

MINUTES OF THE PRE-BID MEETING WITH THE AGENCIES THAT APPLIED FOR THE BID TO CONDUCT HOSPITAL AUDITS AS PART OF FIELD VERIFICATION THROUGHOUT THE STATE OF KERALA

Date: 28-09-2022, Wednesday

Time: 11:00 AM

Mode: Online

In the Chair : Dr AnooB Razak, Joint Director - Medical, State Health Agency Kerala

The following officers attended the meeting -

1. Dr Unnikuttan CI, Manager- Audit and Compliance, SHA
2. Mr Vipin C Mathew - Manager- Finance, SHA
3. Officials from Phoenix Assurance Pvt Ltd
4. Officials from Mediprobe Consultancy Services
5. Officials from Oasys Cybernetics Pvt Ltd
6. Officials from Genesis Evaluation Pvt Ltd

The chair welcomed all representatives from various agencies and informed them to introduce themselves.

The following organizations, including Phoenix Assurance Pvt Ltd, Mediprobe Consultancy services, Oasys Cybernetics Pvt Ltd, and Genesis Evaluation Pvt Ltd, participated in the pre-bid meeting and introduced themselves.

Dr. Rashmikant of Phoenix inquired about the payment criteria for the doctors and nurses who will be deployed by the agency, their mode of visit, reporting of findings, daily cases to be visited, and administrative reporting required by the agency.

The chair responded that there are no such payment criteria for staffs deployed by the agency for the activity, but that the minimum HR should be deployed as specified in the tender document, and the activity should be completed within the time frame specified, and that waitage will be granted to the agency with more HR and a good action plan, as it is a relevant factor in completing the activity successfully. And the daily cases to be live audited can be sorted out using the TMS.

Mr Radhakrishnan from Genesis asked, rather than the nurses, what will be the specific role of the doctors to be a part of the hospital audit, and whether any payment criteria for staffs should be followed, what should be the time period for the submission of audit report after each hospital audit, and whether partial payment or monthly payment can be considered as the agency cannot bear such a burden to pay salaries and other expenses for three months.

Regarding the role of doctors, the chair responded that they play an important role in the overall activity by supervising nurses, conducting audits, cross-checking audit reports, and providing more medical knowledge in some cases.

The chair instructed that the audit report be submitted 5 days after each hospital audit.

Regarding payment, chair informed that no upfront payment should be made, and the request for partial payment will be reviewed and considered, and further communication will be made regarding the same

The chair stated that the question about payment criteria for agency employees had previously been answered.

Dr. Rashmikant inquired whether payments are made per hospital audit, whether NAFU-triggered cases must be audited or verified, and whether the hospital infrastructure must be audited, as questions about the same are included in the NHA's standard audit form.

The Chair responded that the payment is not based on a per hospital basis because the agency may visit an EHCP multiple times based on the findings of each audit. And the agency is expected to complete the activity in a brilliant way, which includes, focusing on triggered cases containing EHCPs/suspicious EHCPs, auditing a minimum of 10-15 patients per visit, checking all patients whether they are physically present, auditing higher value claims, and monitoring the infrastructure in accordance with the NHA and SHA standard guidelines and SHA instructions. Chair suggested that more suggestions or modifications from the agency are welcome, and such modifications/suggestions will be included in our format for future auditing as well.

Mr Ramesh from Mediprobe inquired about the significance of beneficiaries' experiences, as well as a surprise visit to the EHCP

Chair told that the Agency can include beneficiary experience and all other relevant data from the beneficiary present at the hospital at the time of visit, and all additional useful information/criteria are welcomed by the SHA for effective implementation of the activity. And the visits should definitely be a surprise, and it all depends on how the agency handles the situation. However, SHA will not notify EHCP prior to any visit.

Dr Rashmikant inquired about the scope of this activity's extension, and if it is, whether SHA will launch another tender to select the agency.

The chair stated that this is a pilot activity and that we anticipate a positive outcome, which will allow the SHA to initiate all other type of audits and other additional activities. However, the SHA will hold a separate tender for future activities.

Mr Radhakrishnan from Genesis asked if there would be any chance of extending the deadline for tender submission because it is difficult to provide HR details and make workflow within this time frame.

The chair stated that there is no need to share the CVs of the staffs at the tender submission, but rather, an excellent proposal and workflow/plan of work for the activity implementation is required, and to mention the total number of staffs that agency are going to deploy for the said activity to be done within the time frame. CVs/documents pertaining to human resources must be submitted within 15 days of the letter of intent being issued.

Dr Rashmikant inquired, following the confirmation of the work order, how much time the agency would have for recruitment and training of agency personnel.

The chair responded that once the letter of intent is issued, the CVs of the staff must be submitted within 15 days, and that other activities can be completed and the hospital audit can begin within 20-25 days. And, if there is a change in resources during the period of activity, it must be communicated to the SHA in advance.

Mr Radhakrishnan from Genesis inquired whether this service would be exempt from GST because it is a government-related service.

Manager Finance stated that there will be no GST exemption, and the current TPA is working alongside the SHA under the same conditions.

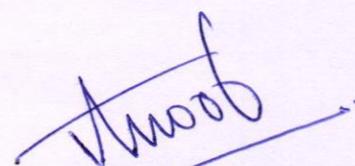
Mrs Nehal from Mediprobe asked whether the total amount to be quoted be inclusive of GST

Manager Finance stated that the quote should not include GST.

The chair stated that the SHA is looking forward to receiving excellent proposals from agencies for the effective implementation of the activity.

Manager Audit and Compliance thanked all officials who attended the meeting.

The meeting ended at 11.45 AM.



Dr ANOOB RAZAK

Joint Director - Medical
State Health Agency Kerala