



GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE GENERAL OF HEALTH SERVICES
F-17, KARKARDOOMA, DELHI-110032
(DELHI GOVT. EMPLOYEES HEALTH SCHEME)

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F. No. 25(III)/DGEHS/1308/DHS/HQ/2019-20/21593

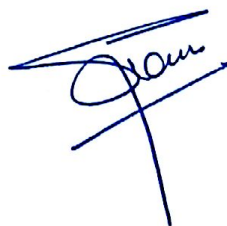
Dated: 09/10/2020

ADVISORY / SOP

It is informed that while processing the cashless bills for payment by this directorate, some discrepancies have been observed in the bills. Therefore, it is advised to all the private empanelled Hospitals/centers to adhere to the following points before submitting the bills of DGEHS beneficiaries for payment at this Directorate:-

- 1) The bills should be verified by the beneficiary or in case of inability/ death of patient by the attendant of the beneficiary. The contact details & signature of the beneficiary/attendant must be mentioned on the bill, discharge summary and Medical Card.
- 2) The copy of Medical facility card of DGEHS should be readable and valid.
- 3) The name of the treatment and their code along with the amount as per CGHS/DGEHS/AIIMS rates should be clearly mentioned on each bill.
- 4) The OPD bills must carry valid registration number along-with a proper prescription with signature and stamp of treating physician/surgeon.
- 5) Each hospital has to strictly abide with the clause 1.5 of the Indian Medical Council (Professional Conduct, Etiquette & Ethics) Regulations, 2002 which states prescribing drugs by Generic names.
- 6) The name of consultant/specialist with DMC registration no. should be stamped on the bills wherever applicable.
- 7) There should be rationalized use of consumables during stay of a patient in hospital viz. IV Set, Cannula, Catheter, Examination & Surgical gloves etc.

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- 8) Unnecessary diagnostic procedures (medical/surgical), investigations or any other charge (e.g. Registration charge/file charge etc.) should not to be practiced by the hospital.
 - 9) Prior permission of any unlisted procedure/investigation should be obtained (unless done away through a separate OM) from this directorate. In case of performing unlisted procedure/ investigation in emergency, justification may be provided along with the bill at the time of submission of claim.
 - 10) Physiotherapy bills must contain advice/Prescription of a doctor and must accompany an execution chart signed after each visit by the beneficiary.
 - 11) Each dialysis bill must contain a valid prescription along-with dialysis summary on each scheduled date.
 - 12) Certificate by the hospital to the effect that the treatment given to a particular beneficiary was absolutely essential and in accordance with CS (MA) rules and was not cosmetic in nature must accompany all the bills.
 - 13) Invoice of procurement, outer pouch, stickers etc. for implants/ stents/ high value medicines (chemotherapeutic drugs) are to be attached with bills in Original.
 - 14) Each document attached with the bill need to be countersigned and stamped by authorized signatory.
 - 15) Each bill be accompanied with copy of prescription/ discharge summary/ investigation reports/ medical card etc in a specific order as-
 - a) Summary of the bill.
 - b) Copy of DGEHS Card (with clear validity & ward entitlement).
 - c) Emergency Certificate (Wherever applicable).
 - d) Essentiality Certificate [refer point 12].
 - e) Discharge Summary.
 - f) Itemized bill (detailed).
 - g) Original invoice (as applicable).
 - h) Lab. Reports.
 - i) Radiological test reports eg. USG, ECG, Echo, CT etc.
 - j) Empty punch, outer cover, sticker etc.

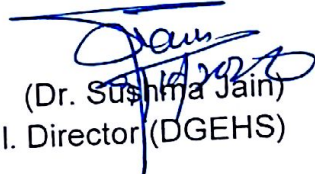


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Subsequent to relaxation given in getting dental treatment from empanelled hospital/ dental centre for the Listed procedures without the need for Referral, following points to be adopted by Empanelled dental centers besides aforementioned guidelines before submission of the bills:-

1. The prescriptions should be signed and stamped after each sitting (by dental surgeon and patient both) and on completion of treatment a copy of the same should be submitted for clearing of the bills.
2. The consultation given for one dental procedure shall be considered once only.
3. Dental X-rays are to be attached with each bill.
4. Certificate by the hospital to the effect that the treatment given to a particular beneficiary was absolutely essential and was not cosmetic or Orthodontic in nature must accompany all the bills.

In order to streamline the processing of cashless bills, all private empanelled hospitals/centers ought to take note of above issued guidelines and strictly adhere to terms of agreement and instructions issued from time to time. All private empanelled hospitals/centers are hereby directed to ensure due diligence in preparation of bills, in the lines of aforementioned advisory.


(Dr. Sushma Jain)
Addl. Director (DGEHS)

To,
Medical Director/Medical Superintendent
