



**Indira Gandhi Delhi Technical University for Women
Kashmere Gate, Delhi**

F.No. 16(12)/Plg./IGDTUW/2018/422

Dated: - 05.11.2018

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The Board of management in its 7th meeting held on 22nd December 2017 vide Agenda item No. 7.12 has approved for empanelment of Hospitals / Diagnostic Centres for indoor and outdoor medical treatment of the faculty / staff members of IGDTUW by signing MOU/agreement with the Hospitals / Diagnostic centres empanelled with DGHES/CGHS.

In pursuance to the Board of management approval, the University has signed MOU/agreement with 22 Hospitals for providing Cashless indoor medical facilities and 09 Hospitals for providing Non Cashless medical facilities to the employees and their eligible family members of IGDTUW. These medical facilities can be availed on production of employee Medical Card (issued by the University) at the time of availing of medical facilities. The extent of coverage and obligations of the provider Hospitals who have signed MOU for Cashless or Non Cashless facilities are given below:

1. EXTENT OF COVERAGE & OBLIGATION OF THE HOSPITALS AGREED TO PROVIDE CASHLESS FACILITIES FOR INDOOR TREATMENT :

- i) The Provider Hospital shall extend only in-patient hospitalization to the Members under this Agreement and claims will be settled directly by the University under "Direct Payment System". For the "Out- Patient treatment", the University employee shall take such treatment on the agreed rates on cash basis and the University shall not be responsible for any such medical expenditure on this account under "Direct Payment System".
- ii) The Provider Hospital will extend services as per the rates prescribed in the Central Government Health Scheme (hereinafter referred as "CGHS") for both **IPD & OPD** treatment. In case there are no CGHS/DGEHS prescribed rates for any test/procedure, then AIIMS rates are applicable. If there are no CGHS/DGEHS/AIIMS rates, then reimbursement is to be arrived at by calculating admissible amount item-wise as per approved rates/actual whichever is less, in case of investigation.
- iii) If the Provider Hospital normally charges rates for various procedures which are lower than the rates given by CGHS, the reimbursement would be at the actual rates charged by the Provider Hospital.
- iv) The Provider Hospital shall ensure that each time a Member avails service envisaged in this Agreement, the expenses are regulated strictly with reference to the eligibility and monetary limits fixed with reference to the entitlements status of such Member.
- v) The Provider Hospital shall ensure that the benefits are made available to the Member(s) strictly as per terms of the Agreement and no benefits outside the terms of the agreement shall be allowed without prior approval, unless the same is essential for the recovery of member(s).
- vi) The University shall not be liable to make any payment on account of claims which in the opinion of the University are fraudulent or are a result of fabricated claims.

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1.1 OBLIGATIONS OF PROVIDER HOSPITAL

