A green button at the bottom.

System will throw a message before rejecting enhancement as shown below:



The screenshot shows the TMS Approval User Manual interface for the Pradhan Mantri Jan Arogya Yojana (AYUSHMAN BHARAT). The main header includes the National Health Agency logo and the PM-JAY logo.

The left sidebar contains navigation links: Assigned Cases, Pendency, Preauth (selected), Preauth Updation (20), Day-Wise Worklist (5), and Cases Search.

The main content area displays a patient record for Pramila Baghel. The patient details include:

Name:	Card No:	Registration No:	Case No:
Pramila Baghel	P8I2LQG9P	1205	CASE/HOSP22P00544/P1033
Case Status:	IP No:	IP Registered Date:	Actual Registration Date:
Enhancement Initiated (Insurer)	NA	14/12/2018	14/12/2018 15:56:08
Contact No:	Age :	Patient Address:	Hospital Name:
8719046253	22 years 0 months 0 days	JANJGIR-CHAMPA , CHHATTISGARH	BALCO MEDICAL CENTRE
Hospital Address:	Family ID:		
RAIPUR , CHHATTISGARH	22P54020421301912		

Below the patient details are several buttons: Past History, Preauthorization (highlighted in orange), Treatment/Discharge, Attachments, Case Sheet, and Flag.

A modal dialog box is displayed, asking "Do you want to Reject the Enhancement?". It includes "OK" and "Cancel" buttons.

The background shows a summary section for NWH Details, Diagnosis, and Treatment Protocol.

Upon clicking “Ok”, the following screen is shown:



The screenshot shows the Pradhan Mantri Jan Arogya Yojana (AYUSHMAN BHARAT) TMS Approval User Manual interface. The main header includes the National Health Agency logo, the system name, and the Ayushman Bharat logo. The top navigation bar has a user icon and "PPD-Insurer" dropdown. The left sidebar has sections for "Assigned Cases", "Pendency", "Preauth" (selected), "Preauth Updation" (20 notifications), "Day-Wise Worklist" (5 notifications), and "Cases Search". The main content area displays "Patient Details" for a case. The patient's name is Pramila Baghel, Card No: P8I2LQG9P, Registration No: 1205, Case No: CASE/HOSP22P00544/P1033. The patient's status is "Enhancement Initiated (Insurer)". The contact number is 8719046253, age is 22 years 0 months 0 days, hospital address is RAIPUR, CHHATTISGARH, and family ID is 22P54020421301912. To the right is a photo of the patient. Below the details are buttons for "Past History", "Preauthorization" (highlighted in orange), "Treatment/Discharge", "Attachments", "Case Sheet", and "Flag". A modal window titled "NWH Details" is open, showing the message "Enhancement has been Rejected Successfully" and an "OK" button.

Claims

MEDCO should be able to raise Claim after entering the date of discharge of the patient by submitting all the relevant documents. Claim Executive will verify and forward the claim. Panel Doctor has to scrutinize the documents submitted by the hospital and process the claim. Once the claim is processed, the claim amount will be directly credited into the hospital account.

1. Claim Initiated by MEDCO.
2. Claim Verification by Claim Executive.
3. Claim Approved by Claim Panel Doctor.
4. Claim Pending by Claim Panel Doctor.
5. Claim Rejected by Claim Panel Doctor.
6. Claim Forward by Accounts Officer.
7. Claim Approved by SHA/CEO

Claim Initiated by MEDCO:

MEDCO (Network Hospital Doctor) raise the claim by selecting the Discharge updated cases. He has to submit remarks and initiate the claim. After initiation, claim will come to Claim Executive.

Claim Verification by Claim Executive:

After initiation, claim will come to Claim Executive where he will verify check list and provide his remarks and update the claims. Once the claim is verified, he will forward to Panel Doctor.

Claim Processed by Panel Doctor:

After Verification, claim will come to Panel Doctor where he will verify check list and provide his remarks and update the claims. He can Approve, Pending and Reject the claims. He can keep pending option for one time only. Then hospital has to provide additional information. Once the claim is processed, the claim amount will be directly credited into the hospital account. For Rejected cases process will end.

Claim Forward by Accounts Officer:

Accounts Officer will receive the claim case after claim accepted by Panel Doctor. Accounts Officer will view the claim case and will forward the case to the SHA.

Claim Approval by SHA:

SHA will verify the claim case forwarded by Accounts Officer and will approve the claim and is the final approval.



Claim Verified by Claim Executive

CEX should be able to verify the claim process initiated by Medco in Claim Updation tab as shown in the screen shot.

The screenshot shows the Ayushman Bharat TMS Approval User Manual interface. The left sidebar has a teal header with the National Health Agency logo and navigation links: 'Cases Search', 'Claims' (with a dropdown), and 'Claim Updation' (with a red notification badge). The main content area has a yellow header with the 'AYUSHMAN BHARAT' logo and 'National Health Protection Mission'. Below it is a teal header for 'Claim Cases For Approval' with search filters: Case Number, Card Number, Patient Name, Category (dropdown), ICD Category Name (dropdown), Procedure Name (dropdown), Registered From Date, Registered To Date, and search/reset buttons. The results table shows one record:

S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date	Case Form	PRF Form
1	CASE/CON-RRY/NHPST3341	TRUST/HYD/2018/507134998/1	Sai	NHPS2364/01	Claim Initiated by MEDCO	CONTINENTAL HOSPITALS	20/07/2018 04:35:11 PM		



TMS Approval User Manual



Click on forward by verifying the Claim Details and giving Remarks in the Claim tab as shown in the screen shot.

AYUSHMAN BHARAT
Pradhan Mantri Jan Arogya Yojana

Patient Details: Name: DR. PREM KUMAR
Gender: Male
Age: 35
Address: 123, Main Street, New Delhi
Pincode: 110001
Phone: 9876543210
Email: prem_kumar@ayushmanbharta.gov.in

Claim Details

Claim Approved Status: Approved Date: 2023-07-10
Status: Approved
Remarks: Approved

Claim Rejected Status: Rejected Date: 2023-07-10
Status: Rejected
Remarks: Rejected

Claim Pending Status: Pending Date: 2023-07-10
Status: Pending
Remarks: Pending

Claim Technical Verification

Is Patient ID Present Both in Insurance Policy and Insurance Card? Yes
Is Doctor ID Present Both in Insurance Policy and Insurance Card? Yes
Is Hospital ID Both Present in Insurance Policy and Insurance Card? Yes
Is Treatment Plan Matching with Insurance Policy and Medical Plan? Yes

Claim Details

Admission Date: 2023-07-10
Discharge Date: 2023-07-10
Treatment Plan Date: 2023-07-10

Claim Details

Admission Date: 2023-07-10
Discharge Date: 2023-07-10
Treatment Plan Date: 2023-07-10

Claim Details

Admission Date: 2023-07-10
Discharge Date: 2023-07-10
Treatment Plan Date: 2023-07-10

Insurance Verification

Is Doctor ID Matching with Doctor Name in Insurance Policy? Yes
Is Doctor ID Matching with Doctor Name in Insurance Card? Yes
Is Hospital ID Matching with Hospital Name in Insurance Policy? Yes
Is Hospital ID Matching with Hospital Name in Insurance Card? Yes
Is Doctor and Patient Name are Previously Listed on the Register? Yes
Remarks: Approved

Work Plan

S.No	Date & Time	Poss	Remarks	Action	Assigned Person
1	2023-07-10 10:00 AM	Approved	Claim Approved by DR. PREM KUMAR	Forward	DR. PREM KUMAR



TMS Approval User Manual



After forwarding Claim, need to click on 'OK' button as shown in the screen shot.

The screenshot shows the Ayushman Bharat National Health Protection Mission interface. The left sidebar includes 'Cases Search', 'Claims' (with a dropdown), and 'Claim Updation' (with a red notification badge). The main header displays 'AYUSHMAN BHARAT' and 'National Health Protection Mission'. The central area shows 'Patient Details' for Case No. CASE/CON-RRY/NHPST3341, including fields like Aadhaar No., Relation with Family Head, Card No., etc. Below this is a navigation bar with tabs: IP Registration Details, Past History, Clinical Notes, Preauthorization, Claims (highlighted in orange), Attachments, Case Sheet, and a back arrow. A modal dialog box is open, asking 'Do you want to Forward?' with 'OK' and 'Cancel' buttons. The background shows 'Claim Details' and 'Non Technical CheckList' sections.

Patient Details Case No: CASE/CON-RRY/NHPST3341

Name:	Aadhaar No:	Relation with Family Head:	Card No:
Mr.	786786886767	Self	NHPS2364/01
Case No:	Case Status:	IP No:	IP Registered Date:
CASE/CON-RRY/NHPST3341	Claim Initiated by MEDCO	NA	2018-07-20 16:35:11.0
Hospital Name:	Contact No:	Slab Type:	Address:
CONTINENTAL HOSPITALS	8678678686	Semi Private Ward	54 sai angar, Amberpet, AMBERPET, HYDERABAD

IP Registration Details | Past History | Clinical Notes | Preauthorization | **Claims** | Attachments | Case Sheet | Back

Claim Details

Praauth Approved Amount:	19630	Preauth Amount:	20	Penalty Amount:	0
Claim Amount:	19630	Billed Amount:	19630		

Remarks:^{*}
NA

Non Technical CheckList

1) Name in Case Sheet and Consent Forms is Correct ^{*} Yes No
2) Gender in Case Sheet and Consent Forms is Correct ^{*} Yes No
3) Is Beneficiary Card Photo is Matching with Discharge Photo and Onbed Photo ^{*} Yes No

Date Verification

Do you want to Forward?

OK Cancel



TMS Approval User Manual



On clicking OK, message will be generated as shown in the screen shot.

The screenshot shows the Ayushman Bharat TMS Approval User Manual interface. On the left, there's a sidebar with 'national health agency' logo, 'Cases Search', 'Claims' (with a dropdown arrow), and 'Claim Updation' (with a red '1'). The main area has a header 'AYUSHMAN BHARAT' and 'National Health Protection Mission'. Below it, a section titled 'Patient Details Case No: CASE/CON-RRY/NHPST3341' displays various patient and hospital details. A central modal window says 'Claim Case has been Forwarded to CPD' with 'OK' and 'Cancel' buttons. At the bottom, there's a 'Non Technical CheckList' with three items and radio button options for 'Yes' or 'No'.

