



## **IHQ MoD (NAVY) ECHS NEWS LETTER – JAN 2017**



1. **General.** Ex-Servicemen Contributory Health Scheme (ECHS) was launched on 01 Apr 2003. The Scheme aims to provide quality healthcare to Ex-Servicemen pensioners and dependents through a network of ECHS Polyclinics, Service medical facilities and Civil Empanelled/Govt Hospitals spread across the country. The scheme has been structured to provide cashless treatment, as far as possible, for its beneficiaries. Treatment provided under ECHS is as per the allopathic medical system and it is a Govt funded Scheme.
2. **Growth of ECHS.** ECHS has made phenomenal growth over the last 10 years. The Govt had initially sanctioned Central Organisation ECHS, 13 Regional Centres and 227 Polyclinics. This was expanded in Oct 2010 with 15 more Regional Centres and 199 additional polyclinics being added to it. 28 Regional Centres are fully operational and out of 426 Polyclinics, 421 have been operationalised. The endeavour is to make the remainder Polyclinics functional at the earliest. As of 31 Dec 16, approximately 16 lakhs ESMs have enlisted with the Scheme and the total beneficiaries base including dependents is approximately 50 lakhs.
3. **ECHS Polyclinics.** ECHS Polyclinics are designed to provide 'Out Patient Care' which includes consultation, essential investigation and provision of medicines. Specialized consultations, investigations and 'In Patient Care' (Hospitalisation) is provided through spare capacity available in Service hospitals and through civil hospitals empanelled with ECHS.
4. **Case for additional ECHS Polyclinics under IN.** The case of 08 additional polyclinics has been taken up with Central Organisation, ECHS/MoD for inclusion in Phase-III expansion of ECHS. These ECHS polyclinics are being planned for Ambernath, Navi Mumbai, Cuttack, Keonjhar, Rourkela, Baripada, Bhadrak and Chalakudy. The case is likely to be approved by Deptt of ESW/MoD upon operationalisation of the 05 remaining sanctioned polyclinics.
5. **On-Line Bill Processing.** Prior to Apr 2012, all the Bill Processing in ECHS was done manually and no additional manpower was authorised for the same. The Govt have sanctioned 'on-line' bill processing by a Bill Processing Agency (BPA) i.e UTI-ITSL. On-line billing has commenced in all the 28 Regional Centres w.e.f. 01 Apr 2015 including RC Kochi, Mumbai and Visakhapatnam under Indian Navy. On-line bill processing has speeded up clearance/ payment of empanelled hospital bills resulting in empanelment of quality hospitals.
6. **Empanelment of Hospitals.** Recently many reputed hospitals have been empanelled with ECHS at Mumbai/Kochi/Vizag. Mumbai was having shortage of empanelled hospitals. Regional Centre Mumbai has made a significant progress for empanelling hospital in Mumbai. As on date, RC Mumbai, RC Visakhapatnam and RC Kochi have 35 (Thirty five), 25 (Twenty five) and 95 (Ninety five) empanelled hospitals respectively. As on 31 Dec 16, 2247 medical facilities have been empanelled with ECHS after Gol sanction.
7. **Enhancement of CFA powers for processing of bills by Bill Processing Agency (BPA).** Gol has enhanced the CFA powers for sanctioning of payments and reimbursement. The enhanced CFA powers are as follows:-

|                                      |      |                       |
|--------------------------------------|------|-----------------------|
| (a) Director, Regional Centres ECHS- | upto | Rs. 3,00,000/-        |
| (b) Deputy Managing Director, ECHS-  | upto | Rs. 5,00,000/-        |
| (c) Managing Director, ECHS          | -    | upto Rs. 10,00,000/-  |
| (d) Joint Secretary, ESW/MoD         | -    | upto Rs. 25,00,000/-  |
| (e) Secretary, ESW/MoD               | -    | above Rs. 25,00,000/- |
8. **Availability of Medicines.** Availability of medicines in ECHS Polyclinics has been a matter of concern since long. Medicines required by ECHS Polyclinics were procured by AFMSDs



earlier. Now it has been decided that procurement of ECHS drugs and consumables will be undertaken completely by SEMOs. AFMSD has been delinked from procurement procedures. Funds for the same are made available to the SEMOs by Central Organisation ECHS. Numerous measures have been instituted to improve availability of medicines by having Rate Contracts/Price Agreements concluded for various stations.

