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MEDICAL BILLS

BHARAT SANCHAR NIGAM LIMITED

(A Government of India Enterprise)

% the Chief General Manager, Telangana Circle, Doorsanchar Bhavan,
Nampally Station Road, Abids, Hyderabad – 500 001.

Lr.No.TA/AO (MC)/3-19/Review/2018, dated at Hyd-1, the 12-04-2018.

To

The Sr.GM (Finance), % PGM TD, Hyderabad.
All IFAs in Telangana Circle.

Sub:- Improper processing of Indoor medical bills - abnormal delay in settlement - Reg.

In respect of processing of indoor medical bills , it is noticed that, in spite of several instructions from time to time on the subject, the bills are being received in this office without proper checking at the SSAs/Units level. It is also noticed that the bills as received from the Hospitals are being forwarded to this office without proper checking and with so many avoidable omissions resulting in delay in settlement of claims and giving scope for bitter complaints from the Hospitals.

The following instructions are reiterated for smooth and speedy processing of indoor medical bills for settlement.

1. Whenever a bill is received from the Hospital, the same should be entered in the package provided for medical bills immediately on receipt.
2. The entries in the package are to be closed with payment particulars on receipt of sanction from this office and making payment to the hospital.
3. As per the Corporate Office, New Delhi instructions, in respect of bills where pharmacy is on high side, the SSAs/Units are requested to seek clarification/justification about the essentiality of the drugs being administered to the patient and also ascertain whether there are any economical alternates to the medicine from the treating doctor. In case of any doubts, SSAs/Units may get advice from other empanelled hospitals on this issue.
4. In case of prolonged hospitalisation of the patient, the SSAs/Units should ascertain the reasons/justification from the Hospital for keeping patient in the hospital for so long period.

In this connection , it is requested that the above points may be kept in view while processing indoor medical claims and henceforth claims will not be accepted without above justification letters from the hospitals and received without proper checking by the SSAs/Units.

Matter may be treated as MOST IMPORTANT.

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Chief Accounts officer (FC)
% CGM, Telangana Circle, Hyderabad.