Patient Details Case No: CASE/CON-RRY/NHPST3341

Name:	Aadhaar No:	Relation with Family Head:	Card No:
Mr. Ravi	78678686767	Self	NHPS2364/01
Case No:	Case Status:	IP No:	IP Registered Date:
CASE/CON-RRY/NHPST3341	Claim Initiated by MEDCO	NA	2018-07-20 16:35:11.0
Hospital Name:	Contact No:	Slab Type:	Address:
CONTINENTAL HOSPITALS	8678678636	Semi Private Ward	54 sai angar, Amberpet, AMBERPET, HYDERABAD

IP Registration Details Past History Clinical Notes Preauthorization Claims Attachments Case Sheet

Claim Details

Preadm Approved Amount: 19630
Claim Amount: 19630

Claim Case has been Forwarded to CPD

OK

Penalty Amount: 0

Remarks: NA

Non Technical CheckList

1) Name in Case Sheet and Consent Forms is Correct * Yes No

2) Gender in Case Sheet and Consent Forms is Correct * Yes No

3) Is Beneficiary Card Photo is Matching with Discharge Photo and Onbed Photo * Yes No

Date Verification

Claim Updation

Claim Updation will show the claims worklist to CPD.

- Special Case Scenario: (for Surgical Cases)

*In case the Medco had selected Special case as “yes” in his login, then Special case details are shown in CPD login. Here CPD shall be able to select “Special case sub-type”.

In case the Medco not entered any special case details in his login (i.e.: special cases is marked as “NO”), then Special case details are **Not-shown** in CPD login. Here CPD will be able to edit the “Final approved amount”.

- Special Case Scenario: (for Medical Cases)

The amount is editable by CPD for medical cases irrespective of “yes” or “No” options selected by MEDCO.

The screenshot shows the Pradhan Mantri Jan Arogya Yojana (Ayushman Bharat) TMS Approval User Manual interface. The main content area is titled "Technical (Specialist) CheckList". It contains fields for "Total Claim(Rs.)" (10000), "Final Approved Amount(Rs.)" (10000), "Special Case" (YES), "Special Case Type" (Discharge Against Medical Advice(DAMA)), and "Special Case Sub Type" (a dropdown menu showing "Select", "DAMA before surgery", and "DAMA after surgery"). There are also "Yes" and "No" radio buttons. Below the checklist is a "Remarks" section and a note stating "Note: Remarks are mandatory while assigning". The bottom section is titled "Work Flow" and includes columns for S.No, Date & Time, Name, Remarks, Action, and Approved Amount(Rs.). The sidebar on the left shows "Assigned Cases", "Pendency", and "Claims" (with 11 items). The top navigation bar includes the National Health Agency logo, the Ayushman Bharat logo, and a "CPD-Insurer" dropdown.

Special case sub-type:

In case of before surgery: The final approved will be “ZERO”



In case of after surgery: The final approved amount will be calculated according to NHA partial payment guidelines.

Claim Approved by Claim Panel Doctor

CPD should be able to view claim forwarded cases in Claim Updation tab as shown in screen short.

The screenshot shows the Ayushman Bharat National Health Protection Mission TMS Approval User Manual interface. The top navigation bar includes the National Health Agency logo, the title "AYUSHMAN BHARAT National Health Protection Mission", and user icons for CPD. The left sidebar has links for "My Profile", "Cases Search", "Claims", and "Claim Updation" (with a red notification badge). The main content area is titled "Claim Cases For Approval" and contains search filters for Case Number, Card Number, Patient Name, Category, ICD Category Name, Procedure Name, Registered From Date, and Registered To Date. Below the filters are "Search" and "Reset" buttons. The results table displays two records:

S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date	Case Form	PRF Form
1	CASE/CON-RRY/NHPST2841	TRUST/HYD/2018/507134258/1	Aparna	NHPS2347/01	Claim Forwarded by CEX	CONTINENTAL HOSPITALS	17/07/2018 11:25:58 AM		
2	CASE/CON-RRY/NHPST3341	TRUST/HYD/2018/507134998/1	Sai	NHPS2364/01	Claim Forwarded by CEX	CONTINENTAL HOSPITALS	20/07/2018 04:35:11 PM		



TMS Approval User Manual



Claim Panel Doctor should be able to approve the Case verified by Mithra as shown in the screen shot.



After approving the case, need to click on 'OK' button as shown in the screen shot.



**national
health
agency**

TMS Approval User Manual



AYUSHMAN BHARAT

National Health Protection Mission



My Profile



Cases Search



Claims

Claim Updation 2

Patient Details Case No: CASE/CON-RRY/NHPST3341

Name:	Aadhaar No:	Relation with Family Head:	Card No:
Mr.	786786886767	Self	NHPS2364/01
Case No:	Case Status:	IP No:	IP Registered Date:
CASE/CON-RRY/NHPST3341	Claim Forwarded by CEX	NA	2018-07-20 16:35:11.0
Hospital Name:	Contact No:	Slab Type:	Address:
CONTINENTAL HOSPITALS	8678678686	Semi Private Ward	54 sai angar, Amberpet, AMBERPET, HYDERABAD

IP Registration Details Past History Clinical Notes Preauthorization Claims Attachments Case Sheet ⏪

Do you want to Approve?

OK Cancel

Claim Details

Preadm Approved Amount:

19630

Prem

20

Claim Amount:

19630

Bil

19

Penalty Amount:

0

Remarks:^{*}

NA

Non Technical CheckList

- 1) Name in Case Sheet and Consent Forms is Correct *
- 2) Gender in Case Sheet and Consent Forms is Correct *
- 3) Is Beneficiary Card Photo is Matching with Discharge Photo and Onbed Photo *

Yes No

Yes No

Yes No



After approval, message will be shown as shown in the screen shot

TMS Approval User Manual



The screenshot shows the Ayushman Bharat National Health Protection Mission interface. On the left, there's a sidebar with 'My Profile', 'Cases Search', 'Claims', and 'Claim Update' (with a '2' notification). The main header says 'AYUSHMAN BHARAT' and 'National Health Protection Mission'. The top right has icons for 'Bell', 'User', and 'CPD'. The main content area shows 'Patient Details Case No: CASE/CON-RRY/NHPST3341'. It lists various details like Aadhaar No., Case Status, and Hospital Name. Below this is a navigation bar with tabs: 'IP Registration Details', 'Past History', 'Clinical Notes', 'Preauthorization', 'Claims' (which is highlighted), 'Attachments', and 'Case Sheet'. A modal window titled 'Claim Details' is open, displaying the message 'Claim Case has been Approved by CPD' with an 'OK' button. At the bottom, there's a 'Non Technical CheckList' with three items and radio buttons for 'Yes' or 'No'.

```
javascript:fn_dashboard();
```



Claim Query Raised by Claim Panel Doctor

Claim case is kept as Query raised by CPD, then it will be verified by Medco

The screenshot shows the PM-JAY TMS Approval User Manual interface. The top navigation bar includes the National Health Agency logo, the title "TMS Approval User Manual", and the Pradhan Mantri Jan Arogya Yojana logo. The main content area is titled "Claim Query Raised by Claim Panel Doctor". On the left, a sidebar menu lists "Assigned Cases", "Pending", and "Claims". The main form contains four mandatory questions with radio button options:

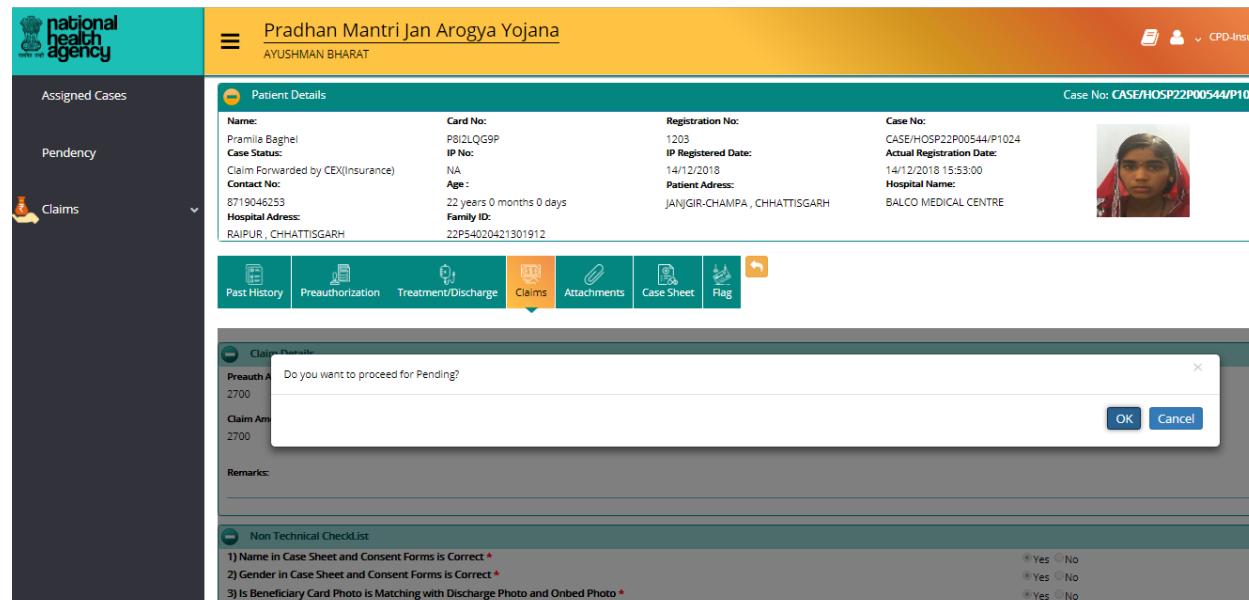
- 1) Diagnosis is Supported by Evidence *
- 2) Case Management Proven to be done as per the Standard Treatment Protocols *
- 3) Evidence of the Therapy being Conducted exists beyond Doubt *
- 4) Mandatory Reports are Attached *

Below these questions is a "Remarks:" text input field and a note: "Note: Remarks are mandatory while assigning". To the right of the questions is a "Work Flow" table:

S.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)
1	17/12/2018 13:41:04	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Initiated by Medco(insurance)	2700.0
2	17/12/2018 14:48:46	CEX Insurer(CEX)	NA	Claim Forwarded by CEX(insurance)	2700.0

