Hospital Engagement Module

User Manual

Version 1.0

05-Nov-2024

Document Release Note

Notice No. : NA
Customer : National Health Authority, India
Project : PMJAY 2.0

Document Details

Name	Version Number	Description
User Manual	1.0	This document describes the processes and steps to use the UMP Application

Revision Details

Action Taken (Add/Del/Change)	Previous Page Number	New Page Number	Revision Description
NA			

Review By

Name of the Reviewer	Review Date	Description
Dhananjay Saini	05-11-2024	Document reviewed

Document Revision List

Customer : National Health Authority, India
Project : PMJAY 2.0
Document Name : User Manual

Release Notice Reference (for release)

Revision Date	Version Details	Revision Description
05 Nov 24	Version 1	Document Created

Table of Contents

1. INTRODUCTION 6

1.1. Purpose *6*
1.2. Features *6*
1.3. HEM Roles *7*

2. HEM USER CREATION PROCESS FLOW 8

3. USER HIERARCHY TABLE FOR ROLE CREATION 9

4. FACILITY EMPANELMENT 10

4.1. HEM-HFR data linkage *10*
4.2. Facility Group Creation *11*
4.3. Empanelment Form *13*
4.4. E-sign *20*

5. LEVEL 1 APPROVER (DEC) 21

5.1. Dashboard *21*
5.2. Worklist *23*
5.3. Physical Verification *26*
5.4. Annual Declaration *27*
5.5. DEC- EDC *27*

6. LEVEL 2 APPROVER (SEC) 29

6.1. Dashboard *29*
6.2. Worklist *30*
6.3. Physical Verification *32*
6.4. Annual Declaration *32*
6.5. EDC *33*

7. FIND HOSPITAL 34

7.1. Hospital Profile *34*
7.2. Feedback *35*

8. EMPANELMENT DISCIPLINARY COMMITTEE 37

9. PHYSICAL VERIFICATION 44

10. ANNUAL DECLARATION 47

11. GREEN CHANNEL 48

12. QUALITY AUDIT 49

13. EXTERNAL VERIFIER AUDIT 51

14. IMPORTANT POINTS 52

15. FAQ 52

ABBREVIATIONS

Abbreviation	Expansion
ABDM	Ayushman Bharat Digital Mission
AB-PMJAY	Ayushman Bharat Pradhan Mantri Jan Arogya Yojana
CGRMS	Centralized Grievance Redressal Management System
DEC	District Empanelment Committee
ISA	Implementation Support Agency
NHA	National Health Authority
OTP	One Time Password
PMAM	Pradhan Mantri Arogya Mitra
SEC	State Empanelment Committee
SHA	State Health Agency
SMS	Short Message Service
SSO	Single-Sign-On
TMS	Transaction Management System
TPA	Third Party Agency
UHC	Universal Health Coverage
UMP	User Management Portal

1. INTRODUCTION

1.1. Purpose

Hospital Engagement Module (HEM) is aimed to facilitate the users to perform the various hospitals/health care facility related activities. Users are provided with the one stop solution for facility empanelment, de-empanelment, upgrade, withdraw, etc. Single admin can handle various facilities under single interactive dashboard using same credentials.

1.2. Features

Users will login into the HEM application which enables the following features for them:

1. Registration of Health Care Service Provider for empanelment
2. Verification of empanelment request
   a) Physical verification
   b) L1 Approval
   c) L2 Approval
3. Disciplinary actions of Health Care Service Provider

   a) General Communication
   b) Show cause notice
   c) Stop Payments
   d) De-Empanelment
   e) Blacklist
   f) Suspension
   g) Immediate Suspension
   h) Request to Revoke Facility
   i) Re-empanelment
   j) Inactive
   k) Penalty
   l) FIR
   m) De-empanelment of speciality

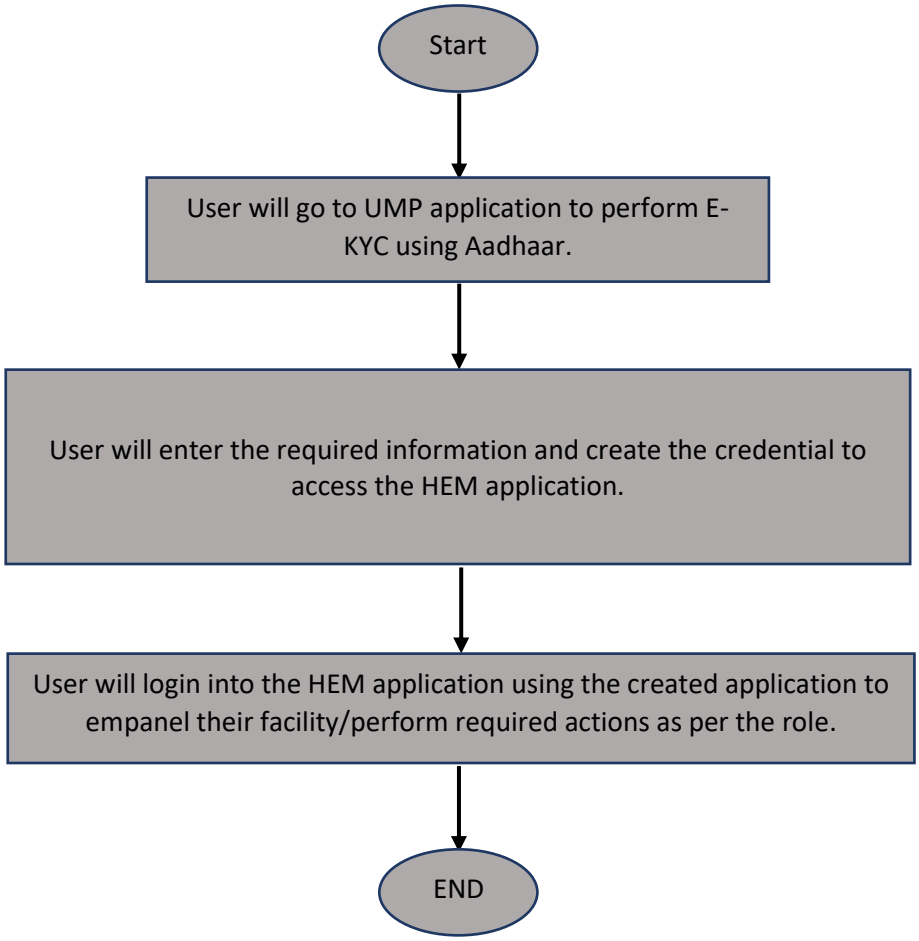
4. Update and Upgrade Details
5. Withdrawal from PMJAY2.0 scheme
6. Health Facility Registry integration
7. Audit Process
8. Find Hospital
9. Feedback Form

10. Green Channel
11. Annual Declaration
12. Group Creation
13. Hospital Profile
14. E-sign
15. Quality Audit

1.3. HEM Roles

1. **Hospital Admin**: The users who are going to access the HEM application to perform the activities with respect to their facility or group of facilities
2. **Level 1 Approver**: The users who are responsible for the level 1 approval for the facilities raised by their respective admin and get them inspect at field level. L1 approver's decision is not the final decision, they recommend their suggestion to L2 approver for the final action.
3. **Level2 Approver:** The users who are responsible for the level 2 approval for the facilities which has been actioned upon by L1 approver or can directly take the final decision over the facility under their region/state as per the workflow.
4. **EDC User:** These are the type of users who are going to perform the disciplinary action against any facility.
5. **Physical Verifier:** The user will perform the ground level physical verification and provide their inputs in the application against the assigned facility.
6. **NHA Officer:** The user will perform the activities for the facilities such as GOI hospitals or the facilities under non- implementing states and perform the activities as per the workflow.

2. HEM User Creation Process Flow



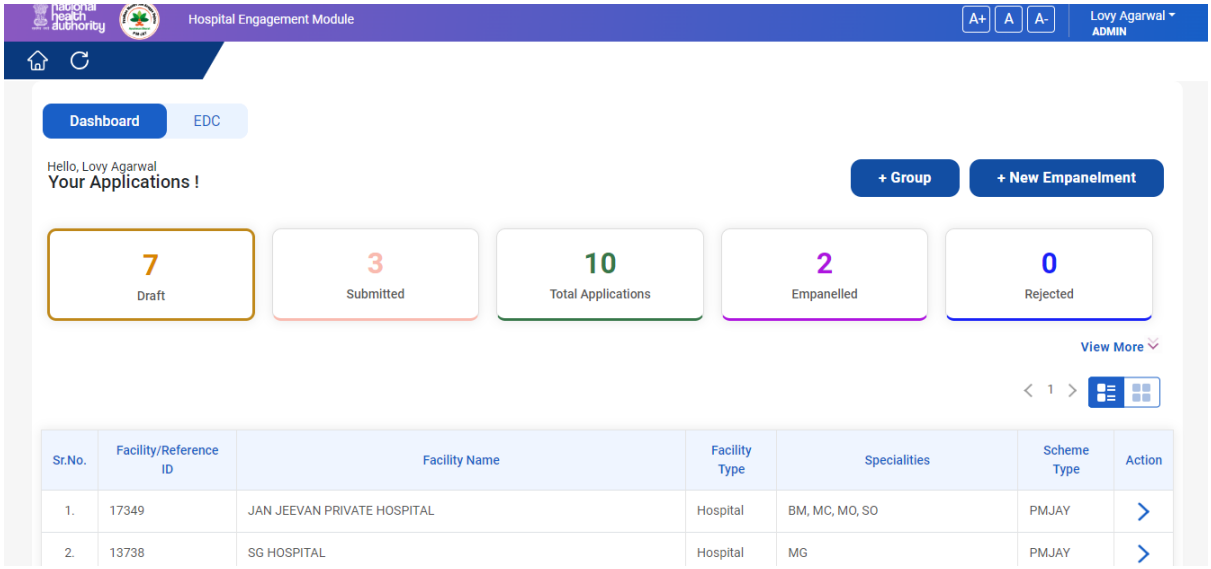
3. User Hierarchy Table for ROLE Creation

S. no	Parent Entity	Entity Type	Entity	Role	Application
1	SHA (State)	Hospital	Hospital Name	ADMIN	UMP
2	SHA (State)	Division	District Empanelment Committee	DEC Officer	HEM
3	SHA (State)	Division	District Empanelment Committee	DEC Physical Verifier	HEM
4	SHA (State)	Division	State Empanelment Committee	SEC Officer	HEM
5	SHA (State)	Division	State Empanelment Committee	SEC Physical Verifier	HEM
6	National Health Authority	Division	Convergence	AD	HEM
7	National Health Authority	Division	Convergence	DH	HEM
8	SHA (State)	TPA	Agency Name	Physical Verifier	HEM
9	National Health Authority	Division	SPE	ADMIN	HEM
10	Global	Operations	NHA Hospitals	ADMIN	UMP
11	Global	Operations	NHA Hospitals	NHA Officer	HEM
12	Global	Operations	NHA Hospitals	Physical Verifier	HEM

