

HOW DO YOU MANAGE MEDICAL EMERGENCY CONDITION



- *What is Medical Emergency ?*

- *If there is a "LIKELIHOOD of LOSS OF LIFE or LIMB" , then this is a MEDICAL EMERGENCY*

- *What can you DO? -- 03 OPTIONS*

1 Reach the nearest Military Hospital

2 Reach the Nearest ECHS EMPANELLED HOSPITAL. Produce ECHS Card & get Cashless Treatment

3 If both above are NOT Possible :-

- *Reach the Nearest Non-Empanelled Hospital (or Govt Hospital)*
- *Get Emergency Info Report & send it to OIC Polyclinic within 48 hrs*
- *On Discharge , settle Bills , Obtain all Documents & Reports*
- *Apply for Reimbursement within 15 days.You will get Reimbursement at ECHS Rates*

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*ECHS FLYER #4 NOV 2023
DESIGNED AND SHARED BY
CDR SANTHANAM (RETD)*

ECHS REIMBURSEMENT SOLUTIONS



- **Medicine Claim Reimbursement - When Not Available @ Polyclinic & Purchased**
- **Prescription itself is Non-Availability Certificate (NAC) when OIC Signs & Stamps**
- **Medicine purchased to be for maximum 30 days & match Prescription**
- **Pharmacy bill should show License & GST # (except for Jan Ashudhi)**
- **Claim Reimbursement of Treatment @ Non-Emp Hospital ONLY under Emergency. Reimbursement limited to ECHS rates**
- **Under certain conditions 100 % Reimbursement is possible utilising High Power Committee Approval**
- **Reimbursement claim can be done Online. Submit ORIGINAL documents to Polyclinic within 15 days from Online submission**
- **Claim ID unique for each Claim. Use it to Track Status**
- **Submit SEPERATE claim for each Beneficiary**
- **Any Query on your Claim - Answer Promptly & Completely**
- **Time Limit for submission of Medicine Claim - 90 days from bill date . Beyond 90 days waiver to be obtained**

**ECHS FLYER #3 NOV 2023
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ECHS REFERRAL TO GET TREATMENT AT EMPANELLED HOSPITAL

- **Initiated by Polyclinic Doctor Online & Digitally Signed by OIC**
- **An Authorisation document for Treatment at Emp Hospital**
- **You can get 02 Referrals per Day from Polyclinic**
- **Referrals can be given at any Polyclinic under some Condition**
- **Enables Beneficiaries to get Cashless Treatment**
- **Routine Referral is Valid for 30 days**
- **For Initial admission, Referral is valid for 12 days. Extension possible**
- **Special Treatment Referral is Valid up to 06 months**
- **Any Beneficiary 75 Years & above - DO NOT need Referral for OPD**
- **Military Polyclinic issues Referral on Specialist Prescription**
- **Under MEDICAL EMERGENCY, No Referral is needed for Treatment**
- **Referral do not indicate Name of Emp Hospital. You Can Choose**



**ECHS FLYER # 2 - OCT 2023
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ECHS SERVICES - 100 % AUTOMATED BENEFITING VETERANS

- **64 kB CARD - APPLICATION TO CARD RECEIPT**
- **MANAGE LOSS OF 64 kB CARD**
- **CHANGE POLYCLINIC & REGISTERED MOBILE #**
- **COMPLETE DEPENDENTS ANNUAL VALIDATION**
- **FIND EMPANELLED HOSPITAL NEAR YOU**
- **OPD @ POLYCLINIC-APPOINTMENT & CONSULTATION**
- **GET REFERRAL TO EMPANELLED HOSPITAL FROM ANY CLINIC**
- **GET MEDICINES AT POLYCLINIC OR NA CERTIFICATE**
- **GET CASHLESS TREATMENT AT EMPANELLED HOSPITAL**
- **GET APPROVAL FOR EXTENSION OF STAY AT EMP HOSP**
- **PUT UP REIMBURSEMENT CLAIM & TRACK STATUS**



**ECHS FLYER # 1 - OCT 2023
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