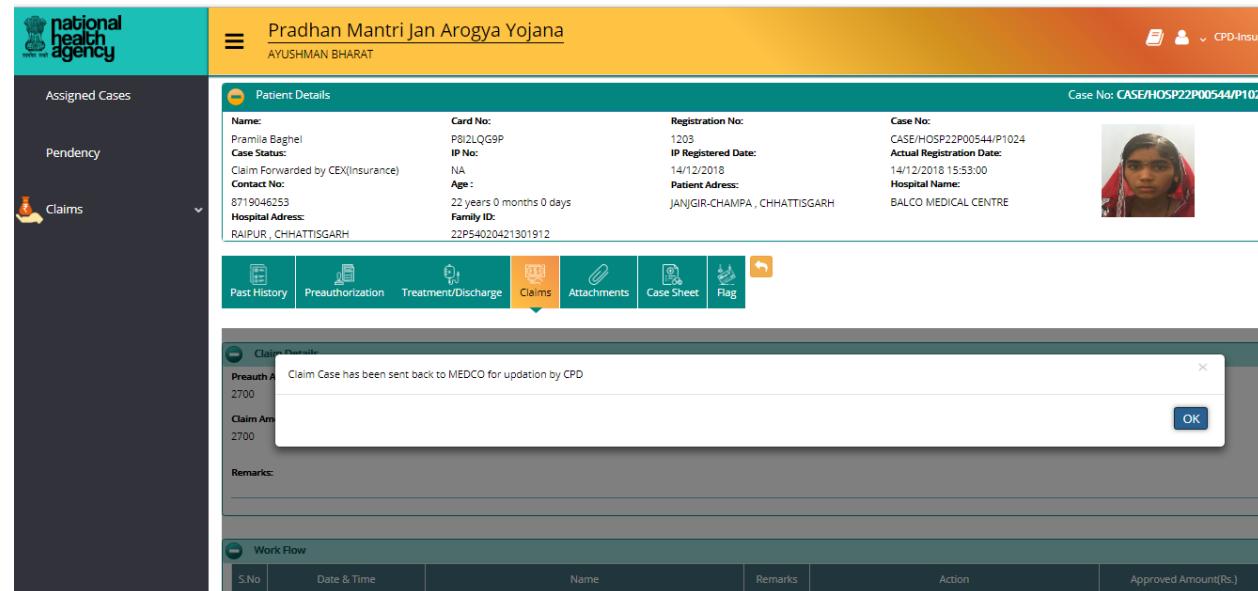
Below the table, the "Action Type" is set to "Raise Query". A "Submit" button is present at the bottom. A note at the bottom of the page states: "Note: Wallet balance including current package Insurance Consumed Amount: Rs.46,050 Trust Consumed Amount: Rs.0".

After selecting Raise Query in action type, user need to click on 'OK' button as shown in the screen shot.



The screenshot shows the Pradhan Mantri Jan Arogya Yojana (PM-JAY) TMS Approval User Manual interface. The main header includes the National Health Agency logo and the PM-JAY logo. The top navigation bar has tabs for 'Patient Details', 'Case No: CASE/HOSP2P00544/P1024', and user information ('CPD-Insurer'). On the left sidebar, there are three main categories: 'Assigned Cases', 'Pending', and 'Claims'. The 'Claims' section is currently selected, showing a list of claims. One specific claim is highlighted, showing patient details: Name - Pramila Baghel, Card No: PB12LQG9P, Registration No: 1203, Case No: CASE/HOSP2P00544/P1024, IP No: NA, IP Registered Date: 14/12/2018, Actual Registration Date: 14/12/2018 15:53:00, Age: 22 years 0 months 0 days, Patient Address: JANJIR-CHAMPA, CHHATTISGARH, Hospital Name: BALCO MEDICAL CENTRE, and a photo of the patient. Below the patient details are several action buttons: 'Past History', 'Preauthorization', 'Treatment/Discharge', 'Claims' (which is highlighted in yellow), 'Attachments', 'Case Sheet', and 'Flag'. A modal dialog box titled 'Claim Detail' is open, asking 'Do you want to proceed for Pending?' with 'OK' and 'Cancel' buttons. The background shows other sections of the application, including 'Non Technical Checklist' with three items: 1) Name in Case Sheet and Consent Forms is Correct * (radio buttons for Yes and No), 2) Gender in Case Sheet and Consent Forms is Correct * (radio buttons for Yes and No), and 3) Is Beneficiary Card Photo is Matching with Discharge Photo and Onbed Photo * (radio buttons for Yes and No).

After Query raised successfully, message will be shown in the screen shot



The screenshot shows the PM-JAY TMS Approval User Manual interface. At the top, there's a header bar with the PM-JAY logo and navigation links for 'CPD-Insurer'. Below the header, the main content area has a teal header 'Patient Details' with a sub-header 'Case No: CASE/HOSP22P00544/P1024'. The patient details section includes fields for Name (Pramila Baghel), Card No. (P812LQG9P), Registration No. (1203), Case Status (IP Registered Date: 14/12/2018, Actual Registration Date: 14/12/2018 15:53:00), Contact No. (NA), Age (22 years 0 months 0 days), Patient Address (JANJIGIR-CHAMPA, CHHATTISGARH), Family ID (22P54020421301912), and Hospital Name (BALCO MEDICAL CENTRE). To the right is a small photo of the patient. Below this are tabs for 'Past History', 'Preauthorization', 'Treatment/Discharge', 'Claims' (which is selected and highlighted in orange), 'Attachments', 'Case Sheet', and 'Flag'. A modal window titled 'Claim Details' is open, stating 'Claim Case has been sent back to MEDCO for updation by CPD' and has an 'OK' button. At the bottom, there's a 'Work Flow' section with a table header: S.No, Date & Time, Name, Remarks, Action, and Approved Amount(Rs.).



Claim Rejecting by Claim Panel Doctor

Claim Panel Doctor should be able to reject the Case verified by Mithra/MEDCO as shown in the screen shot.

The screenshot shows the 'Claim Details' section of the application. The patient's name is Purnima raju, and the case number is CASE/HSDSP17/S178. The claim amount is 27500, and the bill amount is also 27500. In the 'Remarks' field, 'NA' is entered. Under 'Non Technical Checklist', there are three items: 1) Name in Case Sheet and Consent Forms is Correct, 2) Gender in Case Sheet and Consent Forms is Correct, and 3) Its Beneficiary Card Photo is Matching with Discharge Photo and Onbed Photo. All three items have radio buttons for 'Yes' and 'No', with 'Yes' selected for all. The 'Data Verification' section shows dates for Admission, Surgery, Discharge, and Case Sheet, each with 'Yes' or 'No' radio buttons. The 'Document Verification' section contains four items: 1) Patient Signature is Matching across three Forms (Counseling Form, Consent Letter and Satisfaction Letter), 2) Patient Satisfaction Letter Feedback is Positive, 3) Reports are Signed by Doctors with Registration Number, and 4) Dates and Patient Name are Correctly Stated on the Reports. All four items have radio buttons for 'Yes' and 'No', with 'Yes' selected for all. The 'Technical (Specialist) Checklist' section shows a total claim of 27500 and a final approved amount of 27500. There are four items: 1) Diagnosis is Supported by Evidence, 2) Case Management Proven to be done as per the Standard Treatment Protocols, 3) Evidence of the Therapy being Conducted exists beyond Doubt, and 4) Mandatory Reports are Attached. All four items have radio buttons for 'Yes' and 'No', with 'Yes' selected for all. The 'Work Flow' section lists four actions: 1. Claim Initiated by Medco, 2. Claim Forwarded by CEX, 3. Claim kept pending by CPD, and 4. Claim Pending updated by Medco. The 'Action Type' dropdown is set to 'Reject', and the 'Submit' button is visible at the bottom.



TMS Approval User Manual

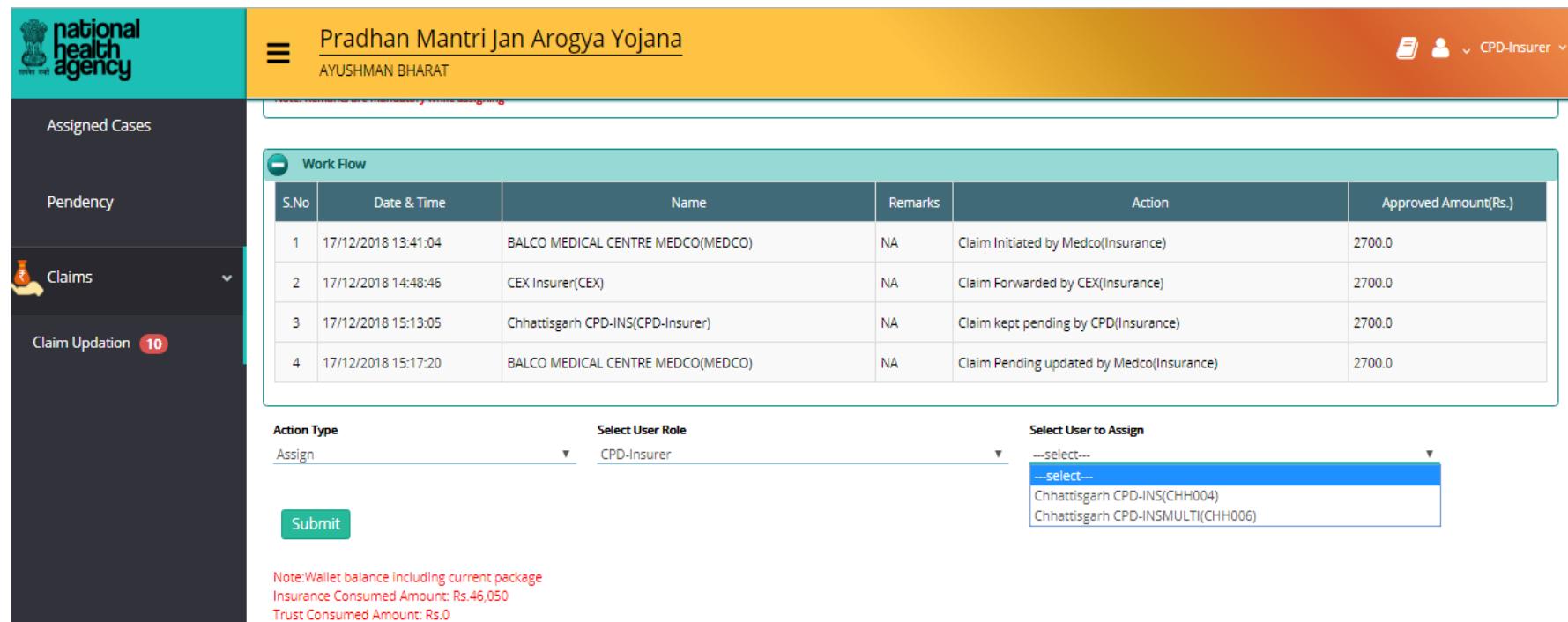


Below message will be displayed after rejecting the claim and this is final rejection.