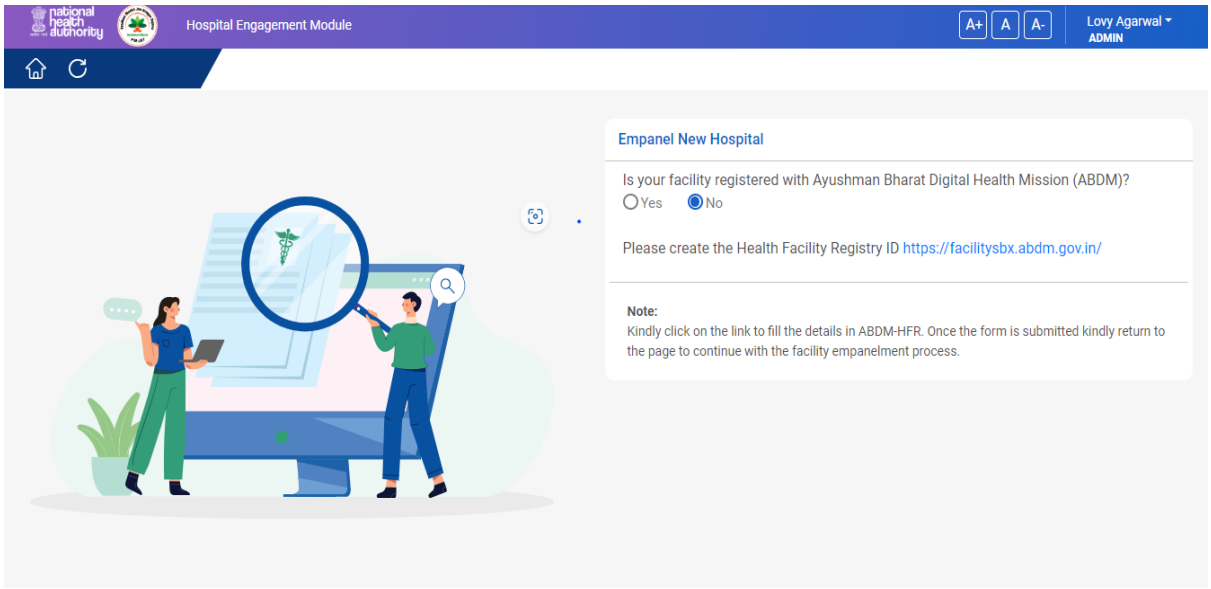
4. FACILITY EMPANELMENT

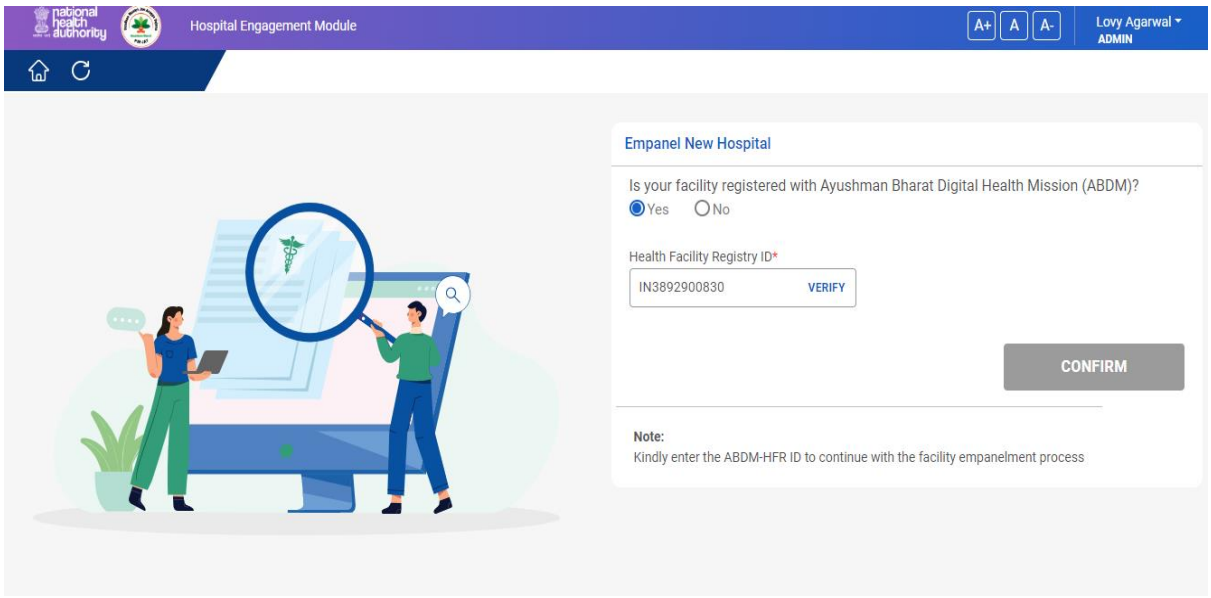
4.1. HEM-HFR data linkage

PMJAY Users shall be able to populate data in HEM from HFR accounts such that same data can be maintained with single time efforts in both the applications. User will populate the data by entering the HFR ids in HEM application and confirm it, in case the account is not created in HFR then the link is provided which redirect to the ABDM HFR application. User clicks on New Empanelment tab and a confirmation will be done if the hospital needs to be empanelled under group. In case of group hospital, it will be populated to the existing group to add the facility.



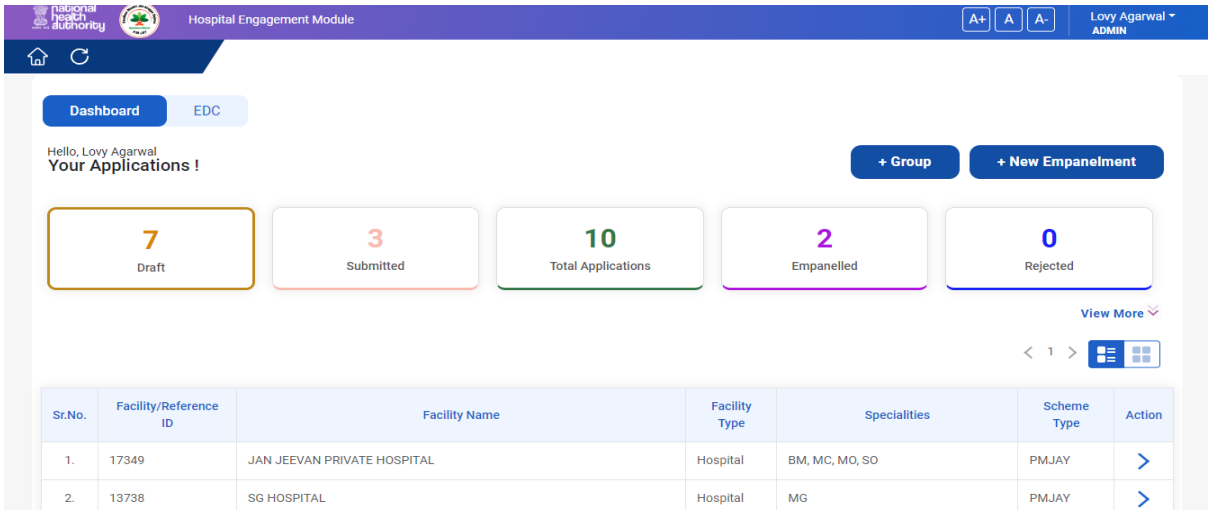
In case of single hospitals, a new window populates which asks if the facility is registered in ABDM-HFR. If 'Yes', user will be required to enter the HFR ID and the required data will get populated in the empanelment form while in case of 'No', User is asked to fill the details in ABDM-HFR via link provide on the screen. Once the HFR data is filled user is asked to come to the HEM application and continue the process of empanelment by logging in and entering the created HFR ID.

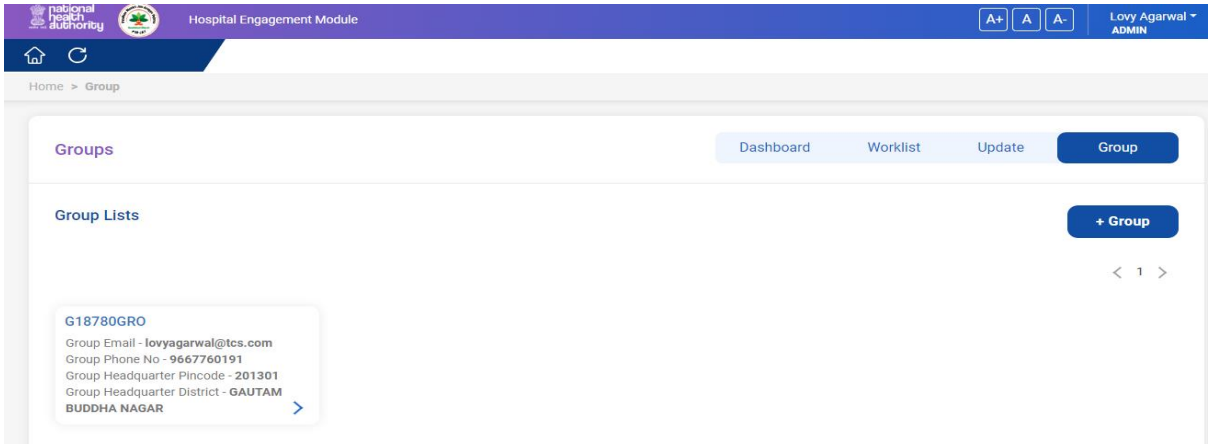




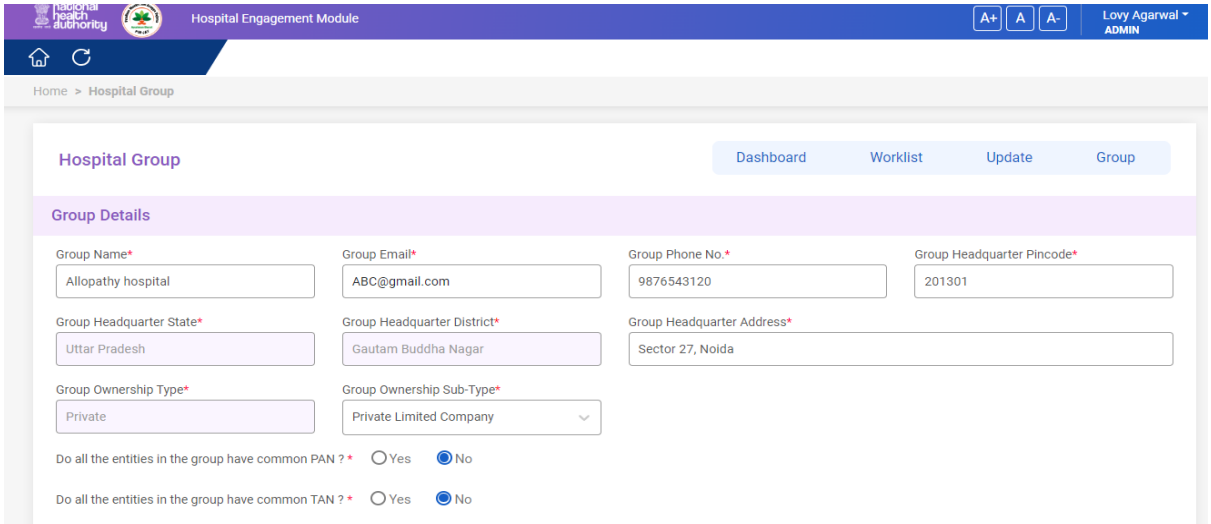
4.2. Facility Group Creation

Users having the admin access of multiple facilities will be able to create a group and add the required facilities in it such that they can monitor and perform required operations with respect to the facilities all at one place. User is required to click on the “Group” tab and the list of existing groups appear, User can add the facility to the existing tab or a new group can be created by clicking the group tab on the right corner of the screen.

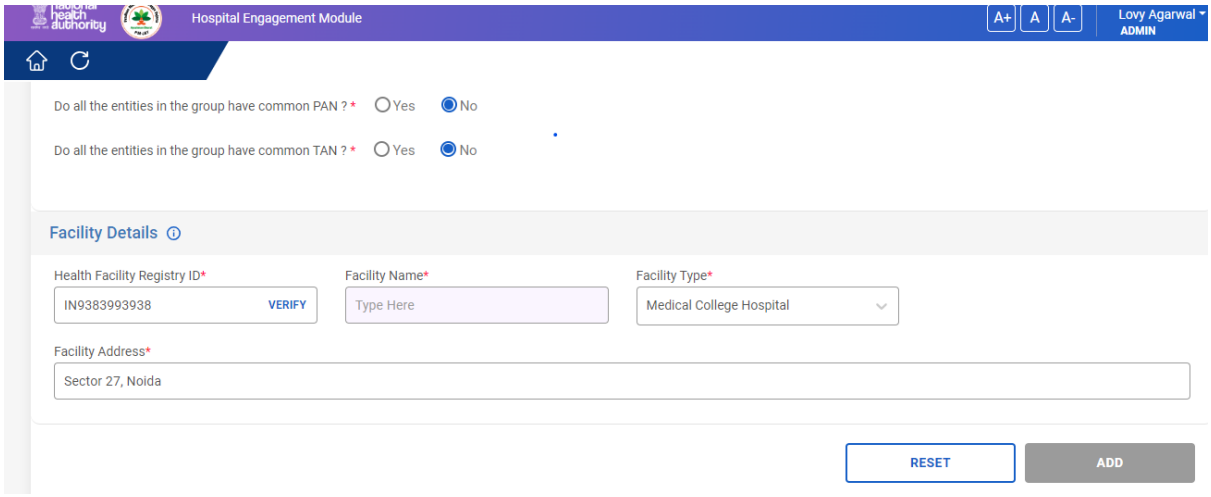




Users will be required to fill the details of the group as mentioned below and details of the facility which will be the part of the group. User is required to add at least 2 facilities to create a group.

