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**HEADQUARTERS' OFFICE  
EMPLOYEES' STATE INSURANCE CORPORATION  
( ISO 9001-2000 Certified)**

**PANCHDEEP BHAWAN, C.I.G. ROAD, NEW DELHI-110002**

No. V-24/11/10/2004-Med.I

July 23, 2008

To

1. The Secretaries of all State Govts. dealing with ESI Scheme
2. All SSMCs/SMCs
3. All Regional Directors / Jt. Director (I/c)
4. All Jt. Director (Fin.)/ Dy. Director (Fin.)/A.R.D (Fin.)
5. All Directors, ESI Scheme
6. All Medical Superintendents of ESI and ESIC Hospitals

Sub: Provision of Super Specialty treatment to ESI Beneficiaries - incurring of expenditure outside the ceiling to be totally borne by ESI Corporation.

Sir/Madam,

The issue of difficulties being faced by IPs and their families in availing super specialty treatment / diagnostic facilities and reimbursement of their bills for the same was discussed in the meeting of ESI Corporation in its 143<sup>rd</sup> meeting held on 08.07.08. Members expressed their concern over the inordinate delays that take place in the sanction of bills relating to super specialty treatment and consequent difficulties faced by the IPs and their family members.

In order to remove the difficulties being faced by ESI beneficiaries and for making available super specialty treatment and investigations in a hassle free and cash less manner, the Corporation has decided as under:-

1. The expenditure of super specialty treatment (including diagnostic) will be totally borne by ESI Corporation outside the existing ceiling w.e.f. 01.08.2008.
2. References for super specialty treatment (including diagnostic) can be either by ESIS hospitals under the State Govts. or hospitals run directly by ESIC so that IPs do not face any problem.
3. For providing super specialty treatment (including diagnostics) the tie up arrangements already made by State Governments will continue on same terms and conditions. In addition to this, SSMCs/SMCs/ D(M)D will make new tie up arrangements with reputed Govt. / semi Govt. / Private hospitals / institutions all over the State so that all areas where IPs are concentrated are covered and IPs are not required to unnecessarily travel long distances and facility is available at the nearest possible location. For this SSMCs / SMCs / D(M)D should take the following steps:-
  - i) Tie up arrangements should be made with all CGHS approved hospitals / institutions ( whether public or private) in the State on the CGHS rates.
  - ii) If it is felt that there is need to have more tie ups so that IPs are not required to travel long distances, then tie up should be done with more public / private hospitals / institutions of repute if they agree to CGHS rates.

- iii) In case CGHS approved hospitals / institutions are not there in a particular State, SSMCs/SMCs can adopt the CGHS rates of any other nearby State at their discretion.

SSMCs/SMCs and Director (Med.) Delhi are fully authorized to have tie up arrangements with any reputed hospital / institution ( whether Govt. or Semi Govt. or private) on CGHS rates as indicated above and no approval of Hqrs. Office is required.

4. The main objective to take over the super specialty treatment by ESIC is to provide cash less and hassle free treatment to IPs and their dependents. Hence the most important thing to be ensured is that IPs are not required to pay any advance from their pocket and instead they get cash less treatment. This must be made clear to the hospitals / institutions with which tie up arrangements are made. Tie up hospitals should be asked to send monthly bills along with necessary supporting documents and the bills must be processed and passed in the prescribed time frame as given below. Any undue delay in payment of bills, will be viewed very seriously by the Hqrs. Office and responsibility will be fixed for delay and strict departmental action will be taken against the guilty. In case of any genuine dispute only the disputed amount can be withheld and balance must be paid without any delay. The dispute must be settled within 15 days so that it is settled before the bill for the next month is due. For ESI Hospitals under the State Governments, the schedule of bills payment will be as under:-

- i) Tie up institution will send the bills along with necessary supporting documents to the respective hospitals by 7<sup>th</sup> of the next month.
- ii) Medical Superintendent will forward the bills complete in all respects to SSMC/SMC within the next seven days i.e. by 14<sup>th</sup> of every month.
- iii) SSMC/SMC will make the payment within the next seven days directly to the tie up hospitals / institutions and also give intimation of payment to the respective ESI Hospital.

In case of Model Hospitals and Hospitals run directly by ESIC the bills will be directly paid by the Medical Superintendents within seven days of receipt.

In exceptional circumstances or in emergencies, advances can be paid at the discretion of SSMCs/SMCs / Medical Superintendents of ESIC Hospitals so that IPs do not face any problem whatsoever. However, effort must be to have good tie up arrangements and smooth payment system so that mutual confidence develops between ESIC and tie up hospitals / institutions and cash less / hassle free treatment is available to IPs.

5. Any pending bills relating to super specialty treatment (including diagnostic) relating to previous years will also be cleared as a one time measure so that IPs can get relief. State Govts. are requested to submitted all bills relating to previous years duly sanctioned to SSMC/SMC by 31.10.2008 so that they can be paid.

6. The scope of services to be covered under super specialty treatment are as under:-

- i) Any treatment rendered to the patient at a Tertiary centre / super specialty hospital by a super specialist.
- ii) Cardiology and Cardiothoracic Vascular surgery
- iii) Neurology and Neuro surgery

- iv) Pediatric surgery
- v) Oncology and Onco Surgery
- vi) Urology and Uro surgery
- vii) Gastro enterology and GI surgery
- viii) Endocrinology and Endocrine surgery
- ix) Burns and plastic surgery
- x) Reconstruction surgery
- xi) Super specialty investigations :-

This will include all the investigations which require intervention and monitoring by super specialist in the disciplines mentioned above. In addition, the following specialized investigations will also be covered:-

- a) CT scan
- b) MRI
- c) PET Scan
- d) Echo Cardiography
- e) Scanning of other body parts.
- f) Specialized bio-chemical and Immunological investigations.
- g) Any other investigation costing more than Rs.3000/- per test.

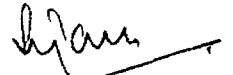
7. As indicated above, the patients will be referred for super specialty treatment either by the Medical Superintendent of the State ESI Hospital or the Medical Superintendent of ESIC Hospital wherever the IPs goes. M.S. of the Hospitals shall ensure the eligibility of the IPs before referring him to super specialty treatment. The treatment undertaken shall be verified by the concerned Medical Superintendent before payment or forwarding the estimate / bill to SSMC/ SMC for payment as the case may be.

In case of ESI Hospitals run by State Govts, the bills shall be submitted to the SSMC / SMC once a month for making payment to the approved hospital / institution. All bills / vouchers etc. shall be kept at SSMC / SMC Office and the responsibility of audit of expenditure shall rest with SSMC/SMC.- A separate head of account is being opened for reflecting the expenditure. In case of hospitals directly run by ESIC the bills / vouchers will be kept by M.S. of ESIC Hospitals and the responsibilities of audit of expenditure shall rest with Medical Superintendent of the Hospital.

8. SSMC/SMC and M.S. of ESIC Hospitals should ensure hassle free, cash less service to the Insured Persons and their families and reimbursement to IPs should be only as an exception in case of emergencies.

The instructions will come into force w.e.f. 01.08.2008. This issues with the approval of Director General.

Yours faithfully,



(DR. S.K. JAIN)

DY. MEDICAL COMMISSIONER

Copy to:-

1. PS to DG/FC/IC/MC / C.E.