9. **Common Drug List -2016** Two separate lists of drugs for Common Drug List (CDL) and Essential Drug List (EDL) for ECHS were issued by the office of DGAFMS. As per feedback received from various stake holders, it was perceived that the CDL and EDL for ECHS have not achieved the desired clientele satisfaction. The office of DGAFMS carried out a review of the CDL and EDL, after taking into consideration inputs from AFMS procuring agencies, World Health Organisation (WHO) : Essential Medical Lists (EML), National Lists of Essential Medicines (NLEM) and CDL/EDL of the other Govt Organisation. One Common Drug List (CDL) has been formulated and approved as the Common Drug List (CDL) – 2016 consisting of 474 Drugs and Consumables.

10. **Provision of Medical/Dental Equipment.** The Govt has revised the scales of medical/dental equipment authorised to ECHS Polyclinics. This includes major medical equipment such as X-Ray machines, auto analyser, minor medical equipment and dental equipment. Procurement of medical equipment has also been put on a fast track.

11. **Temporary Issue of ECHS Smart Cards.** The contract of M/s SITL for ECHS smart cards has expired on 31 May 15. The contract for new cards is likely by mid 2017 till then temporary cards are being issued to the ECHS beneficiaries.

12. **Revised Eligibility Criteria.** Govt sanction has been accorded for bringing ECHS beneficiaries at par with that of CGHS w.e.f. 31 Oct 14. Details are as under:-

| Ser | Relationship   | Criteria   |
|-----|--|--|
| (a) | Son  | Till the starts earning or attains the age of 25 years, whichever is earlier                 |
| (b) | Daughter   | Till she starts earning or gets married, irrespective of the age limit, whichever is earlier |
| (c) | Son or daughter suffering from any permanent disability of any kind (physical or mental)   | Irrespective of age limit  |
| (d) | Dependent divorced/abandoned or separated from their husband/widowed daughters and dependents unmarried/divorced/abandoned or separated from their husband/widowed sisters/ permanent disabled dependent brother | Irrespective of age limit  |
| (e) | Minor brother(s) who are dependent on the veteran and Minor children of widowed/ separated daughters   | Upto the age becoming a major  |

13. **Revision of Pay for Contractual Staff** The pay for contractual staff of the following has been revised w.e.f. 27 Nov 15.

| Ser   | Category                          | Existing | New   |
|-------|-----------------------------------|----------|---|
| (i)   | Officer-in-Charge Polyclinic      | 46,000/- | 60,000/-  |
| (ii)  | Medical Officer                   | 46,000/- | 60,000/-  |
| Ser   | Category                          | Existing | New   |
| (iii) | Medical Specialist & Gynecologist | 55,000/- | 70,000/- (for 1 <sup>st</sup> year contract appointment<br>80,000/- (for 2 <sup>nd</sup> year contract appointment) |
| (iv)  | Dental Officer                    | 46,000/- | 60,000/-  |



14. **Revision of Pay for Contractual Staff.** The pay for contractual staff of the following has been revised w.e.f. 27 Nov 15.

| Ser | Category   | Existing | New      |
|-----|--|----------|----------|
| (a) | Radiographer   | 15,000/- | 22,500/- |
| (b) | Laboratory Technician                                | 15,000/- | 22,500/- |
| (c) | Laboratory Assistant                                 | 15,000/- | 22,500/- |
| (d) | Physiotherapist                                      | 15,000/- | 22,500/- |
| (e) | Pharmacist   | 15,000/- | 22,500/- |
| (f) | Nursing Assistant                                    | 15,000/- | 22,500/- |
| (g) | Dental Hygienist/Dental Assistant /Dental Technician | 15,000/- | 22,500/- |
| (h) | Driver   | 10,500/- | 15,750/- |
| (j) | Chowkidar  | 8,970/-  | 13,455/- |
| (k) | Female Attendant                                     | 8,970/-  | 13,455/- |
| (l) | Peon   | 8,970/-  | 13,455/- |
| (m) | Safaiwala  | 8,970/-  | 13,455/- |

15. **Fixed Medical Allowance (FMA).** Government of India has enhanced the amount of FMA from Rs. 300/- to Rs. 500/- w.e.f. 19 Nov 14 vide Gol MoD letter No.1(10)/2009-D(Pen/Policy) dated 05 May 15 for pensioners/ family pensioners who are not members of ECHS prior to 01 Apr 03.