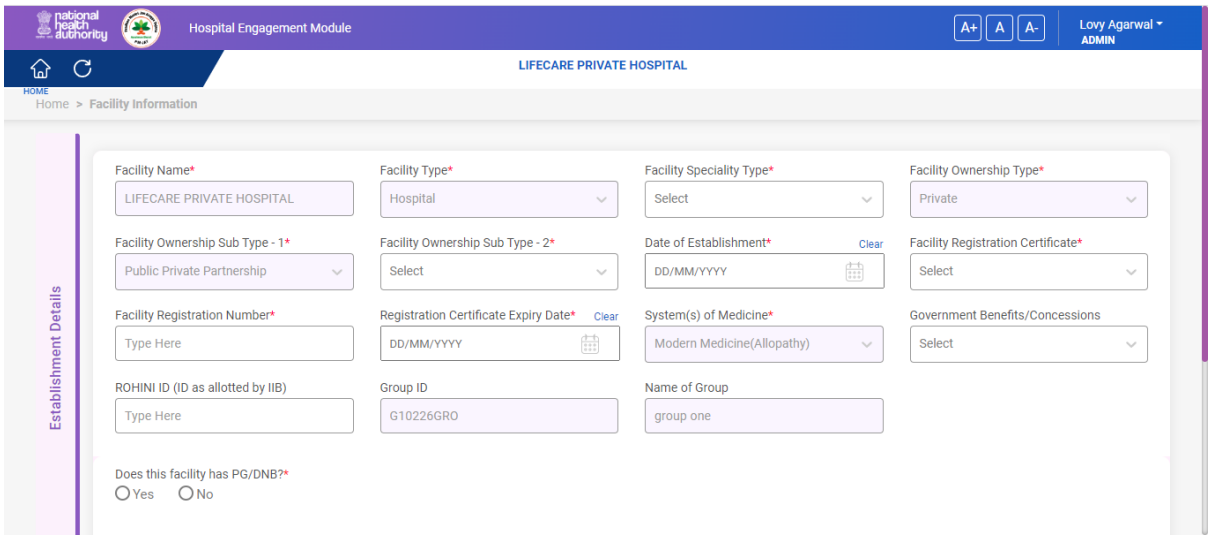


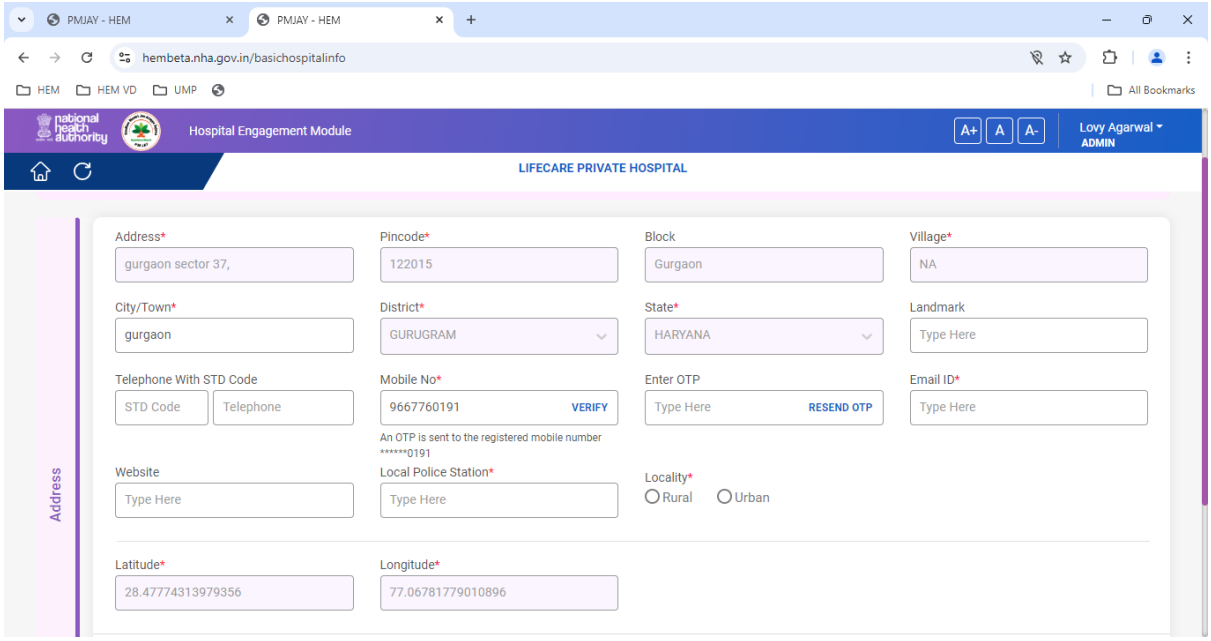
Once user enters the details of the facility, It will be added in the tabular format at the bottom and the facility is ready to get empanelled now.



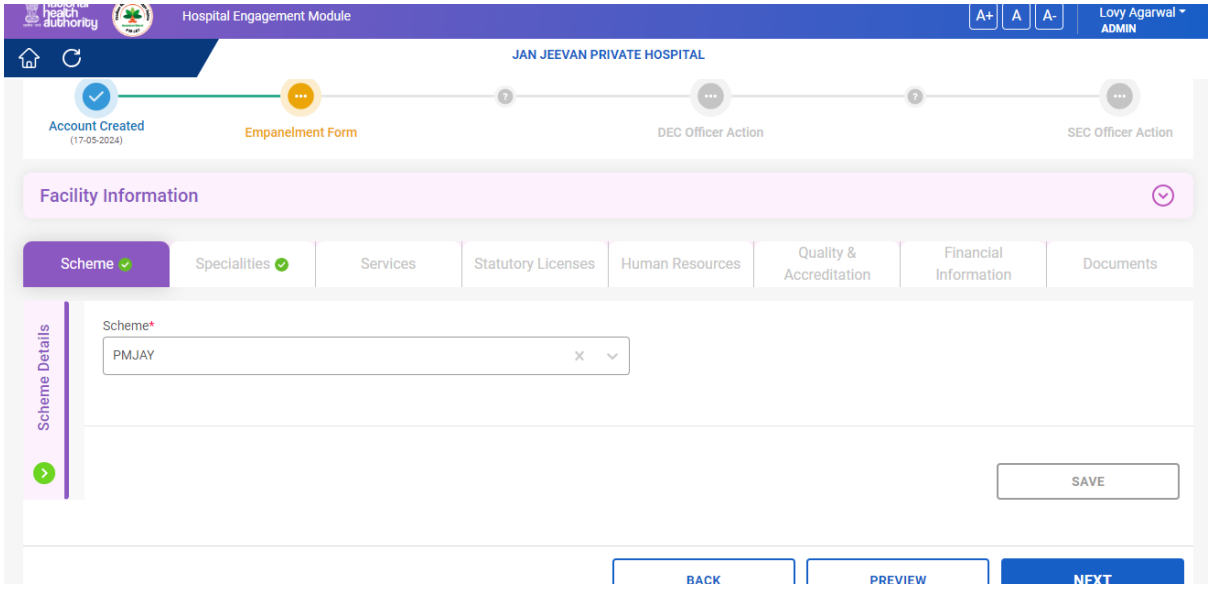
4.3. Empanelment Form

Facility Information: User once enters and verifies the HFR ID, the process of empanelment gets initiated. User will be shown the required field to enter the data. Some of the fields will get the data auto populated from HFR which will be marked greyish and have the data frozen in it. First section is Facility information in which user is required to enter the establishment details and Address details of the facility. Mandatory fields have been marked with star mark on the fields.

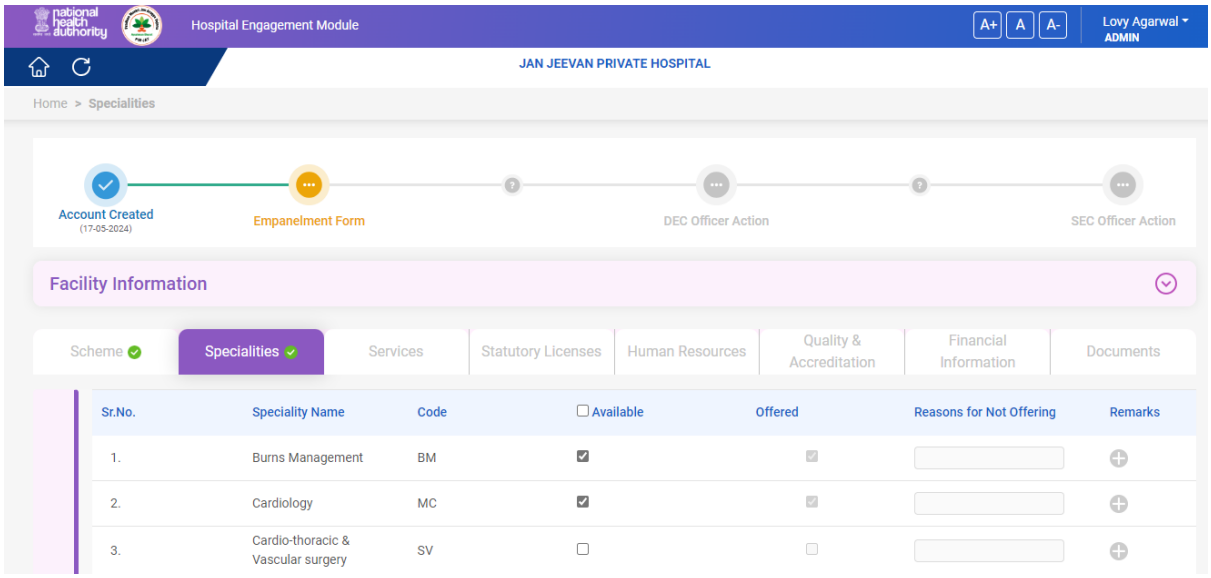




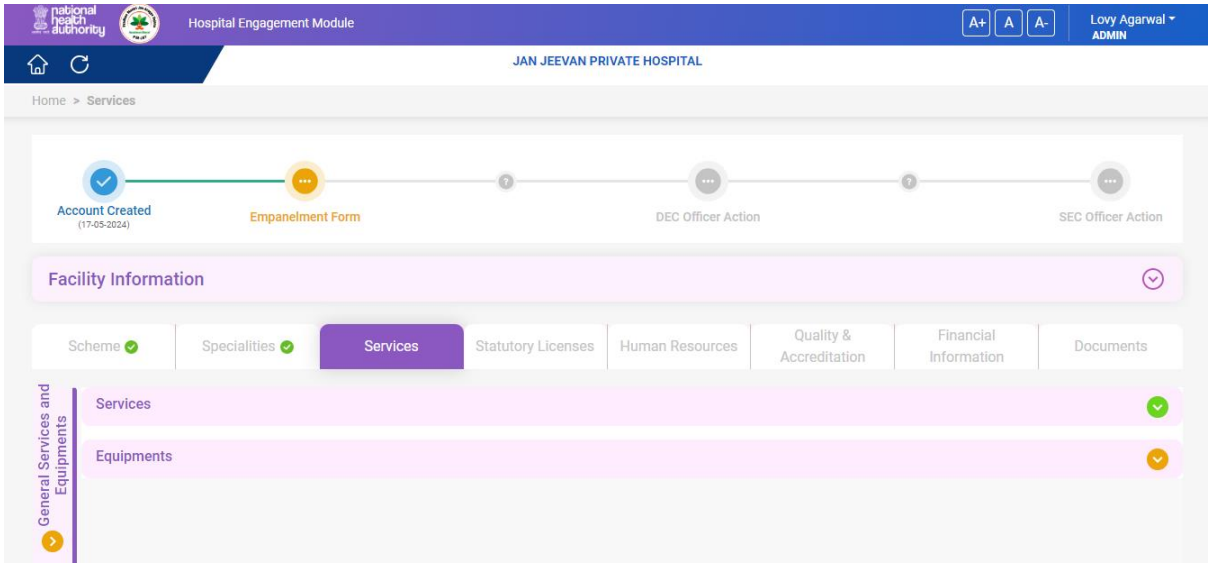
Scheme: Once the Facility Information is filled, user will be required to fill the further section in which scheme will be selected for which the empanelment will be done.