The screenshot shows a web-based application for managing health claims under the Ayushman Bharat National Health Protection Mission. The interface includes a header with the National Health Agency logo, the mission name, and a sub-header for 'Patient Details'. A sidebar on the left lists 'Claims' and 'Claim Updation' (with a red notification badge). The main content area displays patient details: Name (pallujam raju), Card No. (PQB1LMXOK), Case No. (CASE/HSDSP17/S178), Case Status (Claim Pending updated by Medco), IP No., IP Registered Date (2018-08-13 16:43:14.0), Contact No., Hospital Name (City Hospital), and Address. Below the details is a navigation bar with tabs: IP Registration Details, Past History, Clinical Notes, Preauthorization, Surgery/Discharge, Claims (highlighted in orange), Attachments, Case Sheet, Fraud/CR, and a back arrow. A modal dialog box in the center states 'Claim Case has been Rejected by CPD' with an 'OK' button. The URL in the browser address bar is 'learntms.abnhp.gov.in/TMS/loginAction.do?actionFlag=checkLogin&lang=en_US#'. The overall theme is dark with orange and green highlights.

Claim Assign functionality

In case CPD wants to assign the case to another CPD, the following flow is applicable:



The screenshot shows the 'Work Flow' section of the PM-JAY TMS system. It displays a table of claim history with columns for S.No, Date & Time, Name, Remarks, Action, and Approved Amount(Rs.). The table entries are:

S.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)
1	17/12/2018 13:41:04	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Initiated by Medco(Insurance)	2700.0
2	17/12/2018 14:48:46	CEX Insurer(CEX)	NA	Claim Forwarded by CEX(Insurance)	2700.0
3	17/12/2018 15:13:05	Chhattisgarh CPD-INS(CPD-Insurer)	NA	Claim kept pending by CPD(Insurance)	2700.0
4	17/12/2018 15:17:20	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Pending updated by Medco(Insurance)	2700.0

Below the table, there are dropdown menus for 'Action Type' (set to 'Assign'), 'Select User Role' (set to 'CPD-Insurer'), and 'Select User to Assign'. The 'Select User to Assign' dropdown is open, showing two options: 'Chhattisgarh CPD-INS(CHH004)' and 'Chhattisgarh CPD-INSMULTI(CHH006)'. A 'Submit' button is located at the bottom left.

Note: Wallet balance including current package
Insurance Consumed Amount: Rs.46,050
Trust Consumed Amount: Rs.0



In case CPD wants to assign the case to medical committee:

national health agency

Pradhan Mantri Jan Arogya Yojana
AYUSHMAN BHARAT

CPD-Insurer

Assigned Cases

Pendency

Claims

Claim Updation 10

Action Type: Assign

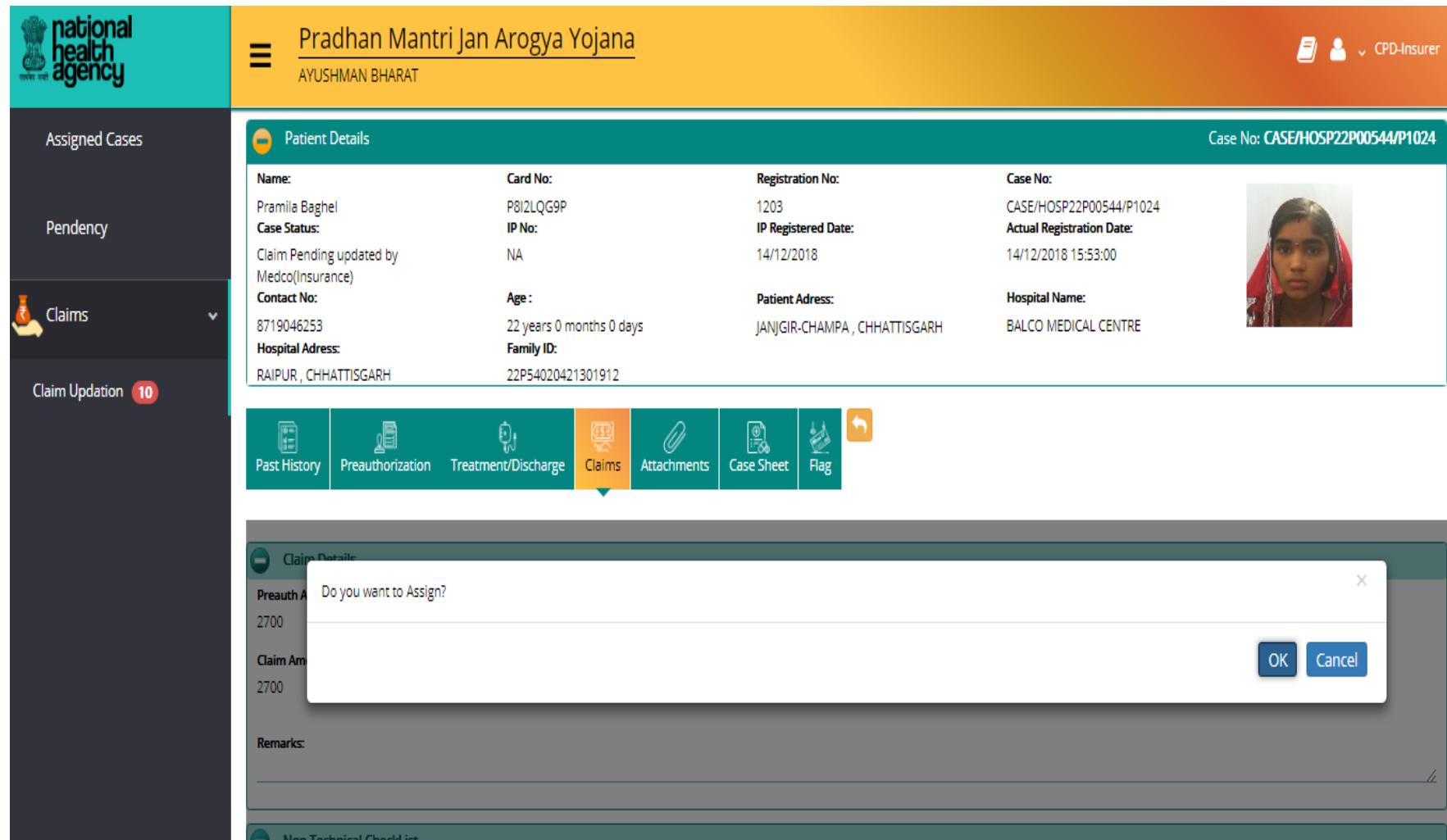
Select User Role: Medical Committee

Select User to Assign:
...select...
...select...
Medical Committee Medical Committee - Insurer(CHH003497)

Submit

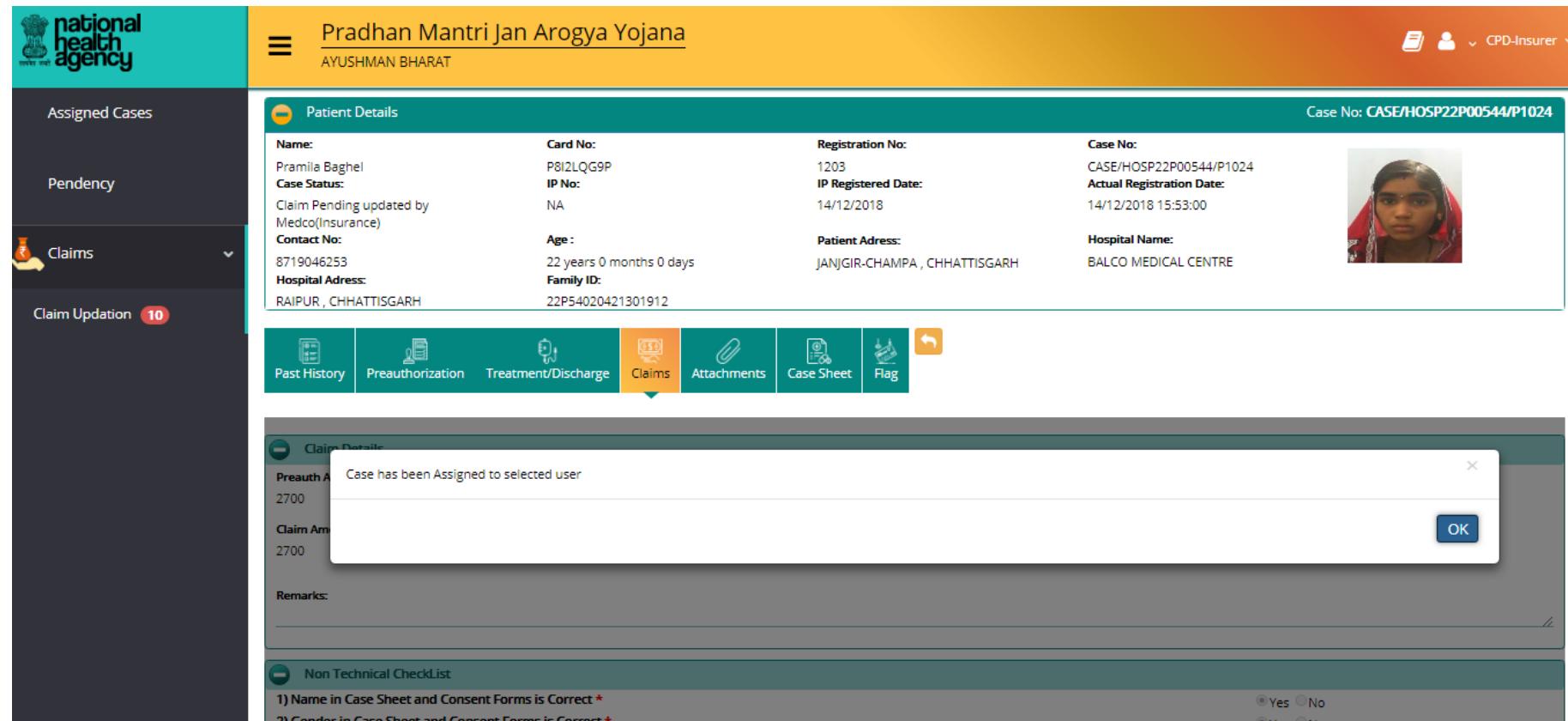
Note: Wallet balance including current package
Insurance Consumed Amount: Rs.46,050
Trust Consumed Amount: Rs.0

System will ask the user for confirmation as shown below:



The screenshot shows the PM-JAY TMS Approval User Manual interface. At the top, there's a header with the National Health Agency logo, the title "TMS Approval User Manual", and the Pradhan Mantri Jan Arogya Yojana logo. Below the header, a message says "System will ask the user for confirmation as shown below:". The main area displays a patient profile for "Pramila Baghel" with details like Name, Card No., Registration No., Case No., etc. Below the profile is a toolbar with icons for Past History, Preauthorization, Treatment/Discharge, Claims (which is highlighted), Attachments, Case Sheet, and Flag. A modal dialog box titled "Claim Details" appears, asking "Do you want to Assign?". It contains fields for Preauth Amount (2700) and Claim Amount (2700), and a Remarks section with a line for input. At the bottom right of the dialog are "OK" and "Cancel" buttons.