- i) The Provider Hospital shall ensure that all members are admitted and treated in the Provider Hospital on priority basis. Priority basis in this context means making available to the Member services like on-the-spot admission/ treatment, beds on an urgent basis and the like. In case there is no accommodation available either in the ward or in the operation theatre or the patient requires specialized treatment which is not available in the Hospital, the Provider Hospital shall make all attempts through its good offices to accommodate and admit the members to other University empanelled / Super-Specialty Hospital(s), subject to concurrence from the concerned Members and an intimation as to the cross reference shall be made to the University within 24 hours of such referral. The provider hospital shall not discriminate in the provisions of facility & treatment in any manner whatsoever against the members receiving treatment in the hospital as compared to other patient of equal status coming for treatment in the hospital.
- ii) The Provider Hospital shall ensure that best and timely medical treatment / medical facility is extended to the Member(s) and provide best of services to them at all times.
- iii) It is mandatory for the Provider Hospital to maintain and adhere to the standards and quality of medical services as prescribed by Medical Council of India. The Provider Hospital represents that it has all the prescribed standards and shall maintain the same for the Member(s).
- iv) The University's Medical Officer / designated Officer(s) shall have the right to visit the Provider Hospital to check the quality, standards, review and discuss treatment provided to the Members. During such visits and inquiries, the Provider Hospital shall extend full co-operation to the University officials including access to the Member(s) medical and billing records and make available the information they request about the patient for the purposes of their investigation / inspection.
- v) The Provider Hospital shall also arrange to obtain medicines, injections, disposable syringes etc. as prescribed by the doctors from an authorized chemist(s), druggist(s).
- vi) The Provider Hospital shall make available to the Member(s), only in emergency cases, ambulance services on a priority basis for patients within the city/town limits, the cost of which will be part of the package.
- vii) The Provider Hospital shall keep the Member(s) in the Hospital only for the required number of days of treatment and carry out only the required investigations. The University has the discretion to reject bills containing any item, which as per the University was unwarranted on the part of the Provider Hospital.
- viii) The Provider Hospital agrees not to take to any cash deposit or any deposit of any kind or advance from Member(s) who is / are to be given treatment by the Provider Hospital and shall strictly adhere to the understanding.
- ix) The Provider Hospital shall strictly adhere to the agreed „Operation Procedure“ contained in the terms and conditions specified by CGHS and be bound by the same.
- x) The Provider Hospital shall equip itself with qualified and experienced Doctors, Medical and Para-Medical staff, Nurses etc. and also all other infrastructure essential to maintain the desired quality and standard of treatment for the Member(s).
- xi) The Provider Hospital shall not create separate charges on account of nursing, interest or interest free security deposit, diet charges, toiletries, cosmetics, telephone bills, air conditioner/ cooler/ heater charges (including electricity charges) which in the opinion of University are included in the package.

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- xii) The Provider Hospital shall admit the patients only on production of a valid medical card with photograph of the Member(s), issued by the University. The Provider Hospital shall not demand any advance from the Member(s) and shall provide credit facilities to the concerned patient.
- xiii) The Provider Hospital shall not charge more than two consultations in a day to a Member(s) from the attending specialist.
- xiv) Before the final discharge of the Member(s), the discharge summary certificate documents and necessary details of bill shall be authenticated by the Member's signature.
- xv) The drugs/ medicine supplied to the Member (s) to be consumed after discharge will not be part of the package.
- xvi) In case the eligible accommodation is not available at the time of admission, the Member (s) will be admitted to lower category of accommodation. But, if the Member (s) is provided higher category accommodation at his / her own request the differential amount will be borne by the Member(s) and if accommodation is provided by the Provider Hospital in the event of non-availability of entitled accommodation, the differential amount will be borne by the Provider Hospital. As soon as the entitled accommodation is made available, the Member(s) should be shifted to the category of accommodation he/she is originally entitled to.
- xvii) The Provider Hospital will send all bills pertaining to the Members(s) to the University, for payment.
- xviii) On completion of the treatment/ procedure (s) of the CGHS beneficiary, the Hospital shall submit credit bill (in those cases where credit facility is extended) along with other documents physically, by hand and/or by post within 30 days of completion of such treatment /procedure.

2. EXTENT OF COVERAGE & OBLIGATION OF THE HOSPITALS AGREED TO PROVIDE NON CASHLESS FACILITIES FOR INDOOR TREATMENT :

- (i) The Provider Hospital will extend services as per the rates prescribed in the Central Government Health Scheme (hereinafter referred as „CGHS“) for both IPD & OPD treatment. In case there are no CGHS/DGEHS prescribed rates for any test/procedure, then AIIMS rates are applicable. If there are no CGHS/DGEHS/AIIMS rates, then charges is to be arrived at by calculating admissible amount item-wise as per approved rates/actual whichever is less, in case of investigation.
- (ii) If the Provider Hospital normally charges rates for various procedures which are lower than the rates given by CGHS, the reimbursement would be at the actual rates charged by the Provider Hospital.
- (iii) The Provider Hospital shall ensure that each time a Member avails service envisaged in this Agreement, the expenses are regulated strictly with reference to the eligibility and monetary limits fixed with reference to the entitlements status of such Member.
- (iv) The Provider Hospital shall ensure that the benefits are made available to the Member(s) strictly as per terms of this Agreement and no benefits outside the terms of this agreement shall be allowed without prior approval, unless the same is essential for the recovery of member(s).
- (v) All the charges on account of availing indoor / outdoor treatment at Provider Hospital shall be borne by the employee and shall directly be paid by the employee. However, Provider Hospital shall verify all such claims on prescribed format of University. The University shall not be liable to make any payment on account of such claims from the Provider Hospital.

