

MINUTES OF THE PRE-BID MEETING WITH THE TPAs WHO APPLIED FOR THE BID TO PROCESS AB-PMJAY-KASP PRIVATE EHCP CLAIMS IN THE STATE OF KERALA

Date: **10.10.2023**, Tuesday

Time: 11:00 AM

Mode: Hybrid

In the Chair : Smt. Shyny V N, Joint Director - Finance and Administration, SHA, Kerala

The following officers attended the meeting -

Dr. Bijoy E - Joint Director - Operations, SHA
Dr. Unnikuttan CI - Manager- Audit and Compliance, SHA
Officials from Vidal Health Insurance TPA Pvt Ltd
Officials from Heritage Health Insurance TPA Pvt Ltd
Officials from Paramount Health Services & Insurance TPA Pvt Ltd
Officials from Health India Insurance TPA Services Pvt Ltd
Officials from Genins India Insurance TPA Pvt Ltd
Officials from Medi Assist Health Insurance TPA Pvt Ltd
Officials from MD India Health Insurance TPA Pvt Ltd
Officials from Oasys Cybernetics Pvt Ltd

The Attendance of the meeting is attached.

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

The Joint Director - Operations instructed to raise queries from each TPA so that SHA can clarified it.

The questions raised by TPA officials and the response from the SHA are as follows:

Queries Raised	Response to the Query
The average monthly claim (whether the summary of claims can be shared)	2000-2500/day. The data is available on the Insights portal as well as the SHA website.
For Field Audit and SAFU, whether MBBS doctors were required.	Yes. Three to four MBBS doctors should be assigned to Field Audits as Regional Medical Officers on a regional basis, as well as to SAFU audits.
16. Fraud Control and Management What are the types of alerts required ? Is it only reports or popups , SMS etc.	The NHA/SHA has a mechanism in place to identify triggered cases that will appear in the TMS and as reports, and this will be closely monitored and audited. TPA can assist with this through their own mechanisms, which identify any suspicious types of cases that should be triggered.

<p>19. Grievance Redressal</p> <p>a) How many resources are required for Grievance Redressal ?</p> <p>B) What are the language skills needed for this ?</p> <p>C) What would be the working hours for Grievance redressal ?</p>	<p>a) A minimum of three regional grievance officers (to the South, Middle, and North Zones) and a State Grievance Officer should be there to coordinate grievances and all types of Redressal Committee activities and to report/coordinate the same with SHA.</p> <p>b) Malayalam and English</p> <p>c) Apart from the usual office hours, there are no such specific working hours. However, all grievances/grievance-related activities from any side of the system should be addressed, as should all types of Redressal Committee activities.</p>
<p>Implementation Arrangements of Portability</p> <p>a) Will there be new packages created according to patient needs ?</p> <p>B) Will those items coming outside package be considered as another package ?</p>	<p>a) The packages are followed in accordance with the live HBPs that have been pre-designed by the NHA/SHA, and any updates will be communicated from the NHA/SHA level.(Refer Schedule 3: HBP and Quality - 3.1 Schedule 3 (a) HBP 2.1)</p> <p>b) We are having a package called 'Unspecified package,' and the details can be found in Schedule 3: HBP and Quality - 3.2 Schedule 3 (b) Guidelines for Unspecified Surgical Packages.</p>

The Joint Director - Operations informed all TPA officials that the SHA is expecting financially viable quotes from TPAs, but that quality should not be compromised. JD also stated that the SHA will strictly adhere to the guidelines while also supporting TPA in all activities. So, the SHA anticipates the TPA to ensure TAT and to conduct proper claim adjudication without errors, both qualitatively and quantitatively and the SHA is looking forward to receiving excellent proposals from TPAs for the effective implementation of the activity.

SHA officials thanked all TPA representatives who attended the meeting.

The meeting was adjourned at 11.55 AM



Smt. Shyny VN
 Joint Director - Finance and Administration
 State Health Agency, Kerala

**Selection of New TPA To Process Private EHCP Claims
AB PMJAY-KASP-STATE HEALTH AGENCY KERALA
Pre-Bid Meeting Dated 10-10-2023,11am
Attendance**

Sl No	Name	Designation and Company	Mobile Number	Signature
1	Dr Sanjaykuth	VIDAL AVP List Vidalhealth	9986581010	
2	Sujith Thomas	VIDAL State Head	9846160650	
3	Renoy George	Health Indis AVP OPERATIONS	9896898780	
4	Shikhan AR	Health Indis Sr Manager	9846060997	
5	SASIMON KP	Manager - Genesis Indis	9899946172	
6	Praveen V	Asst. Manger MD Indis	9388620100	
7	VELUDHAS .M.P	Heritage State project manager	9600765933	
8	SU Jaminel 151am	State Coordinator Heritage Health TPA	9798672013	
9	Ketan Shende	MD Indis TPA Pvt Ltd	} ONLINE	
10	Balajee	Oasis TPA Pvt Ltd		
11	Satish Thota	MD Indis		
12	Sanjay Chougale	Paramount TPA		
13	Sainath Iyer	MD Indis		
14	Subrata Roy	Medi Assist TPA		
15	Manu. KS	Medi Assist TPA		



Verified by

Dr. Umniketan CJ