16. **Recent Developments.** The following developments / improvements have taken place in the ECHS functioning:-

- (a) Deptt of ESW/MoD has accorded sanction for hiring of building for ECHS polyclinic at East Delhi in Jul 16. Stn Cdr INS India is pursuing the procurement of medical stores, furniture/AC, IT hardware and hiring of contractual manpower. The East Delhi polyclinic is likely to be operational by early May 17.
- (b) Inclusion of details of Aadhar card including dependents in the application form (Rev 2015) for ECHS Smart Card w.e.f. 01 May 2015. It is now a mandatory requirement.
- (c) ECHS beneficiaries who are holding a valid ECHS card and are residing in districts not covered by ECHS shall be eligible to obtain treatment from Govt(Central/State/Local Self Government) hospitals and submit the medical re-imburement claim to the ECHS Polyclinic without obtaining referral from Polyclinic located outside their district.
- (d) Sanction for reimbursement of 'Air Travel Charges' to ECHS beneficiaries in emergency.
- (e) No referrals will be issued by ECHS Polyclinics to empanelled hospital which are not online for billing w.e.f. 01 Apr 15.
- (f) Deptt of Administrative Reforms and Public Grievances under the guidance of PMO has developed CPGRAMS (Centralised Public Grievance Redress and Monitoring System) a Mobile App for facilitating easy lodging of a grievance by an aggrieved citizen.
- (g) A total of 15 light vehicles were released for newly sanctioned Regional Centres on 04 Sep 2015.
- (h) CGHS rates for cancer surgery for hospitals empanelled under CGHS has been revised w.e.f. 11 Sep 15.
- (j) Central Organisation, ECHS has intimated that no approval is required for listed cardiac procedure. However for unlisted procedure prior approval of service Cardiologist is required.
- (k) AFVs (Armed Forces Veterans) who have taken up employment in Central/ State Govt/PSUs organisation have to choose one of the scheme either ECHS or CGHS.



17. **ECHS Bhawan** The foundation stone laying ceremony of ECHS Bhawan organised by the AG's branch, IHQ MoD (Army) at Delhi Cantt. The foundation stone was laid for the 'ECHS Bhawan' by the COAS on 16 Apr 16.

18. **Rating of ECHS Polyclinic for Award of Best ECHS Polyclinic** ECHS Polyclinic rating has been introduced as part of action plan to ensure improvement in overall performance of polyclinics. Rolling Trophy instituted w.e.f. 2016 for Best ECHS Polyclinic in Navy to inculcate healthy competition spirit. Guidelines have been promulgated for the selection of "Best ECHS Polyclinic Trophy" in Navy. Rolling Trophy for 2016 will be presented during the CC 17/1.

19. **List of documents for Re-imburement of ECHS Claims.** The following documents are to be attached with re-imburement of ECHS claim by the ESM before submitting to the respective parent polyclinics:-

- (a) Contingent bill with revenue stamp & Sign
- (b) Application to OIC for re-imburement
- (c) Card's Photocopy
- (d) EIR/Referral from Reception (within 48 hrs)
- (e) Emergency Certificate
- (f) Discharge Summary
- (g) Bills Summary
- (h) Bill break up
- (j) All reports (X-Ray & Lab Reports etc.)
- (k) Payment Receipt
- (l) Canceled Cheque
- (m) Stent Invoice, Cover & Implant Invoice (only cardio & Ortho case)
- (n) Drug Certificate (Drugs/Consumables more than Rs.1000/- per drug)

**Note:** All documents (Bills, Discharge Summary, Reports) to be stamped and signed by the hospital.

20. **Grievance Redressal Mechanism.** All grievances received from veterans are being replied to, including information sought under RTI. Grievances are being addressed through e-mail via internet and through website [pgportal.gov.in](http://pgportal.gov.in) of DoESW. In addition to the above, an Arbitration Committee has also been formed at Central Organisation ECHS to address concerns of empanelled hospitals. Grievances, if any, may be addressed to the under mentioned functionaries:-

|   |  |
|---|--|
| Managing Director<br>Central Organisation ECHS<br>Maude Lines<br>Delhi Cantt – 110010<br>Tele: 011 – 25684846,<br>Mob: 8527794678 | Director (Complaints & Legal)<br>Central Organisation ECHS<br>Maude Lines<br>Delhi Cantt – 110010<br>Tele: 011 – 25684946<br>E Mail ID: <a href="mailto:jdclechs-mod@nic.in">jdclechs-mod@nic.in</a> |
|---|--|

21. **ECHS Website.** All information regarding ECHS, including list of empanelled facilities, forms for membership and latest policies etc are available on [www.echs.gov.in](http://www.echs.gov.in).

22. **ECHS important telephone numbers/e-mail id.**

- |                                     |   |  |
|-------------------------------------|---|--|
| (a) ECHS toll free number           | - | 1800-114-115   |
| (b) MD ECHS E-mail id               | - | <a href="mailto:mdechs-mod@nic.in">mdechs-mod@nic.in</a>         |
| (c) ECHS (Navy) Office Telephone No | - | 011 - 24101319   |
| ECHS (Navy) Office Email id         | - | <a href="mailto:echsdelhi@navy.gov.in">echsdelhi@navy.gov.in</a> |