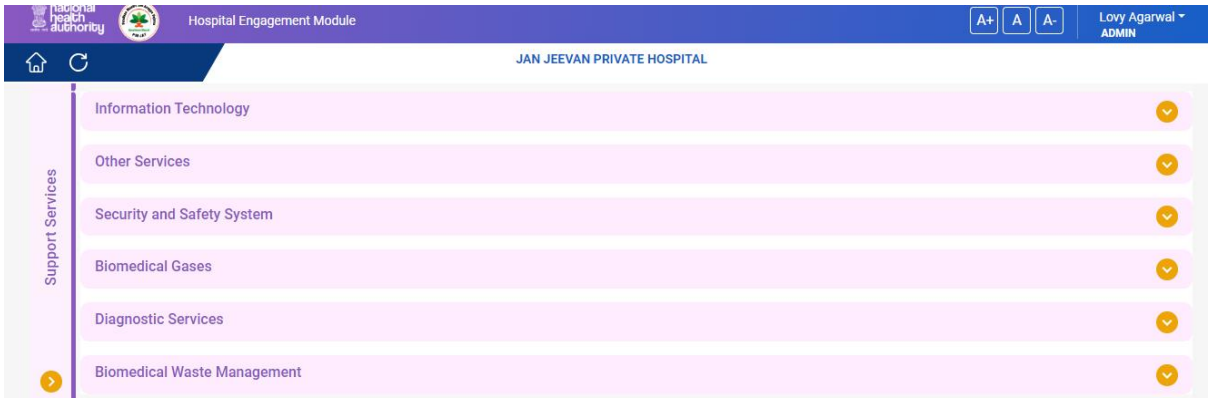
Specialities: Once the scheme is selected, user will select the required specialities by clicking on available, offered specialities will be automatically selected and can be deselected only in case of super speciality hospitals and accordingly reason for not offering will be required against the same. Once clicking the check box of declaration and save, user is required to click on 'Next' button to move to the services section.



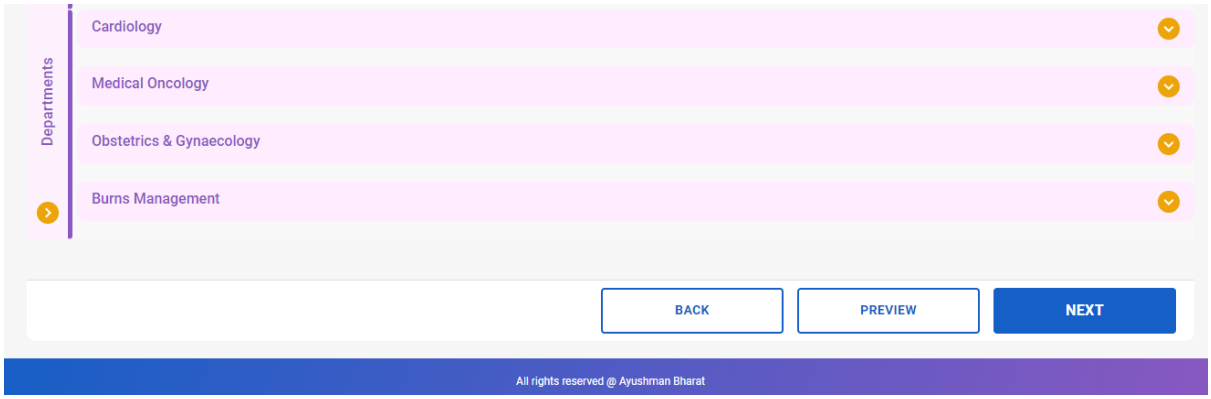
Services section: User will be required to enter the details of services provided by facility under the section, It is comprised of 3 sub sections:
General services and equipment: It consists of 2 accordion which consists of services and equipment data.



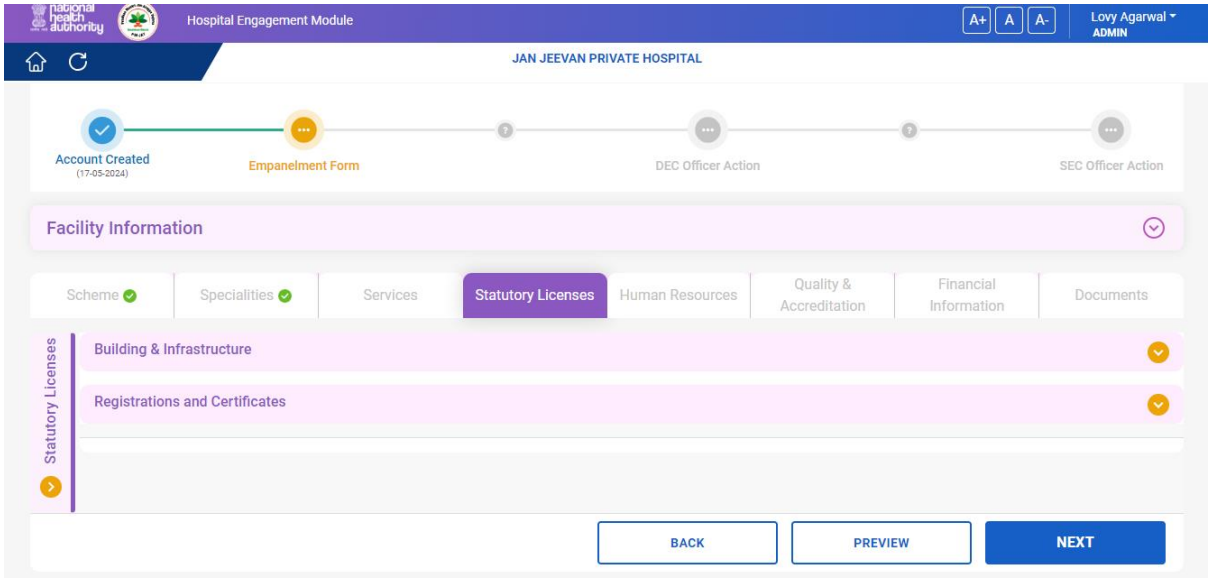
Support Services: The section consists of various accordion like Information technology, other services, Security and safety system, Biomedical gases, Diagnostic services, Biomedical waste management. Once the accordion data is filled the arrow mark is turned green from yellow.



Departments: It consists of the services with respect to the specialities selected by facility. User will be required to fill and save the details for all the specialities and click on next button.



Statutory Licenses: User will be required to fill the license details through the section, It comprise of 2 sub sections i.e. Building & Infrastructure, Registrations and Certificates. User enters the 'Date of issuance' and 'Valid Up to' dates against the respective certificates while the documents will be uploaded under documents section at the last.

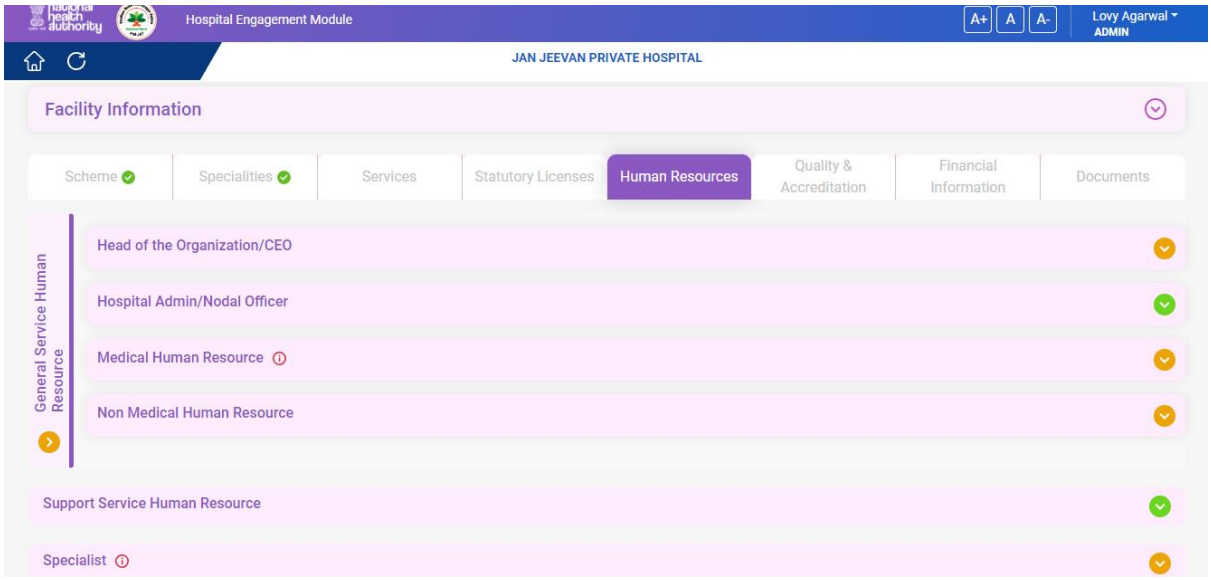


Human Resources: Under this section, User is required to fill the details of human resource working with facility. It consists of 3 sub sections:

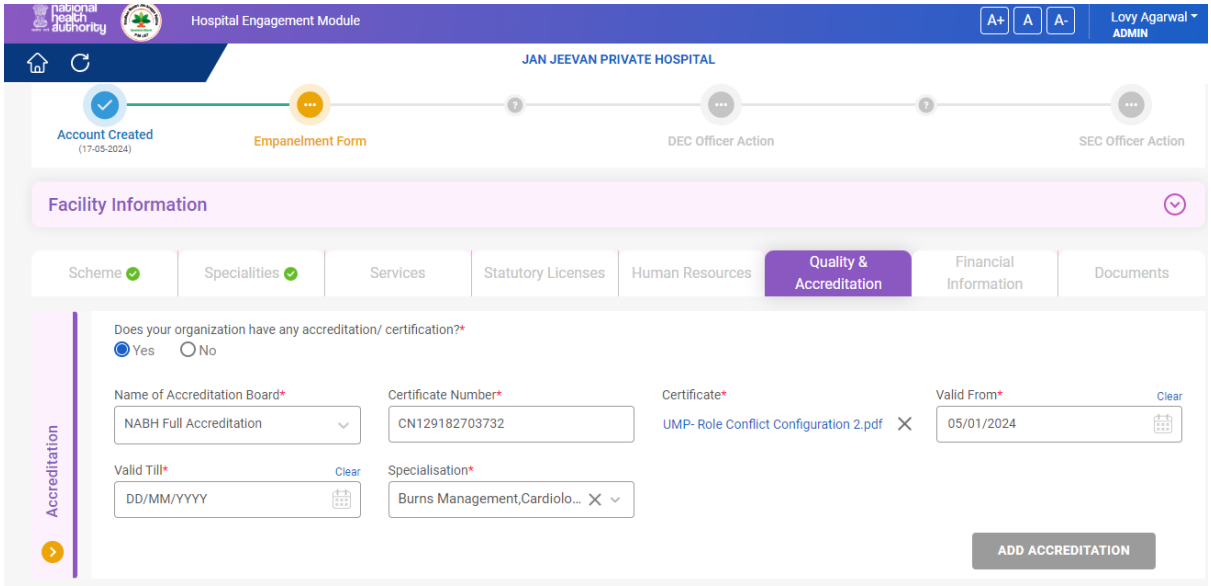
General Services Human Resource: User is required to fill the details of the Head of organisation, Hospital admin/Nodal Officer details, Medical/Non-Medical Staff. “i” symbol in red represents the mandatory details required to be entered into the form.

Support services Human Resource: User is required to fill the details of the staff belongs to the services such as blood bank, pathology, radiology, etc.

