

SOPs regarding referral of allowed packages

1. The Government reserved referral-based packages that have been reserved for treatment under the Government Hospitals. However, in case if any beneficiary patient presents in the Government Hospital for any planned or emergency treatment, which is not available in the Government Hospital, for any reason whatsoever, such as non-availability of infrastructure, doctor, bed etc., then such beneficiary patient can be referred to the empaneled Private hospital or higher Government Facility in the following manner:

a) In case of planned treatment (non-emergency treatment) :

- The beneficiary patient visiting the Government Hospital for any planned/non-emergency treatment is to be referred to higher Government facility within the district, where such services are available.
- In such cases, where treatment is not available in any Govt facility within the district, the beneficiary patient is to be referred to any empaneled Private where that treatment is available.

b) In case of emergency treatment:

The beneficiary patient visiting the Government Hospital for any emergency treatment is to be referred to any empaneled hospital which may be Government facility or any empaneled Private where that treatment is available.

2. In all referral cases from the Govt Hospital irrespective of whether it is made to the empaneled private hospital or higher Govt Hospital, a written referral slip signed and stamped by Government hospital authority (on-duty medical officer/SMO) is to be given to the patient, which the patient has to produce in empaneled Private hospital/ Govt facility, for getting his treatment done in the hospital. The format of referral slip is attached along with.

3. These referral based packages shall although reflect in the package list of Private Hospitals in their TMS portal, but shall be active for empaneled Private Hospitals only if the empaneled Private Hospitals submits/ upload referral slip from the Govt Hospital in the online Pre-authorization Form else the pre-authorization will be rejected by the TPA and any such claim shall not be payable.