

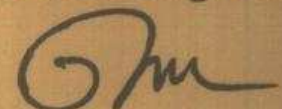
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE OF HEALTH SERVICES
F-17, Karkardooma, Delhi -110032
(DELHI GOVERNMENT EMPLOYEES HEALTH SCHEME)

No. F25 (III)/DGEHS/138/ DHS/2008/5130-5404 dated: 02/10/2010

OFFICE MEMORANDUM

Subject: Relaxation of procedures to be followed in considering requests for medical reimbursement.

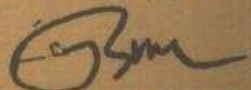
1. The undersigned is directed to state that under the extant instructions, a DGEHS card holder, who wishes to apply for reimbursement of the expenditure incurred by him / her on medical treatment of either self or his / her dependent family members, the present reimbursement procedure needs verification of bills and issue of essentiality certificate by the treating doctor, and the Medical Superintendent of the hospital. The process of verification of bills and issue of essentiality certificates are time consuming with the doctor at times being busy or being away from office for whatever reason. This necessitates repeated visits to the hospital for getting the verification done and essentiality certificate obtained. A need has been felt under DGEHS for doing away with the two requirements and for the authorities concerned to verify and check the authenticity of the claims on the basis of the prescription slip and the diagnostic report submitted by the Government servant / pensioner. In the event of any doubt, the concerned Department/ Authority can always get verification done from the hospital concerned.
2. The undersigned is directed to state that DGEHS guidelines currently provide for relaxation of guidelines to cover full reimbursement in individual cases depending upon merits of each case.
3. In order to reduce the burden on the specialists in individual cases of medical reimbursement claim under DGEHS, it has been decided to revise the guidelines for reimbursement by the competent authority (as being followed in CGHS vide OM No. 4-18/2005-C&P Vol 1 - Pt.(I) dated 20.2.2009) , as follows:
 - I. It has now been decided to do away with the procedure for verification of bills and issue of essentiality certificate by the treating doctor, and the Medical Superintendent of the hospital. Authority concerned may verify and check the authenticity of the claims on the basis of the prescription slip and the diagnostic report submitted by the Government servant / pensioner. In the event of any doubt, the concerned Department/Authority can always get verification done from the hospital concerned. Modified reimbursement claim form, along with checklist is annexed.
 - II. All cases involving requests for relaxation of rules for reimbursement of full expenditure will henceforth be referred to a Technical Standing Committee, to be chaired by the Director Health Services, Govt of NCT of Delhi with SPO (DGEHS) as Member Secretary and subject matter specialists as decided by chairman as members. If the Technical Standing Committee



recommends the relaxation of rules for permitting full reimbursement of expenditure incurred by the beneficiary, the full reimbursement may be allowed by the Pr. Secretary (Health & Family Welfare), Govt of NCT of Delhi in consultation with Finance Department. A check list for consideration of requests for reimbursements in excess of approved rates may include:

- a. The treatment was obtained in a private non-empanelled hospital under emergency and the patient was admitted by others when the beneficiary was unconscious or severely incapacitated and was hospitalized for a prolonged period;
- b. The treatment was obtained in a private non-empanelled hospital under emergency and was admitted for prolonged period for treatment of Head Injury, Coma, Septicemia, Multi-organ failure, etc.;
- c. The treatment was obtained in a private non-empanelled hospital under emergency for treatment of advanced malignancy;
- d. The treatment was taken under emergency in higher type of accommodation as rooms as per his / her entitlement are not available during that period;
- e. The treatment was taken in higher type of accommodation under specific conditions for isolation of patients to avoid contacting infections;
- f. The treatment was obtained in a private non-empanelled hospital under emergency when there is a strike in Government hospitals;
- g. The treatment was obtained in a private non-empanelled hospital under emergency, while on official tour to non DGEHS covered areas,
- h. Approval for airfare with or without attendant on the advise of treating doctor for treatment in another city even though he / she is not eligible for air travel/treatment facilities are available in the city of residence and
- i. Any other special circumstances.

4. These provisions shall be applicable to all DGEHS beneficiaries including Delhi Govt. Employees/pensioners, sitting and retired Judges of Delhi High Court, MLAs, Hon'ble Ministers of Govt. of NCT of Delhi etc..
5. In case of Judges of High Court of Delhi the admissibility of the claim shall be verified and certified by the Head of the Accounts/Registrar General, Delhi High Court. In the case of Government servant/pensioner the controlling authority will verify/certify the claim submitted by concerned Govt. servant.
6. The Office Memorandum issues with the approval of competent authority.


(DR. PARVEEN KUMAR)
SPO (DGEHS)

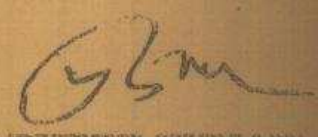
To

1. All HODs, Government of NCT of Delhi.
2. All Heads, Autonomous bodies under Delhi Govt.
3. Registrar, Delhi High Court
4. Principal Secretary Law, GNCT Delhi
5. Controller of Accounts, GNCT Delhi (with request to forward a copy of OM to all PAOs)
6. All Hospitals under Delhi Govt. (with request to inform to all concerned)
7. All HOO/ CDMOs under DHS (with request to inform to all concerned)
8. MSNH, DHS(HQ)
9. DCA, DHS(HQ)
10. CMO Incharge , Computer Cell, DHS(HQ) (with request to place a copy on DGEHS webpage and update the page accordingly)

No. F25 (III)/DGEHS/138/DHS/2008/5130-5404 dated: 02/02/2010

Copy (for information) to:

1. Chief Secretary, Govt. of NCT of Delhi.
2. Pr. Secy. (Health), Govt. of NCT of Delhi.
3. Pr. Secy. (Finance), Govt. of NCT of Delhi
4. Pr. Secy. to Hon'ble Chief Minister, Govt. of Delhi
5. Secy. to Hon'ble Minister of Health, Govt. of Delhi.
6. Director Health Services



(Dr PARVEEN KUMAR)
SPO (DGEHS)

4/2/20