System throws a confirmation message upon clicking “ok”, as shown below



The screenshot shows the PM-JAY TMS Approval User Manual interface. The top navigation bar includes the National Health Agency logo, the Pradhan Mantri Jan Arogya Yojana logo, and a user dropdown for 'CPD-Insurer'. The main content area displays patient details for a case assigned to a selected user. A confirmation modal is overlaid on the page, stating 'Case has been Assigned to selected user' with an 'OK' button.

Patient Details

Name:	Card No:	Registration No:	Case No:
Pramila Baghel	P812LQG9P	1203	CASE/HOSP22P00544/P1024
Case Status:	IP No:	IP Registered Date:	Actual Registration Date:
Claim Pending updated by Medco(Insurance)	NA	14/12/2018	14/12/2018 15:53:00
Contact No:	Age :	Patient Adress:	Hospital Name:
8719046253	22 years 0 months 0 days	JANJIGIR-CHAMPA , CHHATTISGARH	BALCO MEDICAL CENTRE
Hospital Adress:	Family ID:		
RAIPUR , CHHATTISGARH	22P54020421301912		

Claim Details

Case has been Assigned to selected user

Non Technical Checklist

1) Name in Case Sheet and Consent Forms is Correct *
2) Gender in Case Sheet and Consent Forms is Correct *

OK



Claim Forwarded by Accounts Officer

After the Claim Panel Doctor approves the Claim, it will be viewed by Accounts officer.

Accounts officer will check the claim and will forward the claim to SHA as shown in the screen shot.

The screenshot shows the PM-JAY TMS Approval User Manual interface. The top navigation bar includes the National Health Agency logo, the title "Pradhan Mantri Jan Arogya Yojana", and a user dropdown for "ACO Insurer". The left sidebar has menu items: "Assigned Cases", "Pending", "Claims" (selected), and "MIS". The main content area displays a "Claim Details" section with tabs for "Non Technical CheckList" and "Technical (Specialist) CheckList". Below this is an "ACO Remarks" section where "Final Approved Amount(Rs.)" is listed as 7500.0 and "Remarks" is set to "Approved". A "Work Flow" table lists four actions: 1. Claim Initiated by Medco(Insurance) for BALCO MEDICAL CENTRE MEDCO(MEDCO) on 17/12/2018 at 10:25:23. 2. Claim Forwarded by CEX(Insurance) for CEX Insurer(CEX) on 17/12/2018 at 10:41:48. 3. Assigned to Medical Committee Medical Committee - Insurer for Chhattisgarh CPD-INS(CPD-Insurer) on 17/12/2018 at 10:53:01. 4. CPD Insurer Approved(Insurance) for Medical Committee Medical Committee - Insurer(MEDICAL COMMITTEE) on 17/12/2018 at 10:58:36. At the bottom, an "Action Type" dropdown is set to "Forward" and a "Submit" button is visible.



TMS Approval User Manual



System prompts the user with a confirmation message on screen as shown

national health agency

≡ Pradhan Mantri Jan Arogya Yojana
AYUSHMAN BHARAT

ACO Insurer

Assigned Cases

Pendency

Claims

MIS

Patient Details

Name: Shanti Bai Card No: PGDJE9BAW Registration No: 1248 Case No: CASE/HOSP22P00544/P1051

Case Status: CPD Insurer Approved(Insurance) IP No: NA IP Registered Date: 17/12/2018 Actual Registration Date: 17/12/2018 10:07:41

Contact No: 7566209700 Age: 58 years 0 months 0 days Patient Address: BALOD , CHHATTISGARH Hospital Name: BALCO MEDICAL CENTRE

Hospital Adress: RAIPUR , CHHATTISGARH Family ID: 22P49020856400434

Past History Preauthorization Treatment/Discharge Claims Attachments Case Sheet Flag

Claim Details: Do you want to Forward the case? OK Cancel

Non Tech ACO Remarks

Final Approved Amount(Rs.) 7500.0 Remarks: Approved

Work Flow

S.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)
------	-------------	------	---------	--------	----------------------



TMS Approval User Manual



After clicking the “OK” button the claim case will be forwarded to SHA.

national health agency

Pradhan Mantri Jan Arogya Yojana
AYUSHMAN BHARAT

ACO Insurer

Assigned Cases

Pendency

Claims

MIS

Patient Details

Name: Shanti Bai Card No: PGDJE9BAW Registration No: 1248 Case No: CASE/HOSP22P00544/P1051
Case Status: IP No: NA IP Registered Date: 17/12/2018 Actual Registration Date: 17/12/2018 10:07:41
CPD Insurer Approved(Insurance) Contact No: 7566209700 Age: 58 years 0 months 0 days Patient Address: BALOD , CHHATTISGARH Hospital Name: BALCO MEDICAL CENTRE
Hospital Address: RAIPUR , CHHATTISGARH Family ID: 22P49020856400434

Past History Preauthorization Treatment/Discharge Claims Attachments Case Sheet Flag

Claim Details
Preauth A Claim Case has been Forwarded to SHA
10000 OK
Claim Am 10000
Remarks:

Non Technical CheckList
1) Name in Case Sheet and Consent Forms is Correct * Yes No
2) Gender in Case Sheet and Consent Forms is Correct * Yes No
3) Is Beneficiary Card Photo is Matching with Discharge Photo and Onbed Photo * Yes No

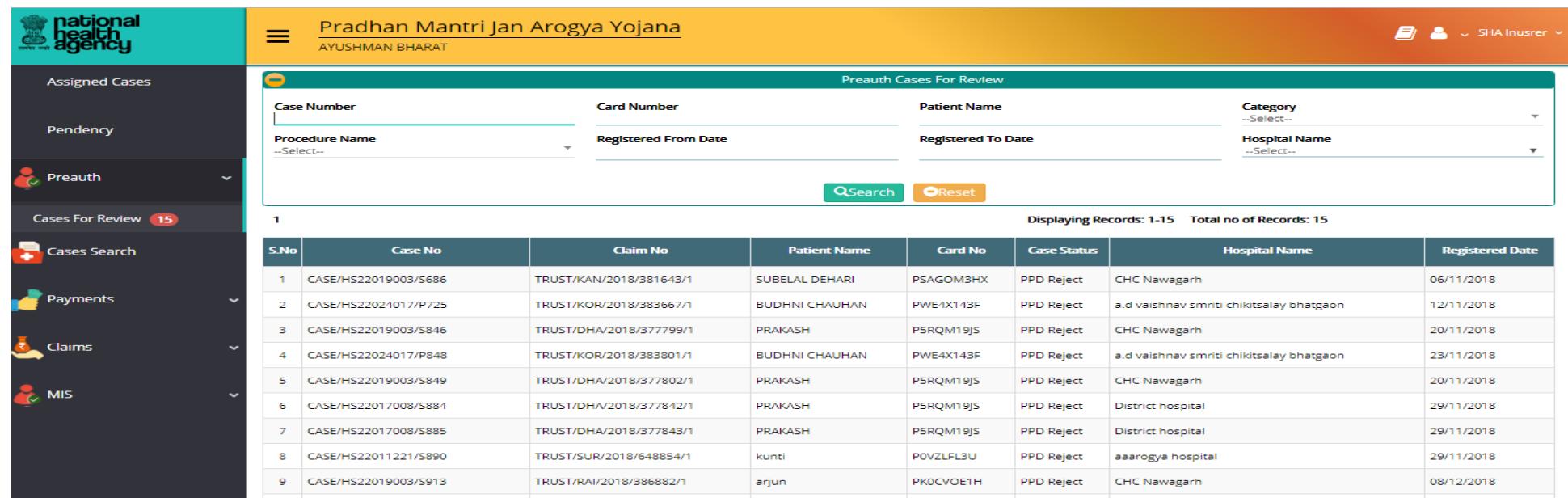
State Health Agency (SHA)

SHA Sub-Menus

Pre-auth: Cases for Review

SHA will be able to view all the cases rejected by PPD in this worklist as shown below.

This feature helps SHA to revoke the cases. Once SHA revoke the case, it will automatically get displayed in the PPD login where the case got rejected.



S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date
1	CASE/HS22019003/S686	TRUST/KAN/2018/381643/1	SUBELAL DEHARI	PSAGOM3HX	PPD Reject	CHC Nawagarh	06/11/2018
2	CASE/HS22024017/P725	TRUST/KOR/2018/383667/1	BUDHNII CHAUHAN	PWE4X143F	PPD Reject	a.d vaishnav smriti chikitsalay bhatgaon	12/11/2018
3	CASE/HS22019003/S846	TRUST/DHA/2018/377799/1	PRAKASH	P5RQM19JS	PPD Reject	CHC Nawagarh	20/11/2018
4	CASE/HS22024017/P848	TRUST/KOR/2018/383801/1	BUDHNII CHAUHAN	PWE4X143F	PPD Reject	a.d vaishnav smriti chikitsalay bhatgaon	23/11/2018
5	CASE/HS22019003/S849	TRUST/DHA/2018/377802/1	PRAKASH	P5RQM19JS	PPD Reject	CHC Nawagarh	20/11/2018
6	CASE/HS22017008/S884	TRUST/DHA/2018/377842/1	PRAKASH	P5RQM19JS	PPD Reject	District hospital	29/11/2018
7	CASE/HS22017008/S885	TRUST/DHA/2018/377843/1	PRAKASH	P5RQM19JS	PPD Reject	District hospital	29/11/2018
8	CASE/HS22011221/S890	TRUST/SUR/2018/648854/1	kunti	P0VZLFL3U	PPD Reject	aaarogya hospital	29/11/2018
9	CASE/HS22019003/S913	TRUST/RAI/2018/386882/1	arjun	PK0CVOE1H	PPD Reject	CHC Nawagarh	08/12/2018



TMS Approval User Manual



SHA can revoke the case by selecting the case ID as shown:

national health agency

Pradhan Mantri Jan Arogya Yojana
AYUSHMAN BHARAT

SHA Insurer

Assigned Cases

Pendency

Praauth

Cases For Review 15

Cases Search

Payments

Claims

MIS

Enhancement

Admission Unit	No Of Days	Enhacement amount	Remarks	Enhancement Rejected	Attachments
HDU	1	2700	sa	Y	Patient Photo, Preauth Enhancement,
HDU	1	2700	s	N	Patient Photo, Preauth Enhancement,

