



സ്റ്റേറ്റ് ഹെൽത്ത് ഏജൻസി
കരുതലിന്റെ കൈത്താണ്ട്

CIRCULAR

No. SHA/336/2024-MGR(AC)

Date: 05.03.2024

To

All Superintendents / Administrators of all Empanelled Health Care Providers of SHA Kerala

Sir / Madam,

Sub: NAFU/SAFU triggered cases have been excluded from being considered for any grievance committees.

The National Health Authority has established a monitoring unit called the National Anti Fraud Unit (NAFU) at the national level and the State Anti Fraud Unit (SAFU) at the state level, which will diligently analyze fraudulent claims using a computer algorithm and an artificial intelligence-based trigger mechanism. In accordance with the above mechanism adopted by NAFU, suspicious cases will be triggered and forwarded to SAFU for further investigation. Moreover, SAFU has multiple audit strategies in place to analyze and trigger suspicious cases within the scheme. As a result, NAFU/SAFU will identify all suspicious cases and flag them in the TMS for further investigation, adjudication, and settlement using extremely diligent mechanisms.

Cases triggered by NAFU/SAFU will be monitored and investigated at various levels, including TPA-SAFU and SHA-AFO (SAFU), before being settled. These cases will therefore be evaluated on their own merits and with due diligence at the various levels aforementioned, negating the need for any grievance committee to consider them.

As a result, considering the multiple levels of scrutiny and monitoring of such cases at the state and national levels, it is hereby instructed that NAFU/SAFU-triggered cases be excluded from any subsequent grievance committees.

Yours faithfully

Sd/-

Dr. Rathan U Kelkar IAS

Executive Director, State Health Agency, Kerala

Approved for issue

Dr. Bijoy E

Joint Director - Medical
State Health Agency, Kerala

Copy To:

1. Joint Director - Operation, SHA, Kerala
2. Managers, SHA - A & C, HNQA, GRME, PFO
3. All DPCs, SHA, Kerala