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2.1 OBLIGATIONS OF PROVIDER HOSPITAL

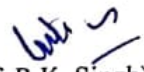
- (i) The Provider Hospital shall ensure that all members are admitted and treated in the Provider Hospital on priority basis. Priority basis in this context means making available to the Member services like on-the-spot admission/ treatment, beds on an urgent basis and the like. In case there is no accommodation available either in the ward or in the operation theatre or the patient requires specialized treatment which is not available in the Hospital, the Provider Hospital shall make all attempts through its good offices to accommodate and admit the members to other University empanelled / Super-Specialty Hospital(s), subject to concurrence from the concerned Members and an intimation as to the cross reference shall be made to the University within 24 hours of such referral. The provider hospital shall not discriminate in the provisions of facility & treatment in any manner whatsoever against the members receiving treatment in the hospital as compared to other patient of equal status coming for treatment in the hospital.
- (ii) The Provider Hospital shall ensure that best and timely medical treatment / medical facility is extended to the Member(s) and provides best of services to them at all times.
- (iii) It is mandatory for the Provider Hospital to maintain and adhere to the standards and quality of medical services as prescribed by Medical Council of India. The Provider Hospital represents that it has all the prescribed standards and shall maintain the same for the Member(s).
- (iv) The University's Medical Officer / designated Officer(s) shall have the right to visit the Provider Hospital to check the quality, standards, review and discuss treatment provided to the Members. During such visits and inquiries, the Provider Hospital shall extend full co-operation to the University officials including access to the Member(s) medical and billing records and make available the information they request about the patient for the purposes of their investigation / inspection.
- (v) The Provider Hospital shall also arrange to obtain medicines, injections, disposable syringes etc. as prescribed by the doctors from an authorized chemist(s), druggist(s).
- (vi) The Provider Hospital shall make available to the Member(s), only in emergency cases, ambulance services on a priority basis for patients within the city/town limits, the cost of which will be part of the package.
- (vii) The Provider Hospital shall keep the Member(s) in the Hospital only for the required numbers of days of treatment and carry out only the required investigations. The University has the discretion to reject bills containing any item, which as per the University was unwarranted on the part of the Provider Hospital.
- (viii) The Provider Hospital shall strictly adhere to the agreed "Operation Procedure" contained in the terms and conditions specified by CGHS and be bound by the same.
- (ix) The Provider Hospital shall equip itself with qualified and experienced Doctors, Medical and Para-Medical staff, Nurses etc. and also all other infrastructure essential to maintain the desired quality and standard of treatment for the Member(s).
- (x) The Provider Hospital shall not create separate charges on account of nursing, interest or interest free security deposit, diet charges, toiletries, cosmetics, telephone bills, air conditioner/ cooler/ heater charges (including electricity charges) which in the opinion of University are included in the package.
- (xi) The Provider Hospital shall admit the patients only on production of a valid medical card with photograph of the Member(s), issued by the University.
- (xii) The Provider Hospital shall not charge more than two consultations in a day to a Member(s) from the attending specialist.

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(xiii) The drugs/ medicine supplied to the Member (s) to be consumed after discharge will not be part of the package.

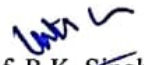
(xiv) In case the eligible accommodation is not available at the time of admission, the Member (s) will be admitted to lower category of accommodation. But, if the Member (s) is provided higher category accommodation at his / her own request the differential amount will be borne by the Member(s).

The list of Cashless and Non Cashless Hospitals are enclosed as Annexure I and II.


(Prof. R.K. Singh)
Registrar, IGDTUW

Copy for information to: -

- (i) All Deans/ Dy. Deans/HoDs, IGDTUW
- (ii) DFO, IGDTUW
- (iii) Librarian, IGDTUW
- ✓(iv) System Analyst with the request for uploading the same in the University website
- (v) PS to Hon'ble VC, IGDTUW
- (vi) PA to Registrar, IGDTUW


(Prof. R.K. Singh)
Registrar, IGDTUW