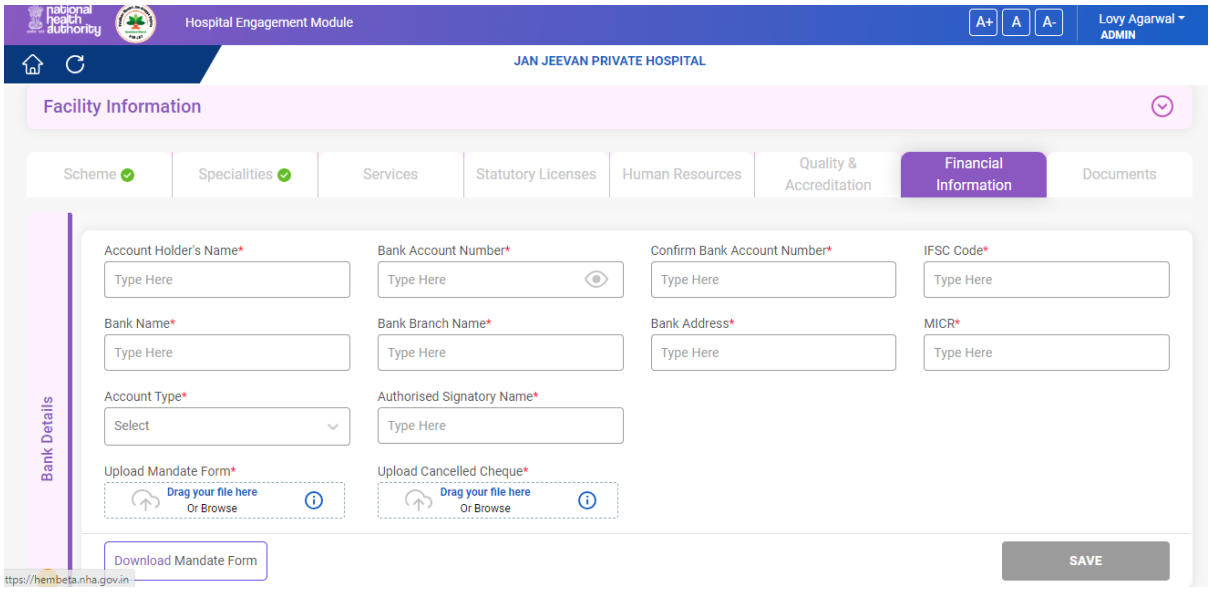
Specialist: User is required to fill the details of the specialist doctors associated with the facility. Admin should enter the doctors details against all the selected specialities.

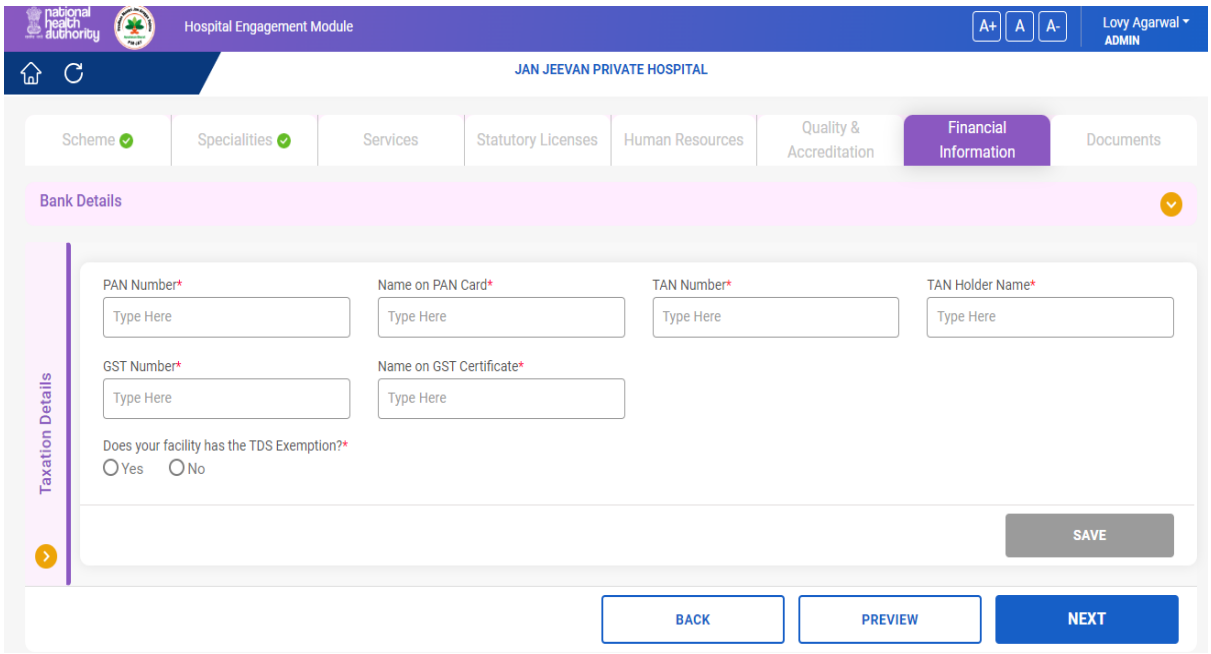


Quality and Accreditation: User will be able to enter the details of quality incentive under this section such that user will select the specialities for which the license is applicable for and save the details, accordingly the incentive will be provided to the facility.

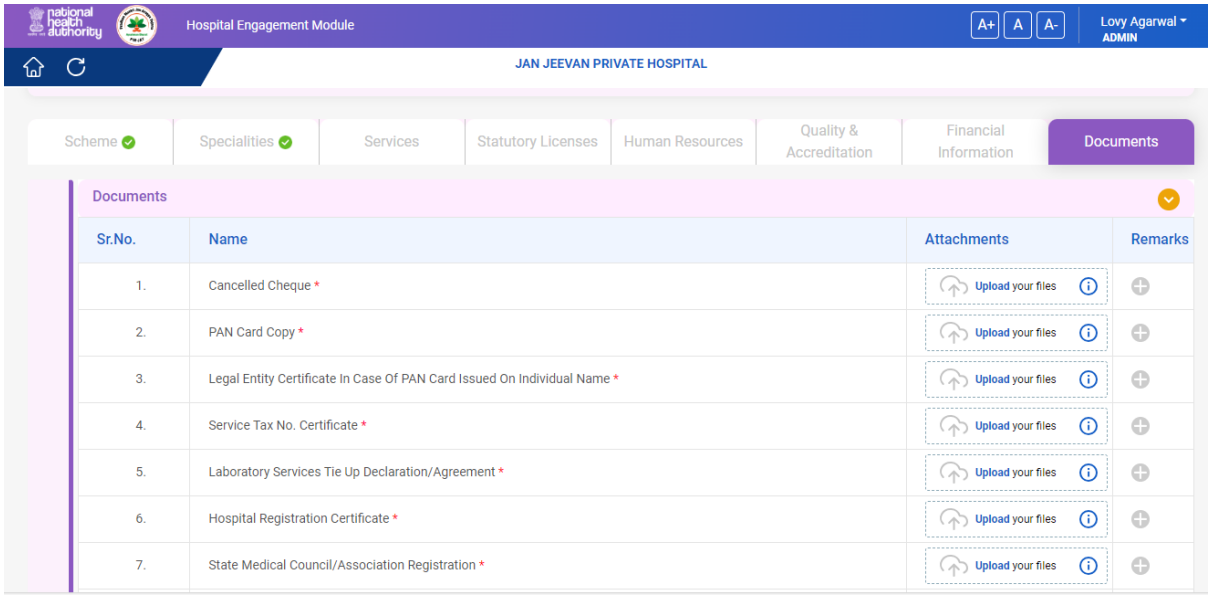


Financial Information: User will be required to fill the financial details of the facility. The section consists of 2 sub sections.
Bank Details: User fills the bank details of the facility in respective fields upload the required document in the section and saves it.
Taxation Details: User fills the details w.r.t the taxation of the facility, saves the form and move to the document section to attach the required documents.

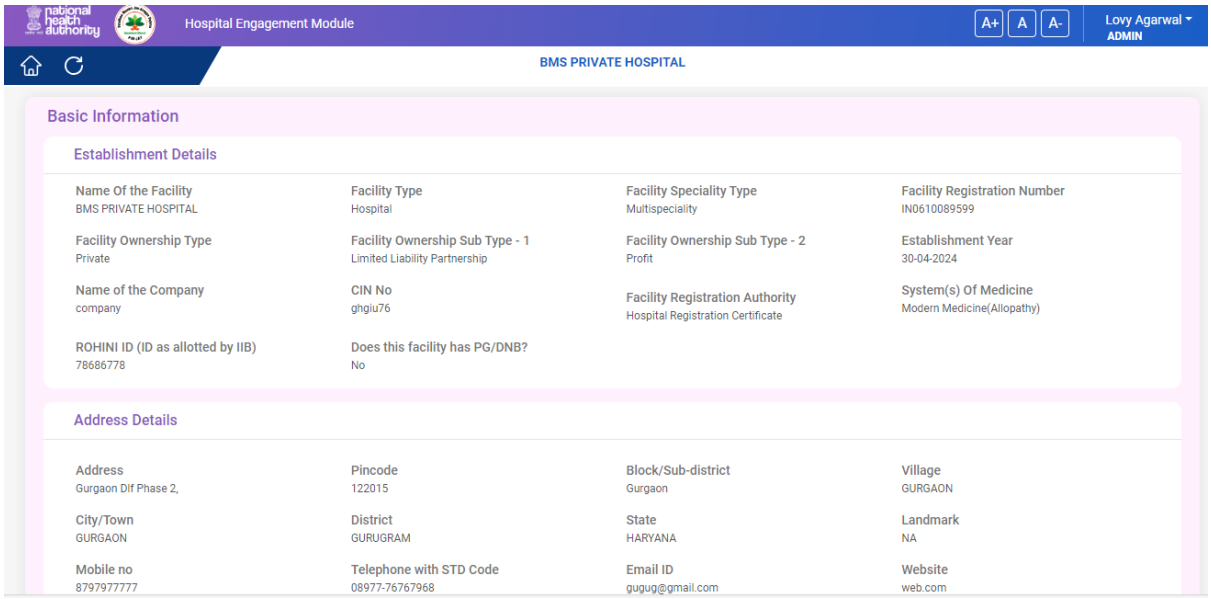




Documents: User is required to attach all the necessary and applicable documents in the sections. User can drag and drop by opening another window/tab and saves the details for the section.

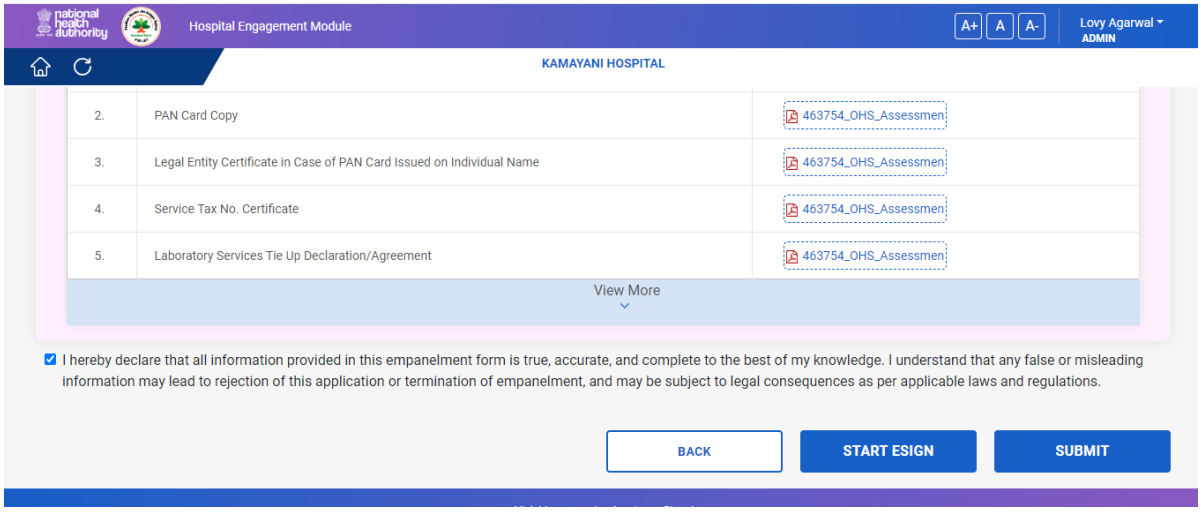


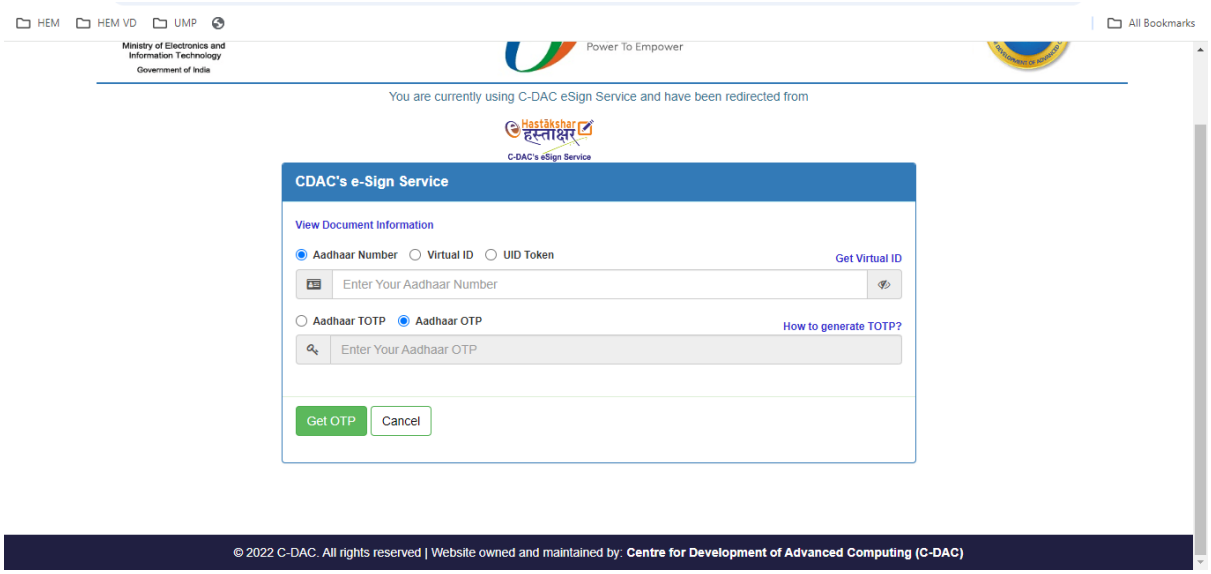
Preview: Once user fills the complete empanelment user will be able to view the completely filled empanelment form, In case user wants to edit them, it can be done by moving to the respective section and edit the value, followed by saving the same. Once done, user will move to submit the form for the approval of the respective approver.



