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HEADQUARTERS' OFFICE  
EMPLOYEES' STATE INSURANCE CORPORATION  
( ISO 9001-2000 Certified)  
PANCHDEEP BHAWAN, C.I.G. ROAD: NEW.DELHI

No. U-16/30/38/2011/Procell

Dated : 09.11.2011

To,

All MS/SSMC/SMC,

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Subject : **Instructions regarding streamlining the procedure for referral of patients to Tie-up Hospitals, receipt of bills and payment of claims.**

Sir/Madam,

A committee was constituted by our Director General at ESIC hqrs to streamline the procedure for referral of patients to Tie-up Hospitals, receipt of bills and payment of claims. The committee deliberated on the subject and submitted its report which was approved by Director General. Following instructions are to be followed while referring the patients to Tie-up hospitals, receipt of bills and payment of claims.

- 1) The Revised formats as given below have been prepared which must be used henceforth by all concerned:
  - P-I- **Referral form** to be used by ESI/ESIC hospitals while referring the patient to tie-up hospital for treatment/ Investigation.
  - P-II- **Individual bill format**- Is meant for details of the charges for procedure(s) for individual patients treated at tie-up hospitals to be filled for each patient by Tie-up hospital while claiming the payment.
  - P-III- **Consolidated bill format**- Is meant for consolidated bill of patients, when a common bill is being sent by Tie-up hospitals on a day for payments of more than one case treated.
  - P-IV- **Sanction memo/ disallowance memo** to be issued by ESI Hospitals/SMC/SSMC, if some amount is to be deducted from the claimed amount.
  - P-V- **Bill claim format** for special investigations (for diagnostic centres/referral hospitals)- Is meant for Hospitals/ diagnostic centres, for the raising of bills for investigations of the patient for which he/she is referred to.
  - P-VI- **Patient satisfaction certificate** to be duly signed or thumb impression put by patient/ Attendant, to be sent by tie-up hospital while claiming the bill along with format P II & IV – Patient satisfaction certificate is meant for a statement by patient/ Attendant that they have received satisfactory treatment as well as statement that no money has been charged from him/her attendants during the stay in the hospital.

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- 2) Packages rates for conditions/procedures where CGHS (Central Government Health Scheme) treatment rates are available, the same will be applicable. The up-to-date CGHS rates as given on the website should be followed.
- 3) Package rates have been devised for the treatments/procedures not prescribed by CGHS. They will be called as ESIC rates.
- 4) Certain discounts on Drugs/treatment/ procedures/devices have been finalized. These are :
  - a) 15% discount on hospital rates if there is no package procedure under CGHS/ESIC.
  - b) For devices/stents etc, 15% discount on MRP(Maximum Retail Price).
  - c) In case of drugs not available in the CGHS/ESIC package/Procedure, 10% discount on the MRP.
- 5) Regarding the patients admitted in tie-up hospitals, the empanelled hospitals should levy CGHS or ESIC approved rates for the procedures for which the tie-up hospitals are not empanelled. If no such rates are available, then there shall be a discount of 15% on normal scheduled rates of the hospital.

These instructions and package rates are to be followed by all concerned.

Finance & Account division has give concurrence at Page 11/N & 12/N of the file.

This is for your information and necessary action.

Encl:

1. Formats P-I to P-VI
2. ESIC Rates.

Yours faithfully,



(Dr. N.K. Arora)

Dy. Medical Commissioner,  
Procurement Cell.