Work Flow

S.No	Date and Time	Role Name	Remarks	Action	Amount(Rs.)
1	14/12/2018 15:56:08	BALCO MEDICAL CENTRE MITHRA(MITHRA)	NA	Patient Registered	NA
2	14/12/2018 17:19:47	BALCO MEDICAL CENTRE MEDCO(MEDCO)	--NA--	Medco Praauth Initiated(Insurance)	9300
3	14/12/2018 17:22:13	Chhattisgarh PPD-INS(PPD-INSURER)	--NA--	PPD Approved(Insurance)	9300
4	14/12/2018 17:24:45	BALCO MEDICAL CENTRE MEDCO(MEDCO)	sa	Enhancement Initiated (Insurer)	12000
5	17/12/2018 13:00:24	Chhattisgarh PPD-INS(PPD-INSURER)	--NA--	Enhancement Rejected by Insurer	2700
6	17/12/2018 13:06:57	BALCO MEDICAL CENTRE MEDCO(MEDCO)	s	Enhancement Initiated (Insurer)	12000
7	17/12/2018 13:11:01	Chhattisgarh PPD-INS(PPD-INSURER)	--NA--	PPD Reject	12000

Revoke



TMS Approval User Manual



Upon clicking "Revoke" button, system asks for confirmation as shown below

national health agency

Pradhan Mantri Jan Arogya Yojana
AYUSHMAN BHARAT

Case No: CASE/HOSP22P00544/P1033

Patient Details

Name: Pramila Baghel	Card No: P8I2LQG9P	Registration No: 1205	Case No: CASE/HOSP22P00544/P1033
Case Status: PPD Reject	IP No: NA	IP Registered Date: 14/12/2018	Actual Registration Date: 14/12/2018 15:56:08
Contact No: 8719046253	Age: 22 years 0 months 0 days	Patient Address: JANJIGIR-CHAMPA , CHHATTISGARH	Hospital Name: BALCO MEDICAL CENTRE
Hospital Address: RAIPUR , CHHATTISGARH	Family ID: 22P54020421301912		

Cases For Review 15

Past History Preauthorization Attachments Case Sheet Flag

NHR Details

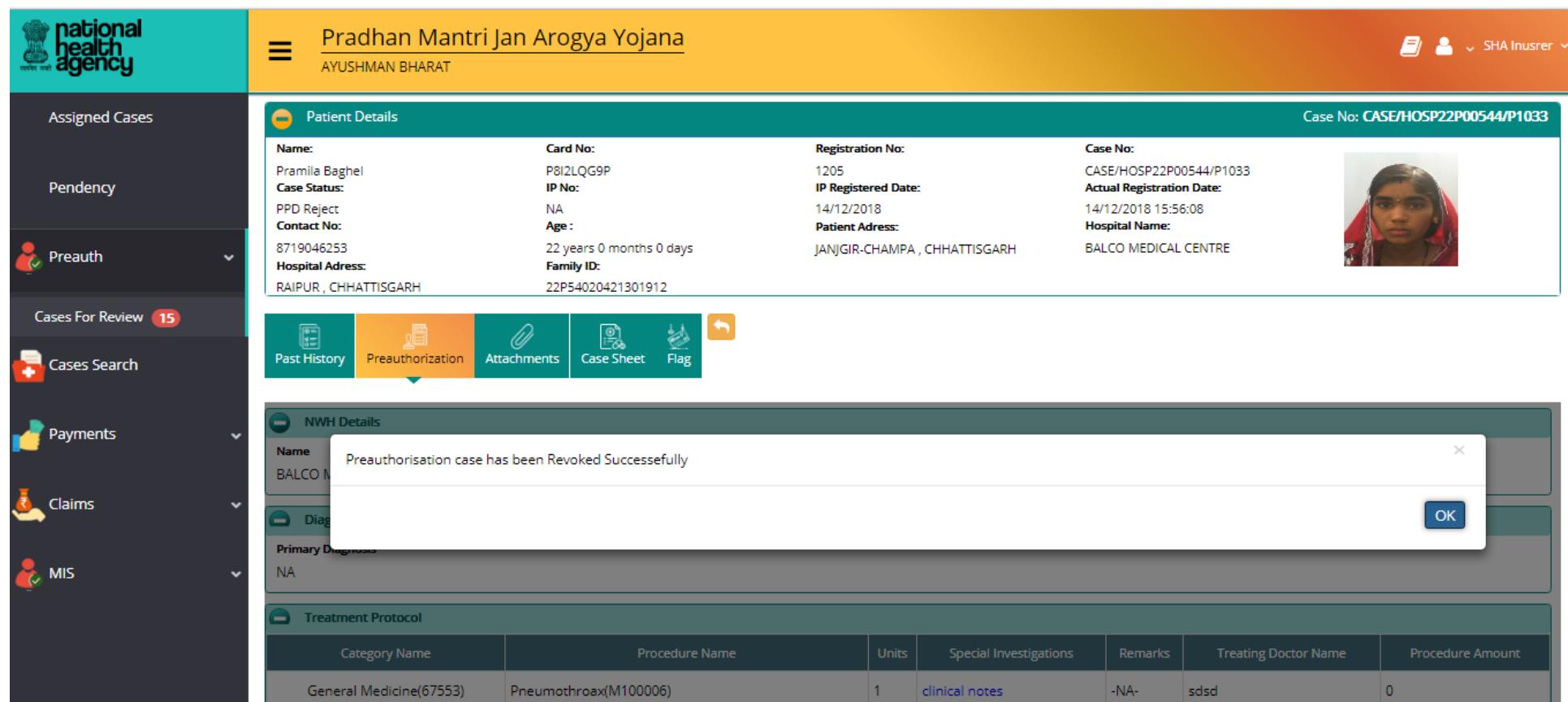
Do you want to Revoke the Case ?

OK Cancel

Treatment Protocol

Category Name	Procedure Name	Units	Special Investigations	Remarks	Treating Doctor Name	Procedure Amount
General Medicine(67553)	Pneumothroax(M10006)	1	clinical notes	-NA-	sdsd	0
High End Diagnostics()	MRI Head - with Contrast(990002)	--	--	-NA-		3850

System throws a confirmation message after revoking as shown below:



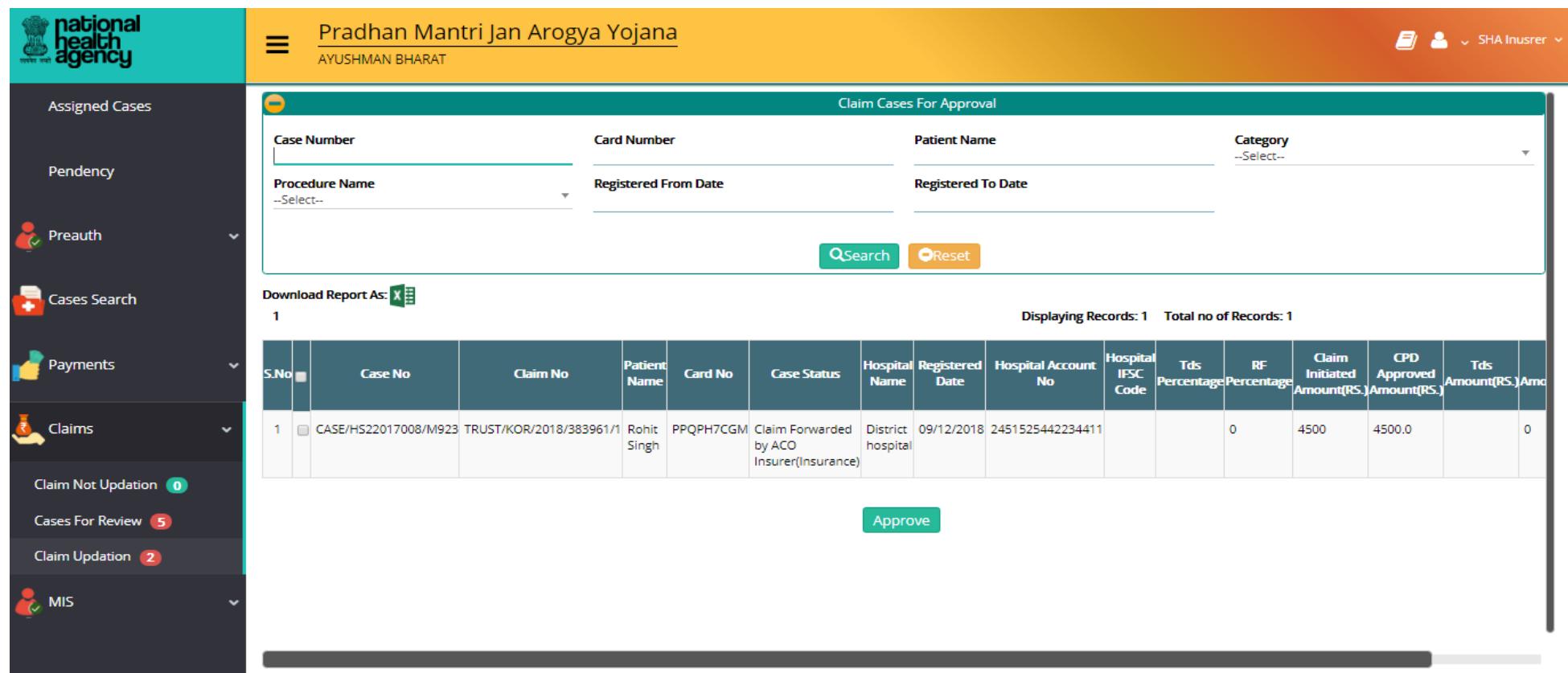
The screenshot shows the PM-JAY TMS Approval User Manual interface. The top navigation bar includes the National Health Agency logo, the title "Pradhan Mantri Jan Arogya Yojana AYUSHMAN BHARAT", and user information like "SHA Inuser". The left sidebar has sections for "Assigned Cases", "Pendency", "Preauth", "Cases For Review (15)", "Cases Search", "Payments", "Claims", and "MIS". The main content area displays "Patient Details" for a patient named Pramila Baghel, with case numbers CASE/HOSP22P00544/P1033 and Case No: CASE/HOSP22P00544/P1033. It also shows "NWH Details" with a message: "Preauthorisation case has been Revoked Successfully". The "Treatment Protocol" section lists a procedure: General Medicine(67553) - Pneumothroax(M100006) with 1 unit, clinical notes, remarks -NA-, and procedure amount 0.

Claims Not updated

This worklist consists of cases which does not have Bank Account details. SHA cannot perform any action on these cases.