4.4. E-sign

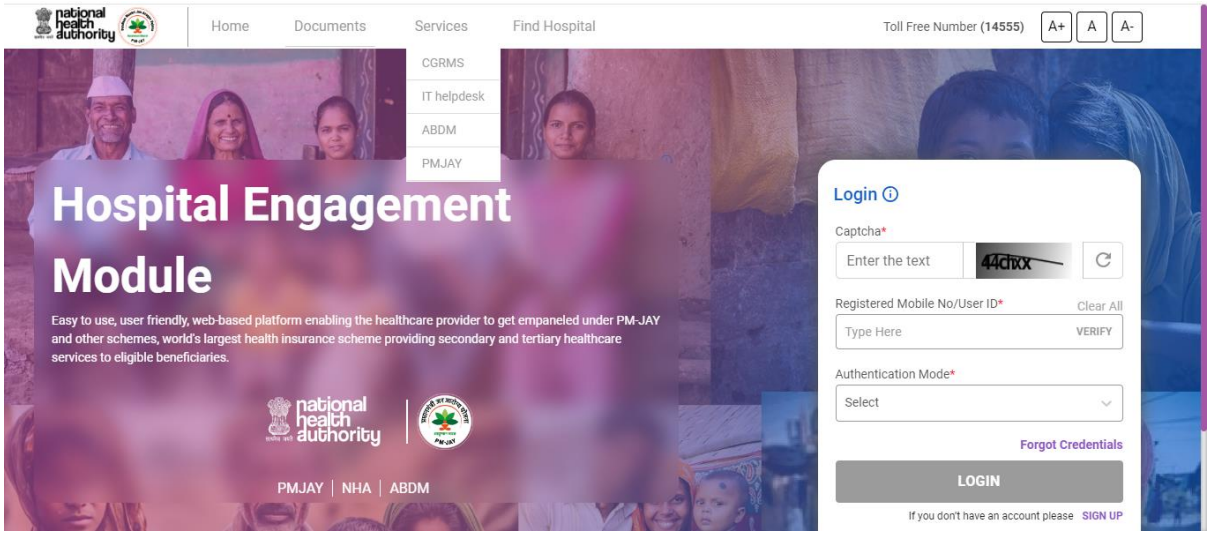
Hospital User is required to perform the E-sign before the submission of empanelment form, The user will be redirected to a separate window to perform the E-sign where user will be required to enter the Aadhaar number and verify it with OTP once done user will get the letter of undertaking downloaded and submit the facility empanelment form.





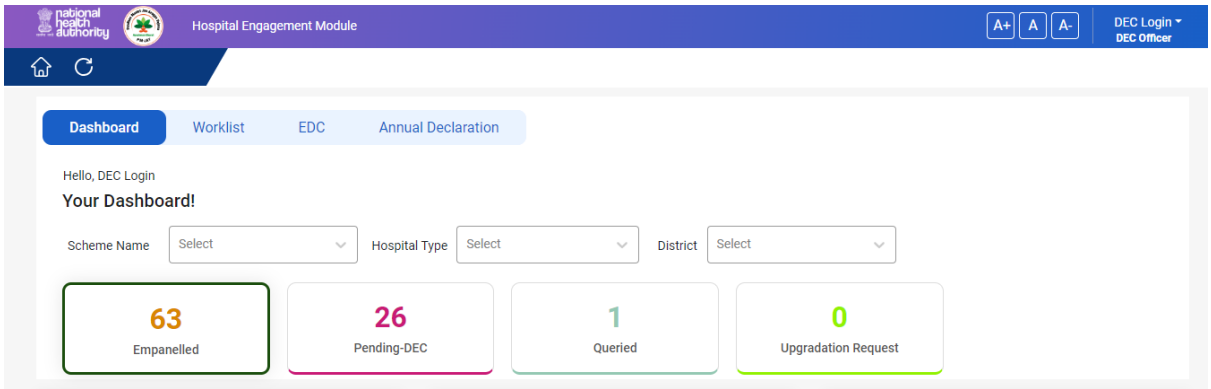
5. LEVEL 1 APPROVER (DEC)

Approver user login can be created by signing up on UMP application by creating the required HEM approver roles on the application. Once the role is approved by competent authorities, the approver can access the application.

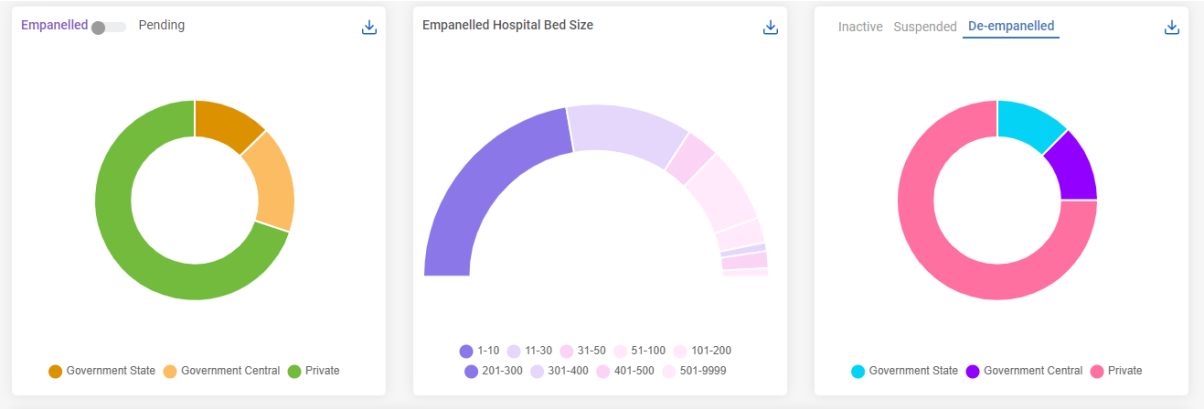


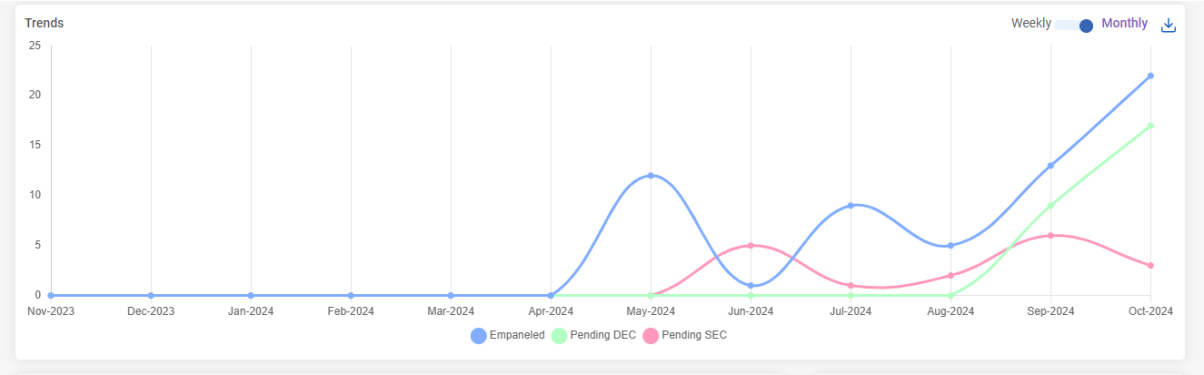
5.1. Dashboard

Approver user logs into the HEM application through the same credentials created in UMP application. Here, user will be able to view the count of application under various status at the top of the dashboard that can be filtered using the scheme, Hospital type, District options located at the top of the dashboard.



On scrolling the application down, User can view the graphs representing the empanelled-Pending bifurcated amongst the Private, Government-state, Government-Central. The graph next to it represents the empanelled count of hospitals based on Bed sizes. Third graph represents the count of Inactive, Suspended, De-Empanelled hospital bifurcated amongst private, government-Central, Government-State



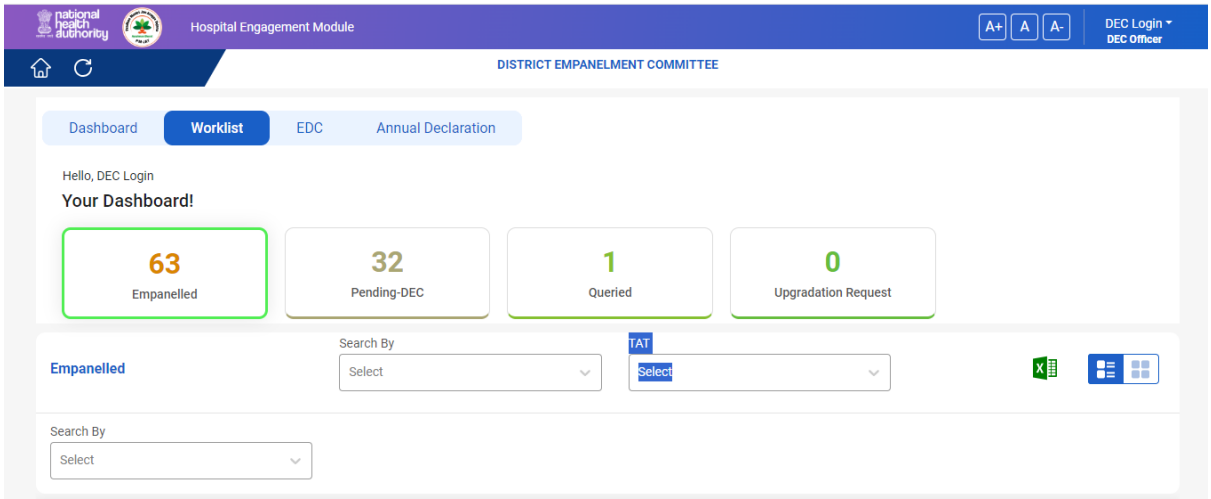


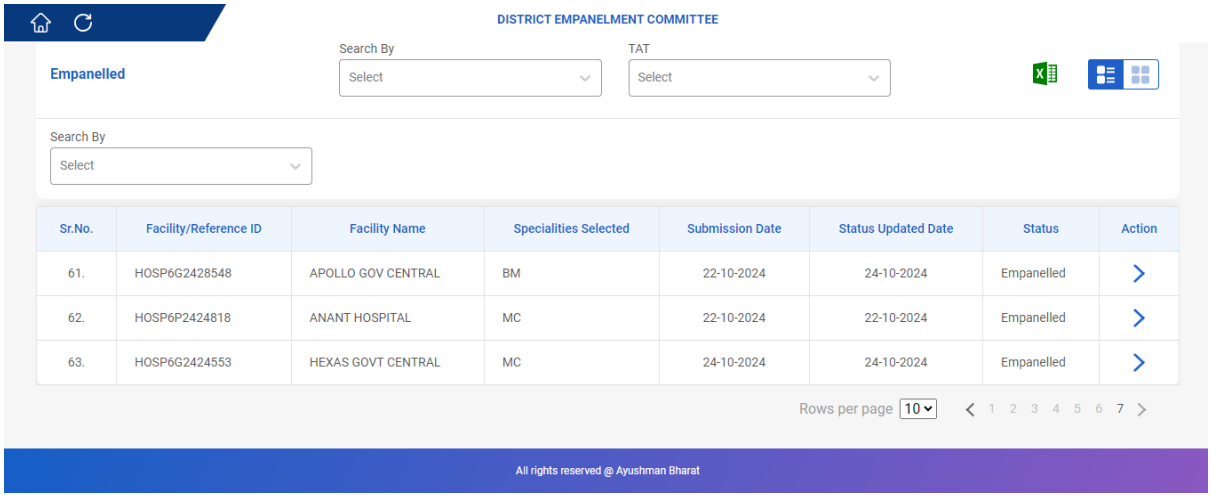
On further scrolling down, user will be able to view the count of hospital and beds based on the specialities in the respective district. While the graph next to it represents count of applications based on turn-around time while the green channel hospital graph will be there at the bottom.

