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**GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE
OFFICE OF THE ADDITIONAL DIRECTOR
CENTRAL GOVERNMENT HEALTH SCHEME, MUMBAI**

Old CGO Building (Pratishtha Bhawan), Ground Floor, South Wing, 101, M.K. Road,
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28 APR 2022

No. Pen. Meet. /2022

Minutes of the meeting

The meeting was held with the pensioner's association members under the Chairmanship of Dr. (Mrs.) D.M. Desai Additional Director in the Office of the Additional Director on 26/4/2022 at 11.30 A.M. The members were welcomed. The points discussed in the meeting are as follows:

MRC Claims: There is a sheer increase in the volume of MRC claims due to Covid 19 pandemic. More than 11000 claims have been settled and currently working on the MRC submitted in Jan, Feb 2021. Most of OPD claims are cleared up to September 2021. Efforts are taken to clear the MRC claims as early as possible. Some of the claims of 2019 may be pending due to deficiency in submission of documents. Claims which are submitted offline and are not cleared of 2019-2020 may approach the office and track their status of MRC. The MRC of Covid cases, dialysis, and cancer patients are fast tracked.

Empanelment of hospitals: This is a continuous process. Any hospitals who fulfill the criteria can apply for empanelment of hospital. Most of super specialty hospital are not ready to get empaneled with CGHS due to low rates and delayed payment. Revision of rates is a policy matter, and it is done at Directorate level. Regarding this a proposal will be sent to the Delhi.

Opening of new wellness centre in different places: A new wellness centre in Thakurli is being considered. Regarding this the correspondence with the Directorate is in process since the last 8 months.

Regarding relocating of the wellness centre of Vikhroli in Thane, there was an objection from the M.P and as such it could not be materialized.

Regarding starting of wellness centre in Borivali, the proposal will be considered and the MTNL premises will be inspected, and discussion will be done with the management.

Marina



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Regarding opening wellness centre in Thane or any other district like Ahmednagar, Raigad, Ratnagiri etc, The members of pensioner association may come up with the proposal with statistical data. Accordingly, a committee will be formed, they will review the matter and forward it the Directorate for further action.

Availability of medicines: The generic medicines are supplied by GMSD. Medicines which are not available are indented through local chemist. If the generic medicine composition is same as the branded medicines those medicines are not indented. Medicines are not issued to any beneficiaries after expiry date. In case there is any complaint. the CMO Incharge of the wellness centre may be contacted.

Posting of Physician/Orthopedic in wellness centre: The post of one physician is vacant in CGHS Mumbai. There is no sanction post of Orthopedic. The officiating Physician and Orthopedic are visiting three wellness centre already

Advertisement was given for filling the post of Specialist on contractual basis but there were no candidates.

CGHS Medical card: The approximate time limit given to the applicant for getting the CGHS Medical card is 10-12 days. Once the process is completed the details are uploaded, SMS is generated, and the beneficiary can self-print the card.

In case of emergency, it is given on the same day itself.

While submitting the application for CGHS card, there is no need for any attestation of document by Gazetted officer.

Regarding payment in BharatKosh, Provisional receipt cannot be verified at the office level to view payment details. Beneficiaries must verify the UTR number in the Bharatkosh site at *Track your payment* after which a receipt is generated. Sometimes this is an issue due to mismatch in the amount mentioned by the bank in the payment details. It is therefore suggested correct transaction to be done through NEFT. Incase of any difficulties you may approach the office; guidance will be provided.

Payment can be made through debit card /credit card by making part payments.

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Centralized hospital in Mumbai: This is a policy matter.

Referral memos: For Dental cases the beneficiary must take the memo for consultation and procedure from the dental surgeon of CGHS Mumbai in Wadala/CGO and Juhu wellness centre. However, the CMO Incharge of the wellness centre can refer the patient to empaneled centre in case of emergency on a case-to-case basis.

Reference is not required for 75+ beneficiaries, they can directly go to the empaneled hospital for consultation and listed investigations at the same empaneled hospital.

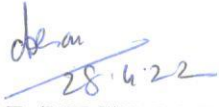
Incase any empaneled hospital refuses to give treatment, a written complaint may be given. Action will be taken accordingly.

The patients with chronic diseases should visit the wellness centre at least once in six months.

Home visits will be done if needed.

Regarding CGHS card for availing services at the wellness centre: CGHS card in original (Plastic/Self printed/Digilocker/My CGHS app) is needed for all visits and for accessing CGHS services in wellness centre as well as empaneled HCOs. The downloaded card through CGHS app/digilocker/My CGHS app has the same validity as plastic card.

Meeting ended with thanks to the Chair and to all the participants who attended the meeting.


(DR (MRS)D.M. DESAI)
ADDITIONAL DIRECTOR