



Aarogyasri Health Care Trust

Government of Andhra Pradesh

3rd floor, Municipal Complex, Besides Koti Maternity Hospital,
Sultan Bazar, Koti, Hyderabad 500 001

GUIDELINES FOR ENHANCEMENT OF PACKAGES

I. CASES ELIGIBLE FOR CONSIDERATION OF ENHANCEMENT

1. There is a need for additional surgical procedure/Treatment, which is not covered under Aarogyasri scheme in addition to the procedures/Treatment approved under the scheme
2. The procedure is extended due to underlying (Anatomical, Pathological etc.) variances in the patient.
3. Complications totally unrelated to the surgical procedure and due to underlying associated conditions such as
 - a. Diabetes
 - b. Hypertension
 - c. Immunosuppressive status etc

And for which there is no alternative package available in the present scheme.

4. Medical/Surgical Complications for which packages are available but totally unrelated to the approved Surgery/Therapy for which the hospital cannot be empanelled due to infrastructure requirements. In all such cases enhancement amount shall be equal to the approved package amount under the scheme.
5. HIV, HbsAg or HCV positive patient requiring additional inputs for approved surgery/therapy under the scheme.
6. For associated injuries in poly-trauma for which no package is available in the scheme
7. Complications in cases of Medical / Conservative Management for which packages are not available under the scheme leading to extended hospital stay (see timing of request)

II. EVIDENCE TO BE SUBMITTED BY THE HOSPITAL FOR THE ENHANCEMENT CASES

1. Detailed evidence of diagnostic tests along with details of procedure /Treatment contemplated/ done recorded in operation notes/clinical notes and /or with video graphic evidence
2. Details of procedure/Treatment to be recorded in operation notes/clinical notes along with explanation by the treating doctor and /or with video graphic evidence
3. Details of complications and underlying associated condition with the diagnostic support (Biochemical/Pathological/Imageological evidence)

4. Detailed evidence of diagnostic tests along with procedure /Treatment contemplated/ done recorded in operation notes/clinical notes and /or with video graphic evidence
5. Diagnostic support for HIV, HbsAg or HCV
 - i. At least two reports; one test specific to the condition shall be positive and shall be from the lab other than attached to the hospital to be made available
 - ii. In case of HIV, Report from nearest VCTC center may be desirable
6. Details of injuries to be recorded in pre-auth/clinical notes along with photographic evidence
7. Details of complications and treatment details to be recorded in pre-auth/clinical notes along with the diagnostic support (Biochemical/Pathological/Imageological evidence). And copy of case sheet shall be attached in support of above.

III. TIMING OF THE REQUEST

1. Enhancement in case of medical packages or conservative managements shall be entertained only after completion of the twice the indicated period of the Hospital stay (As per the package) or a minimum of one month whichever is more but before the Discharge of the patient.
2. For surgical procedures immediately after updating of operation notes for additional procedures /variances but before discharge
3. For complications unrelated to surgical procedures the request shall be after the treatment of complication and before discharge

IV. GUIDELINES FOR CALCULATION OF ENHANCEMENT AMOUNT

The enhancement amount may be based on the following calculations

- a. No. of days of hospitalization
- b. No of days in ICCU stays
- c. No of days in ICCU stays with ventilator
- d. The type of drugs used which are essential for recovery of the patient
- e. Relevance of such procedure/treatment
- f. Type of additional/associated procedure done
- g. Type of medical complication
- h. Outcome of the Procedure/Treatment

The total amount approved will be within the overall ceiling of Rs.2 lakhs per family in a year.

V. UPDATATING THE DATA ONLINE

1. The hospital shall upload the entire relevant data necessitating enhancement such as diagnostic tests, clinical photographs/video recording, bills, consultant notes, present status of the patient and clarification letter by specialist if any. In case of burns the hospital shall upload the clinical photographs of the patient clearly depicting the treated area and raw areas yet to be covered. And photographs of injuries in case of trauma
2. Declaration by the patient/attendant that the treatment is being extended on cashless basis

VI. CASES FOR REJECTION

1. Any request of enhancement merely on the ground that total treatment cost exceeded the package amount or hospital stay is exceeded the indicative stay.
2. Subsequent requests for the enhancement after being approved once.
3. The procedure /Treatment is unwarranted, not in conformity with laid down standard medical protocols and does not help in outcome of the case
4. Early submission of request
5. Submission of request after discharge
6. Mere presumption of case may get into complications due to high risk
7. Common post-operative complications, complications directly attributed to primary ailment for which pre-authorization was obtained. The hospital shall extend cashless treatment to these complications under the package only as explained in package guidelines
8. Any delay in submitting the relevant data for more than 48 hours after opening the key is liable for rejection by the “Technical committee”.

The hospital shall extend the cashless treatment & services to the Aarogyasri patients under the approved package irrespective of the status of the enhancement and shall be treated till the patient is fit for discharge. The opinion of the Technical committee with regard to enhancement of the package and the amount approved or rejected will be the final and binding on the hospital (Refer to clause No: 16.1&17.1of MoU) and no further representations in this regard will be entertained by the Insurance Company / Trust.

VII. PROCESS FLOW OF APPROVALS

- Hospital will mail/fax the request with relevant medical data to the Trust through enhancement @aarogyasri.org
- The request will be preliminarily processed by the JEO (Technical) and may reject if found not in accordance with the guidelines
- If the request is found in accordance with the guidelines for enhancement, Enhancement Key will be opened and Hospital will be enabled to upload documents online and send online request in pre-authorization flow.
- Simultaneously the request will be placed in front of Technical Committee with the data available for its assessment and recommendation
- Incomplete data may lead to pendency and hospital will be requested to provide the same through all possible communications. Failure on part of hospital to attend to the pendency request for more than 48 hrs may lead to rejection of request
- The committee recommendation will be placed in front of CEO for final approval
- Then the online approval will be given for the enhancement of package, duly uploading the certificate of approval within the overall ceiling of Rs.2 lakhs per family in a year.