5.2. Worklist

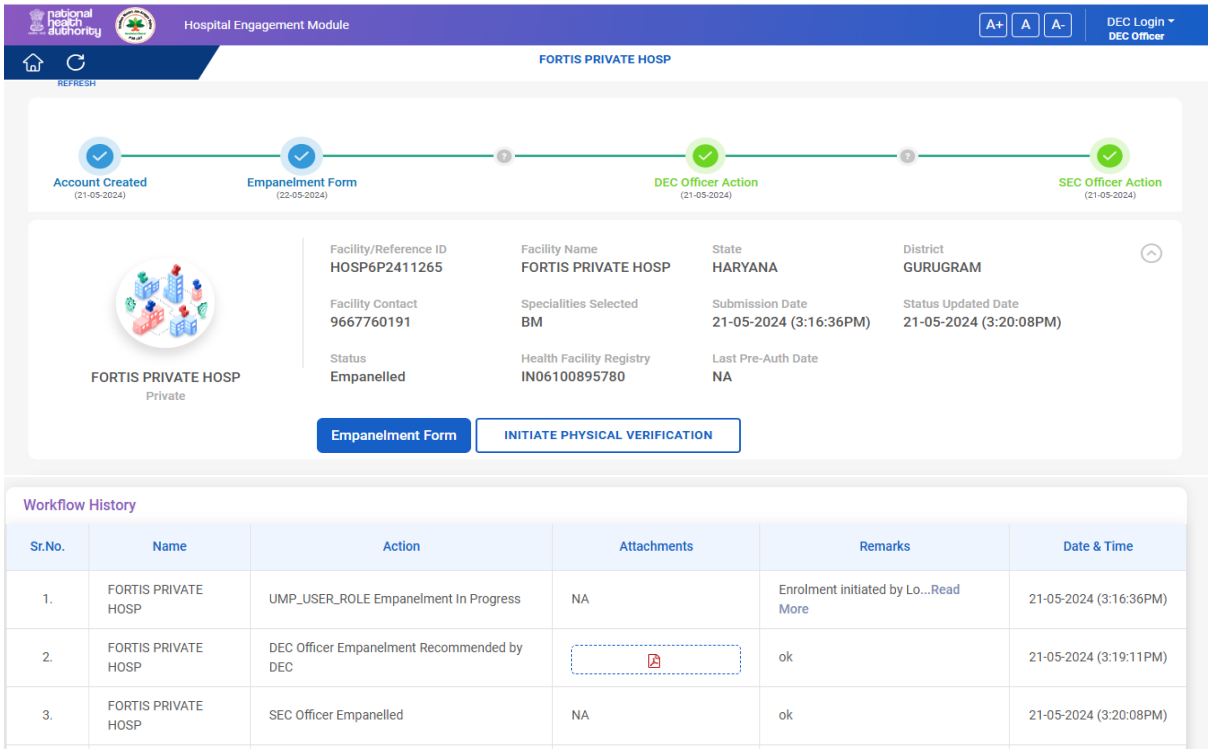
User can view the list of applications under this section where the list is visible to the user based on the selected cards such as Empanelled, Pending-DEC, Queried, Upgrade request.

Empanelled Card: It represents the list of facilities empanelled under the DEC's district
The list at the bottom can be filtered based on the various parameters such as Facility Type, TAT, Reference/Facility ID, Facility number, Facility Name, etc.
When a facility is selected, the details of the facility will appear in a card along with the workflow history details against the facility. DEC can also view the empanelment form of the selected facility from the blue coloured action button in the facility details card.

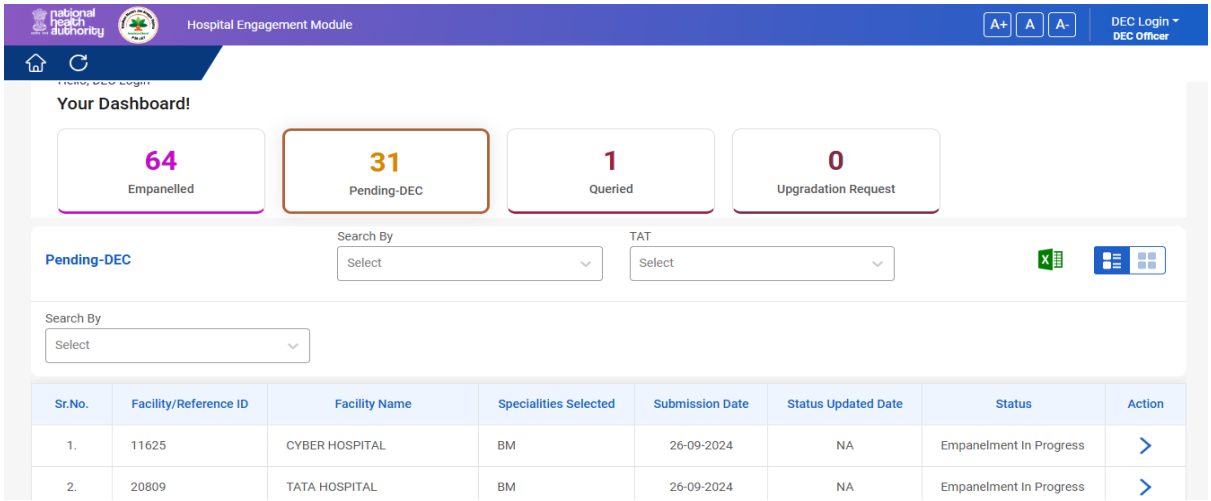




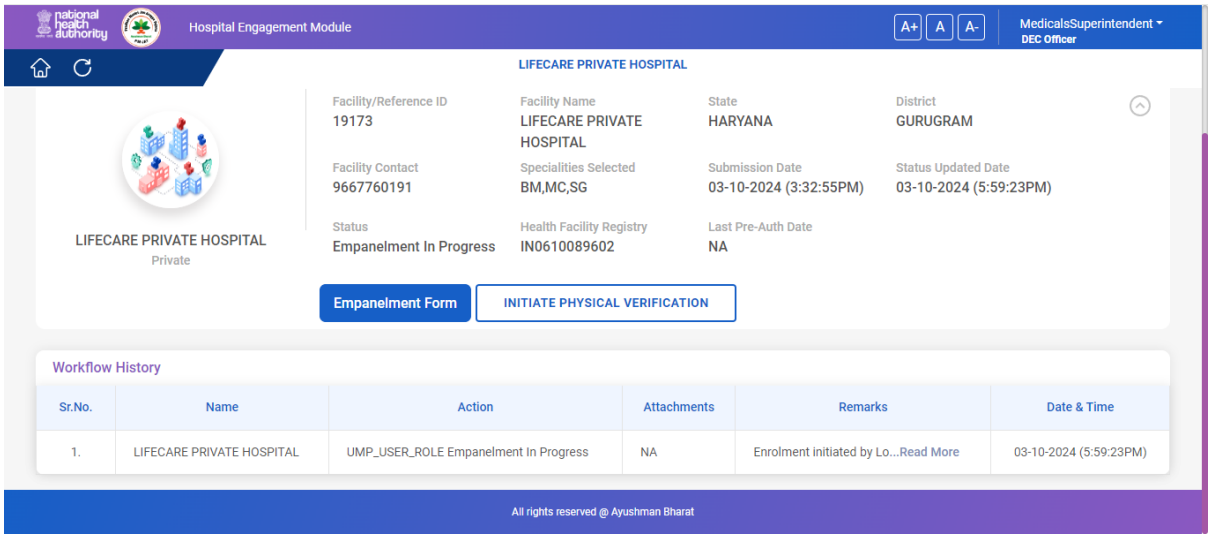
DEC can also initiate the physical verification of the hospital post empanelment, such that the process can be used for the regular visit to the facility and have the inspection for the same. The officer an also view the workflow history of the facility to under and analyse all the actions taken against the facility.



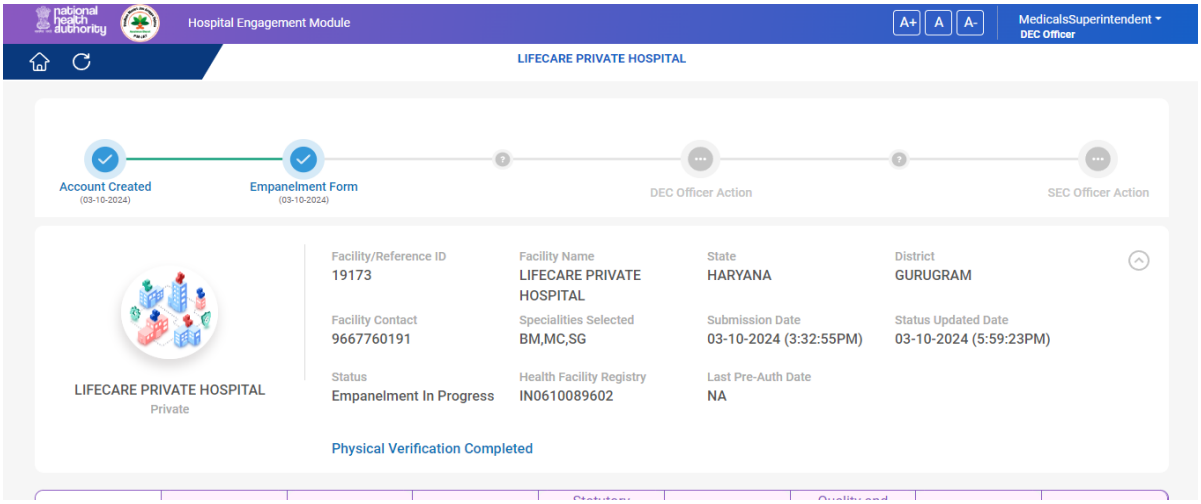
Pending Card: It represents the list of facilities requested for empanelment on which DEC action is required to be performed. The list will show the facilities which have been submitted by facility Admin, sent by Physical verifier after the verification for the further actions or the one which have not been acted upon be physical verifier and auto moved back to DEC after 7 days.

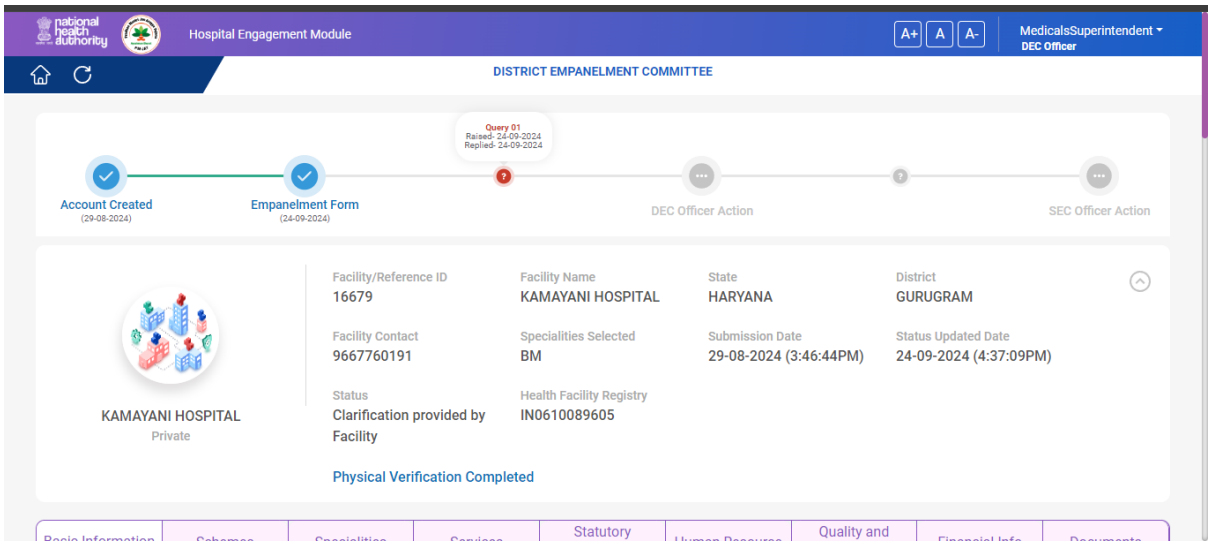


The officer will click on the action button and the respective facility details will get open on the screen, The officer can initiate the physical verification for the facility by assigning it to external verifier or DEC verifier, if not already done for the facility.



