

GOVERNMENT OF ARUNACHAL PRADESH
DEPARTMENT OF HEALTH & FAMILY WELFARE
ITANAGAR

No. APCMUHIS/58/2015

Dated Itanagar the 10th November 2016


MINUTES OF THE MEETING

A meeting convened specially for officials of the New India Assurance company ltd (NIACL) and Dedicated Health Care Services-Third Party Administrator (DHS-TPA) by the Government appointed Review Committee to revamp the Arunachal Pradesh Chief Minister's Universal Health Insurance Scheme (APCMUHIS) was held on 10th November, 2016 at the DHS Conference hall, Naharlagun. It was chaired by Sh. Kaling Tayeng, (IAS), Commissioner (Health & FW), Govt of Arunachal Pradesh. The members who attended the meeting are as attached at *Annexure 1*.

The 1st session of the meeting earlier began with opening remarks by Sh. Prince Dhawan, (IAS), Spl Secretary(Health & FW)), Govt of Arunachal Pradesh outlining the original objectives of the scheme and findings of the committee about the performance of the scheme at the field level. The Spl. Secretary informed the gathering that during field visits by the committee members it was found that the scheme was not at all functioning at the ground level and urgent interventions were needed for revival of the scheme. He sought actionable and concrete suggestions from all stakeholders for revamping the scheme. It was followed by discussions among the stakeholders on various problems faced by the scheme.

During the 2nd session there was a detail power point presentation from IT consultants of Tata Consultancy Services (TCS) on the systems, processes, operations and solutions that is prevalent in the Aaogyasri Health Insurance system of Telangana state and Health Insurance system of Maharashtra state which is run in insurance model.

There after there were open discussions which were held led by the Chairman and members present regarding the issues as per the earlier circulated agenda. After detailed discussion regarding various aspects of the scheme among the members present the following were the conclusions arrived at:


22/11/16

I. Enrollment Issues			
1	Enrolled Database		
	Intended to make it web-based. The TPA informed that the beneficiary's master data has been shared with the Government. A live demo was attempted by TPA which was not satisfactory.		
	Action to be taken:	Action by:	Timeline
	The beneficiary database to be synced with the APCMUHIS portal.	DHS-TPA & NIACL	By 10 th Dec'2016
2	De-duplication of existing APCMUHIS smart cards		
	The TPA sought a time of one week to explore feasibility of de-duplication by seeding Aadhar Number in the biometric card based or by using biometric data to weed out duplicate data.		
	Action to be taken:	Action by:	Timeline
	To seek assistance from state NIC for the de-duplication exercise	DHS-TPA to coordinate with NIC & PMU	By 5 th Dec'2016
3	Round the year New Enrolment for left out families		
	TPA informed that once the central database is available on the portal it would be easy to enroll after checking the biometrics and showing of valid identity card		
	Action to be taken:	Action by:	Timeline
	Portal to be made functional	DHS-TPA & NIACL	By 10 th Dec'2016
4	Modalities for replacing old / lost / damaged cards		
	TPA informed that it would be issued after verifying biometrics of the beneficiary in the existing database. They also informed that cards would be printed in respective District Kiosks and the Naharlagun Head office		
	Action to be taken:	Action by:	Timeline
	Portal to be made functional and card printer to be made available at state Hq & each Dist Hq	DHS-TPA & NIACL	By 10 th Dec'2016
II. Empanelled Hospital Issues			
1	Steps to be taken to avoid sudden stoppage of services and ensuring payment in time by Empanelled hospital		
	The house felt that introduction of the system of online Pre-authorization will make the whole process transparent thereby will minimize rejections and also ensure timely payments to empanelled hospitals		
	Action to be taken:	Action by:	Timeline
	Introduction of online Pre-authorization system through the web based portal	DHS-TPA & NIACL	By 10 th Dec'2016
2	Steps to be taken for Hospital that has stopped the services and demanding their outstanding dues		
	Action to be taken:		
	<ul style="list-style-type: none"> • Two teams to be formed for examining the pending claims of Private empanelled hospitals one being the existing team. • NIACL & DHS-TPA to nominate representatives for the team and also nominate 2 doctors after which official order in this regard would be issued by the Government. 	DHS-TPA , NIACL & PMU	Whole process to be completed by 10 th of Dec'2016
3	Support and Guidance to patients during their visit to Empanelled Hospitals		
	Action to be taken:	Action by:	Timeline