Claims Updated

SHA can approve the cases displayed in this worklist.



Pradhan Mantri Jan Arogya Yojana
AYUSHMAN BHARAT

SHA Inusrer

Assigned Cases

Pendency

Preauth

Cases Search

Payments

Claims

Claim Not Updation 0

Cases For Review 5

Claim Updation 2

MIS

Case Number

Card Number

Patient Name

Category

Procedure Name

Registered From Date

Registered To Date

Search

Reset

Download Report As: 

1

Displaying Records: 1 Total no of Records: 1

S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date	Hospital Account No	Hospital IFSC Code	Tds Percentage	RF Percentage	Claim Initiated Amount(RS.)	CPD Approved Amount(RS.)	Tds Amount(RS.)	Amount(RS.)
1	CASE/H522017008/M923	TRUST/KOR/2018/383961/I	Rohit Singh	PPQPH7CGM	Claim Forwarded by ACO Insurer(Insurance)	District hospital	09/12/2018	2451525442234411		0		4500	4500.0		0

Approve



TMS Approval User Manual

Cases for Review

SHA will be able to view all the cases rejected by PPD in this worklist as shown below.

This feature helps SHA to revoke the cases by submitting remarks. Once SHA revoke the case, it will automatically get displayed in the CPD login where the case got rejected.

Pradhan Mantri Jan Arogya Yojana
AYUSHMAN BHARAT

SHA Insurer

Assigned Cases

Pendency

Preadm

Cases Search

Payments

Claims

Claim Not Updation 0

Cases For Review 5

Claim Updation 2

MIS

Claim Cases For Review

Case Number Card Number Patient Name Category

Procedure Name Registered From Date Registered To Date Hospital Name

Search Reset

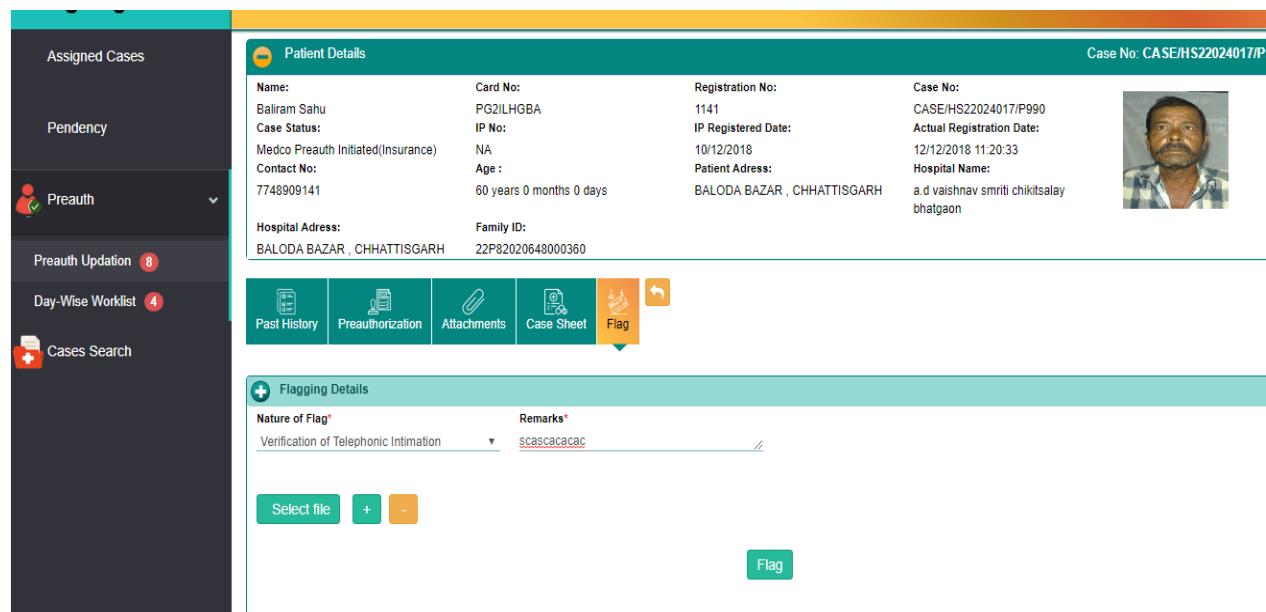
Displaying Records: 1-5 Total no of Records: 5

S.No	Case No	Claim No	Patient Name	Card No	Case Status	Hospital Name	Registered Date	Remarks
1	CASE/HS22011206/P936	TRUST/GAR/2018/645902/1	DHARMENDRA	P5V0S95KE	CPD Insurer Approved(Insurance)	matra smriti hospital	09/12/2018	
2	CASE/HS22017008/M923	TRUST/KOR/2018/383961/1	Rohit Singh	PPQPH7CGM	Claim Forwarded by ACO Insurer(Insurance)	District hospital	09/12/2018	
3	CASE/HOSP22P00544/S1008	TRUST/RAJ/2018/388972/1	Balib Das Derhiya	P1A9AF6QH	CPD Insurer Approved(Insurance)	BALCO MEDICAL CENTRE	13/12/2018	
4	CASE/HOSP22P00544/P1051	TRUST/BAL/2018/6461012/1	Shanti Bai	PGDJE9BAW	Claim Forwarded by ACO Insurer(Insurance)	BALCO MEDICAL CENTRE	17/12/2018	

Flagging Concept in TMS

Flagging concept provides user to raise a flag against cases which are suspicious. Flagging can be done by Trust/Insurance users. Once the case is flagged, it will be removed from work list and will be visible in Flagging Committee log in for further investigation. Once the case has been deflagged by the flagging committee, it will come back to the user worklist.

Step 1: Log-in as any trust user. Open a case and click on the Flag tab.



Patient Details

Name: Baliram Sahu Card No: PO2ILHGBA Registration No: 1141 Case No: CASE/HS22024017/P990

Case Status: IP No: IP Registered Date: 10/12/2018 Actual Registration Date: 12/12/2018 11:20:33

Medco Preauth Initiated(Insurance) NA Contact No: 7748909141 Age: 60 years 0 months 0 days Patient Address: BALODA BAZAR , CHHATTISGARH Hospital Name: a d vaishnav smriti chikitsalay bhatgaon

Hospital Address: BALODA BAZAR , CHHATTISGARH Family ID: 22P82020648000360

Case No: CASE/HS22024017/P990

Flagging Details

Nature of Flag*: Verification of Telephonic Intimation Remarks*: scascacacac

Select file + - Flag

List of nature of cases available in the application are

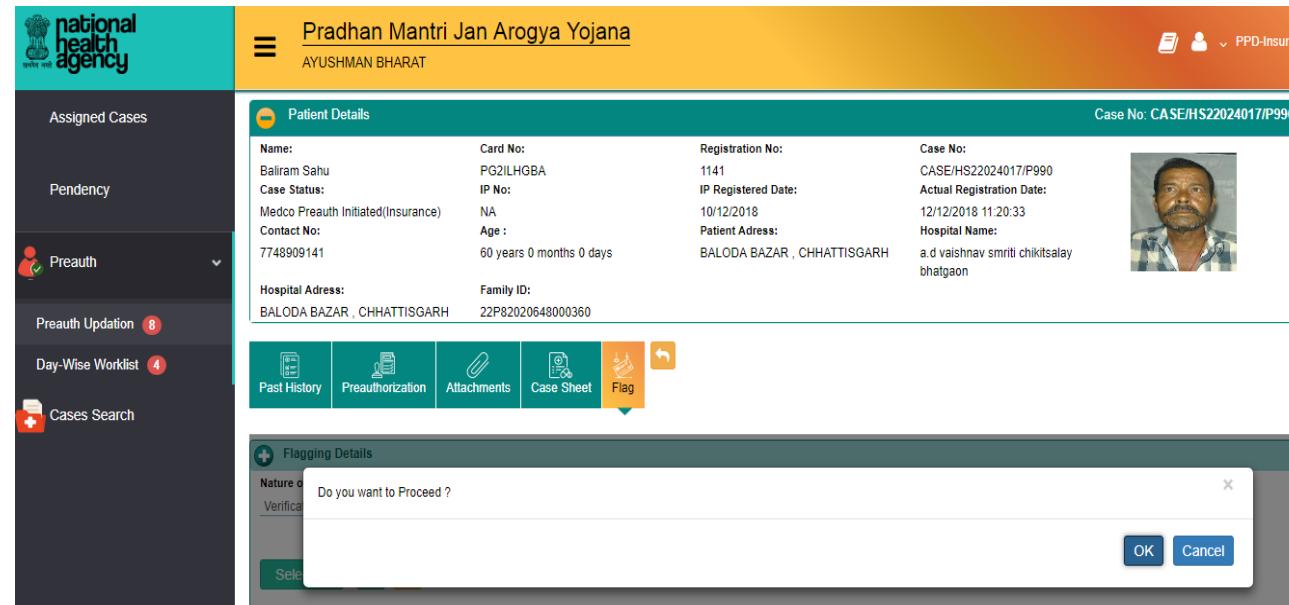
1. Verification of telephonic intimation
2. Verification of Enhancement
3. Verification of Poly-trauma
4. Verification of Burns case
5. Money collection
6. Post-OP Complications
7. Follow up Package Denial
8. Death Case

Step 2: Select the nature of Flag and click on “flag” button.



The screenshot displays the Pradhan Mantri Jan Arogya Yojana (PM-JAY) application interface. On the left, a sidebar menu includes options like 'Assigned Cases', 'Pendency', 'Preauth' (selected), 'Preauth Updation 8', 'Day-Wise Worklist 4', and 'Cases Search'. The main content area shows 'Patient Details' for a patient named Baliram Sahu, with various registration and contact information. Below the details are five buttons: 'Past History', 'Preauthorization', 'Attachments', 'Case Sheet', and 'Flag' (which is highlighted in orange). A modal dialog box titled 'Flagging Details' is open at the bottom, asking 'Do you want to Proceed?' with 'OK' and 'Cancel' buttons. The top right corner of the screen shows the case number 'CASE/HS22024017/P990'.

Step 3: Once the user clicks on Flag button, System will throw a confirmation message as shown below:



The screenshot shows the PM-JAY TMS Approval User Manual interface. On the left, a sidebar lists 'Assigned Cases', 'Pendency', 'Preauth' (selected), 'Preauth Updation 8', 'Day-Wise Worklist 4', and 'Cases Search'. The main content area displays 'Patient Details' for a patient named Balliram Sahu, with registration number 1141 and case number CASE/HS22024017/P990. It also shows a photo of the patient. Below the details are buttons for 'Past History', 'Preauthorization', 'Attachments', 'Case Sheet', and 'Flag' (which is highlighted). A confirmation dialog box titled 'Flagging Details' asks 'Do you want to Proceed?' with 'OK' and 'Cancel' buttons.

