

By: Post, Fax & E-mail



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Additional Director (M.S.)

No. MA/ Guideline for fraudulent activities/ 16,
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Date: 28/09/2016

To,

The Project Head,
MD India NetworX Ltd,
InfoCity, Gandhinagar.

Subject: Guidelines for the fraudulent activities by empanelled hospitals under “MA”
Yojana.

Reference: - Approval received from Principal Secretary (PH & FW) and Commissioner
(Health on N/ 56 of File Empanelment part-4)

With reference to the aforementioned subject, I am hereby directed that any
“MA” empanelled hospitals who indulges in fraudulent activities is to be penalized as
follows: -

Category-1: Charges against the hospital of charging money against services like ; OPD,
diagnostic services even though if it is not mentioned in their MoU with the ISA, laboratory
services, blood unit, pharmacy, implants, food or non reimbursement of transportation cost of
Rs.300 to the scheme beneficiaries which are part of MA package rate.

Penalties:

Step - 1. Whenever any such complain comes to the notice of ISA for the first time, ISA will
issue a notice in written to the respective hospital to return the said amount to the respective
beneficiary. The hospital will submit receipts against the same from the beneficiary to the
ISA within 15 days. Till the time the said claim will not be processed for settlement.

Step – 2. If said hospital repeats it again:

- a) The said hospital will return the charged amount to the patient and an equal amount will
be deducted by the ISA from the said claim amount as a penalty.

- b) If repeats the same act again then the hospital will return the charged amount to the patient and the said claim will be rejected. These types of claims shall not be eligible to be considered under the DGRC and SGRC.
- c) If repeats further- the hospital will be De-empanelled from MA/MA Vatsalya Yojana at least for one year. Such hospital can only be empanelled after the recommendation of the respective DGRC and its approval from the SGRC after one year from its date of de-empanelment.
- d) After re-empanelment, if the hospital repeats against the same (at least even for once), the hospital will be de-empanelled for one year from the scheme.
- Note: A separated account for deducted claim amount by ISA shall be maintained by the SNC in this regard.
 - In such cases if the hospital is de-empanelled in such cases the amount charged by the hospital from the patient shall be returned by the SNC to the beneficiary from this fund vide the respective DGRC.

Category-2: If the treatment given by the hospital differs from the actual treatment in such cases following actions will be taken:

- a) The ISA will bring such cases to the Sub- SGRC along with the facts and details.
- b) If Sub -SGRC agrees with the ISA's claim, then the hospital will be de-empanelled on the spot from the scheme from the date of its decision for three years.
- c) In case if there is a gross difference (without performing the surgery claiming under MA/MA Vatsalya Yojana) in more than one claim then ISA will suspend the said hospital along with filing an FIR against it.

Kindly issue necessary instructions in this regard to all hospitals empanelled under "MA" Yojana and to implement the same on urgent basis.

N. B. Dholakia.

(Dr. N. B. Dholakia)