Step 4: Once the user confirms, the case is successfully flagged as shown below

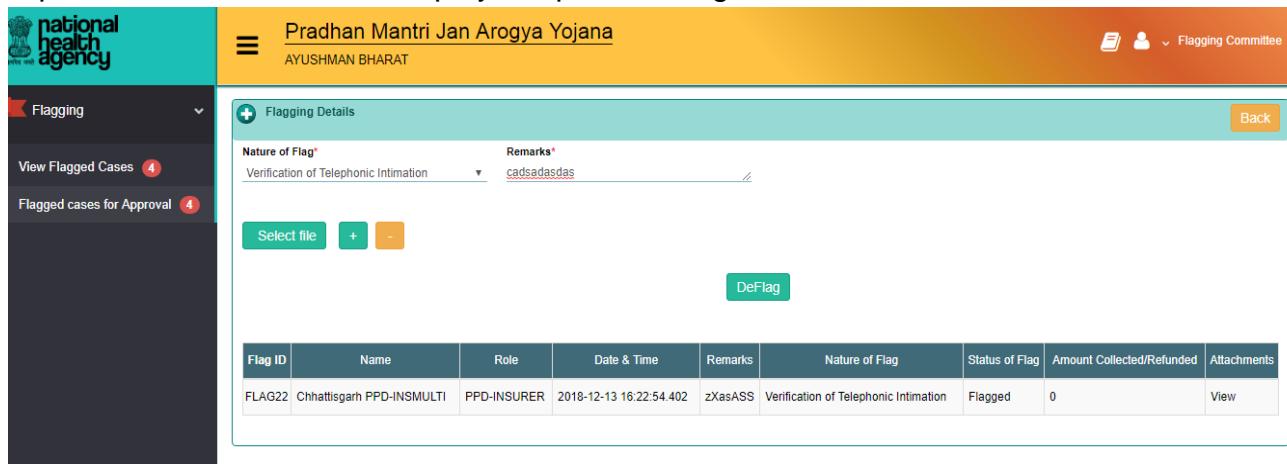
The screenshot shows the PM-JAY TMS interface. On the left sidebar, under 'Assigned Cases', there are links for 'Pendency', 'Preauth', 'Preauth Update (8)', 'Day-Wise Worklist (4)', and 'Cases Search'. The main content area is titled 'Pradhan Mantri Jan Arogya Yojana' and 'AYUSHMAN BHARAT'. It displays 'Patient Details' for a patient named Baliram Sahu, with Case No. CASE/H522024017/P990. Below the details is a photo of the patient. At the bottom of the page, a modal window says 'Case flagged successfully' with an 'OK' button.

Step 5: Since the case is flagged, now the case will be visible in **Flagging committee** log under Flagged cases for approval as shown below

The screenshot shows the 'Flagging Committee' section of the PM-JAY TMS. The left sidebar has a link for 'Flagged cases for Approval (4)'. The main content area is titled 'Flagged Cases for Approval' and shows a table with 4 records. The table columns are: Case No, Flag ID, Flag Status, Card No, Flagged Date and Time, Patient District, Hospital District, Hospital Type, and Hospital Name. The last row, which corresponds to the flagged case from Step 4, is highlighted with a red border.

Case No	Flag ID	Flag Status	Card No	Flagged Date and Time	Patient District	Hospital District	Hospital Type	Hospital Name
S550	FLAG7	Flagged	PC5G7V9QU	2018-10-16 15:33:35.294	KANKER	BALODA BAZAR	Corporate	a.d vaishnav smriti chikitsalay bhatgaon
R477	FLAG8	Flagged	PC60349PC	2018-10-16 17:49:32.919	KONDAGAON	RAIPUR	Government	BALCO MEDICAL CENTRE
S877	FLAG21	Flagged	P0VZLFL3U	2018-11-29 17:26:52.819	SURAJPUR	RAIPUR	Corporate	aaarogya hospital
P990	FLAG22	Flagged	PG2ILHGBA	2018-12-13 16:22:54.402	BALODA BAZAR	BALODA BAZAR	Corporate	a.d vaishnav smriti chikitsalay bhatgaon

Step 6: The below screen is displayed upon Clicking on the case number



The screenshot shows the 'Flagging Details' section of the TMS Approval User Manual. At the top, it says 'Pradhan Mantri Jan Arogya Yojana' and 'AYUSHMAN BHARAT'. On the left sidebar, there are links for 'Flagging', 'View Flagged Cases (4)', and 'Flagged cases for Approval (4)'. The main content area has a teal header 'Flagging Details' with a plus sign icon. Below it, there are fields for 'Nature of Flag*' (set to 'Verification of Telephonic Intimation') and 'Remarks*' (containing 'cadsadasdas'). There are buttons for 'Select file', '+', and '-'. A large green 'DeFlag' button is centered below these. At the bottom, a table lists one flagged case:

Flag ID	Name	Role	Date & Time	Remarks	Nature of Flag	Status of Flag	Amount Collected/Refunded	Attachments
FLAG22	Chhattisgarh PPD-INSMULTI	PPD-INSURER	2018-12-13 16:22:54.402	zxasASS	Verification of Telephonic Intimation	Flagged	0	View

Here Medical Committee user shall be able to view all the details of flag.

Step 6: After the detailed investigation if the user wants to remove the flag on the case, they can use the “De flag” button available below .Then the system prompts with a confirmation message as shown below.



TMS Approval User Manual



Flag ID	Name	Role	Date & Time	Remarks	Nature of Flag	Status of Flag	Amount Collected/Refunded	Attachments
FLAG22	Chhattisgarh PPD-INSMULTI	PPD-INSURER	2018-12-13 16:22:54.402	zXasASS	Verification of Telephonic Intimation	Flagged	0	View

Step 7: upon confirming, the case is successfully de-flagged. Now the case will be shown in the user log in from where it got flagged previously

Case deflagged successfully

SHA can revoke the case by selecting the case ID as shown:



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TMS Approval User Manual



Pradhan Mantri Jan Arogya Yojana AYUSHMAN BHARAT

SHA Insurer

Assigned Cases

Pendency

Preauth

Cases Search

Payments

Claims

Claim Not Updation 0

Cases For Review 5

Claim Updation 2

MIS

7500.0

SHA Remarks

Remarks: *

fd

Note: Only %0?/_ special characters are allowed for Remarks

Work Flow

S.No	Date & Time	Name	Remarks	Action	Approved Amount(Rs.)
1	17/12/2018 10:25:23	BALCO MEDICAL CENTRE MEDCO(MEDCO)	NA	Claim Initiated by Medco(Insurance)	10000.0
2	17/12/2018 10:41:48	CEX Insurer(CEX)	NA	Claim Forwarded by CEX(Insurance)	10000.0
3	17/12/2018 10:53:01	Chhattisgarh CPD-INS(CPD-Insurer)	sdf	Assigned to Medical Committee Medical Committee - Insurer	10000
4	17/12/2018 10:58:36	Medical Committee Medical Committee - Insurer(MEDICAL COMMITTEE)	NA	CPD Insurer Approved(Insurance)	7500.0
5	17/12/2018 11:03:20	aco insurer(AccountsOfficer)	Approved	Claim Forwarded by ACO Insurer(Insurance)	7500.0

Revoke

Note: Wallet balance including current package
Insurance Consumed Amount: Rs.20,000
Trust Consumed Amount: Rs.0
Unspecified Consumed Amount: Rs.0

Upon clicking "Revoke" button, system asks for confirmation as shown below



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TMS Approval User Manual



Pradhan Mantri Jan Arogya Yojana AYUSHMAN BHARAT

File Person SHA Insurer

Assigned Cases

Pendency

Preadm

Cases Search

Payments

Claims

Claim Not Updation 0

Cases For Review 5

Claim Updation 2

MIS

Patient Details

Case No: CASE/HOSP22P00544/P1051

Name: Shanti Bai Card No: PGDJE9BAW Registration No: 1248 Case No: CASE/HOSP22P00544/P1051
Case Status: IP No: NA IP Registered Date: 17/12/2018 Actual Registration Date: 17/12/2018 10:07:41
Claim Forwarded by ACO
Insurer(Insurance)
Contact No: 7566209700 Age: 58 years 0 months 0 days Patient Address: BALOD , CHHATTISGARH
Hospital Adress: RAIPUR, CHHATTISGARH Family ID: 22P49020856400434 Hospital Name: BALCO MEDICAL CENTRE



Past History Preauthorization Treatment/Discharge Claims Attachments Case Sheet Flag

Claim Details

Preadm A Do you want to Revoke the Case ?

10000

Claim Am

10000

Remarks:

OK Cancel

Non Technical CheckList

- 1) Name in Case Sheet and Consent Forms is Correct *
- 2) Gender in Case Sheet and Consent Forms is Correct *

Yes No
 Yes No

System throws a confirmation message after revoking as shown below:



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TMS Approval User Manual



Pradhan Mantri Jan Arogya Yojana AYUSHMAN BHARAT

File Person SHA Insurer

Assigned Cases

Pendency

Preachut

Cases Search

Payments

Claims

Claim Not Updation 0

Cases For Review 5

Claim Updation 2

MIS

Patient Details

Case No: CASE/HOSP22P00544/P1051

Name: Shanti Bai Card No: PGDJE9BAW Registration No: 1248 Case No: CASE/HOSP22P00544/P1051
Case Status: IP No: NA IP Registered Date: 17/12/2018 Actual Registration Date: 17/12/2018 10:07:41
Claim Forwarded by ACO
Insurer(Insurance)
Contact No: Age : 58 years 0 months 0 days Patient Address: BALOD , CHHATTISGARH
Hospital Address: Family ID: 22P49020856400434 Hospital Name: BALCO MEDICAL CENTRE



Past History Preauthorization Treatment/Discharge Claims Attachments Case Sheet Flag

Claim Details
Preachut A Claim has been Revoked Successfully

X

OK

Claim Am

10000

Remarks:

.....

Non Technical Checklist
1) Name in Case Sheet and Consent Forms is Correct * Yes No
2) Gender in Case Sheet and Consent Forms is Correct * Yes No

Claim case approved by SHA is the final approval.



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Check Balance

Claims

Claim Updation 4

Payments

MIS

TMS Approval User Manual



AYUSHMAN BHARAT

National Health Protection Mission

SHA

Claim Cases For Approval

Case Nu

Claim Case has been Approved by SHA successfully

X

OK

Procedu

--Select--

Search

Reset

No Records Found