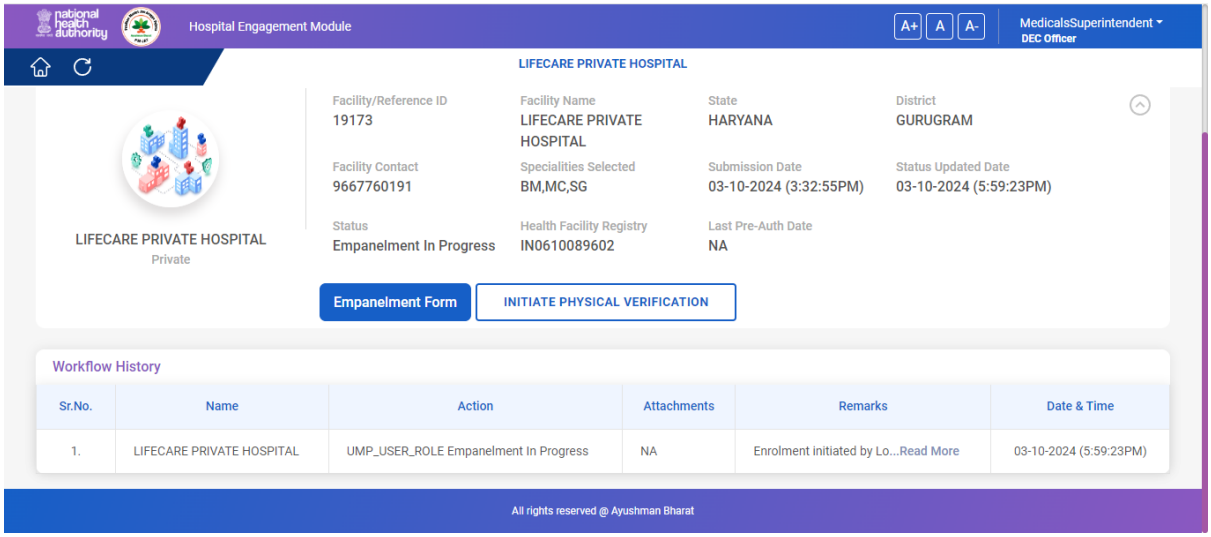
In case the physical verification is completed, the officer will verify the input details by verifier and take the action of recommendation to SEC as per the requirement.



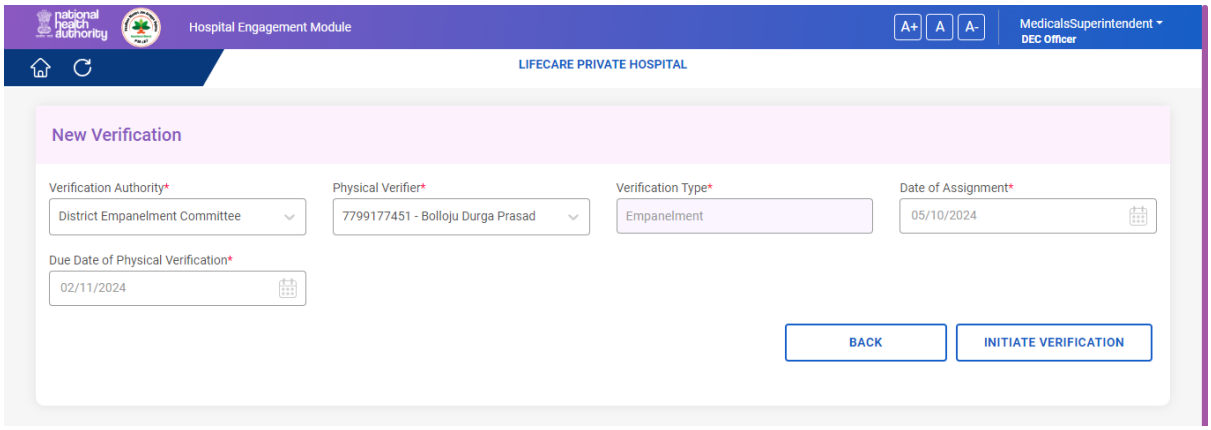


5.3. Physical Verification

DEC officer will assign the empanelment form for physical verification to either of DEC verifier or external verifier. DEC officer will open the details of the facility and click on the 'Initiate Physical Verification' button.

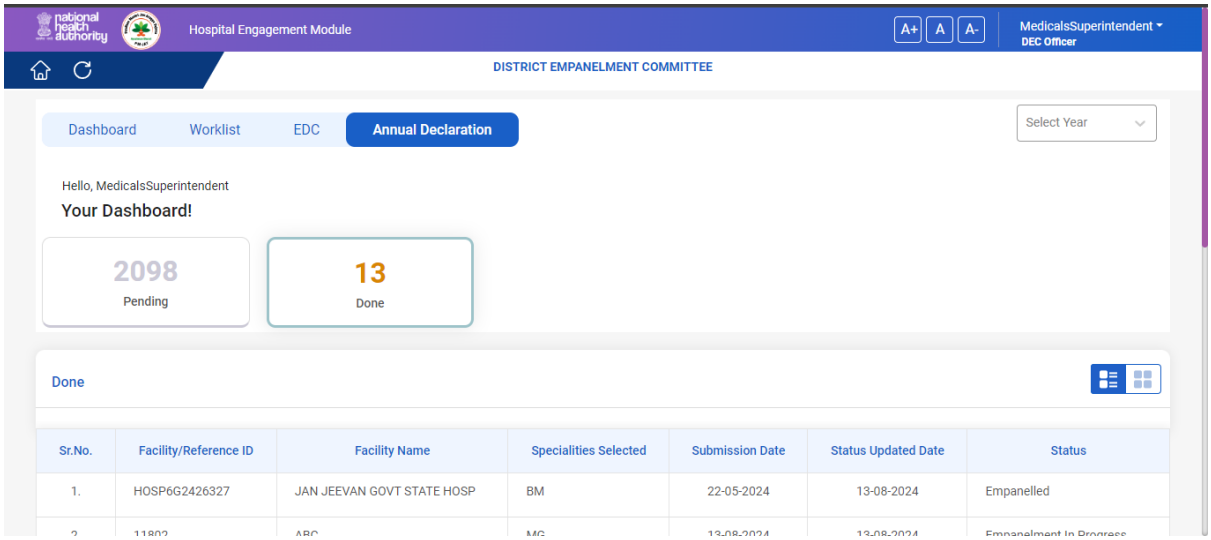


The officer will select verification authority, physical verifier while the rest of the details shall come as populated for external verifier since they have to complete the verification in 7 days from the date of assignment. Once the necessary details are selected and the verification is initiated, the request will land into the bucket of selected physical verifier to perform the necessary physical verification against the facility.



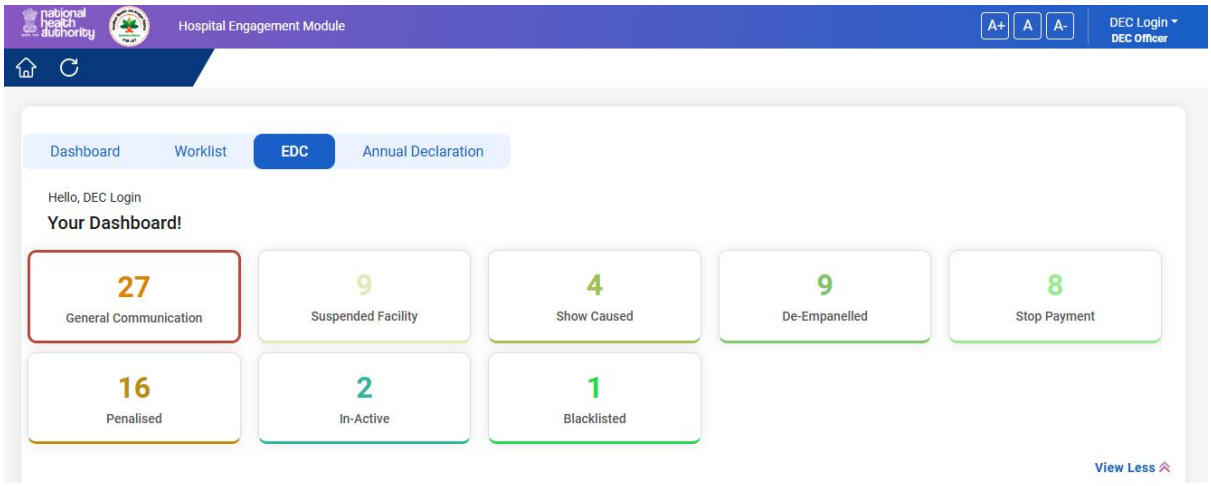
5.4. Annual Declaration

Facility submits an annual declaration mentioning that all the details are updated which will be visible to DEC officer under the tab with the status as Pending and done (For the facilities who have submitted the declaration)



5.5. DEC- EDC

A disciplinary action will be initiated by the state disciplinary committee on the hospital, if the hospital founds to be violated the clauses of the MOU between the state and Hospital. The action will be initiated based on the recommendation by EDC (Empanelment and Disciplinary Committee). DEC will be able to view disciplinary actions under given cards against different facilities under the district.

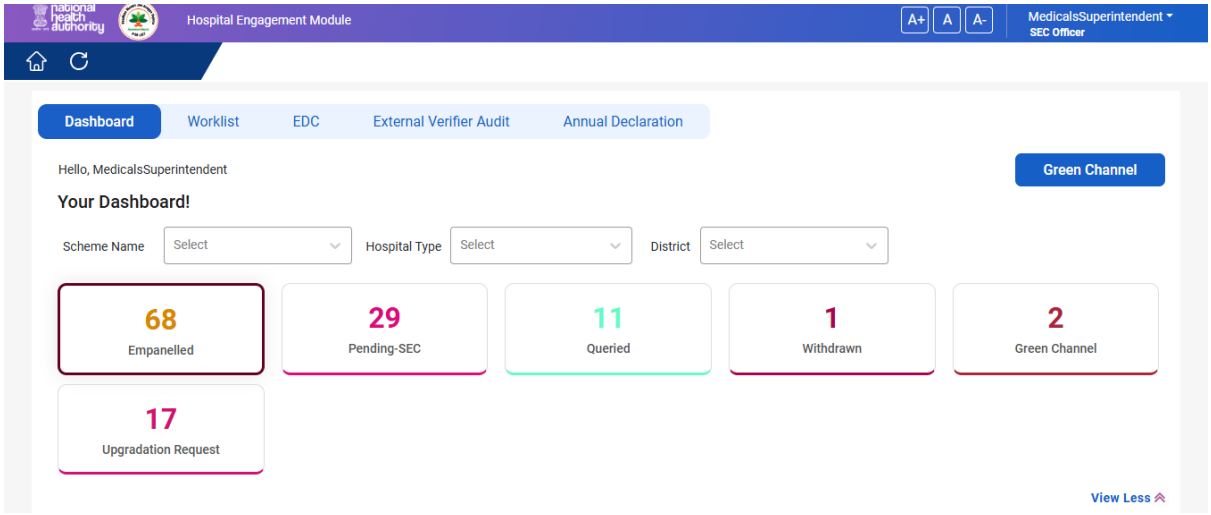

Hospital Engagement Module
A+
A
A-
DEC Login
DEC Officer
Dashboard
Worklist
EDC
Annual Declaration
Hello, DEC Login
Your Dashboard!
27
General Communication
9
Suspended Facility
4
Show Caused
9
De-Empanelled
8
Stop Payment
16
Penalised
2
In-Active
1
Blacklisted
View Less

6. LEVEL 2 APPROVER (SEC)

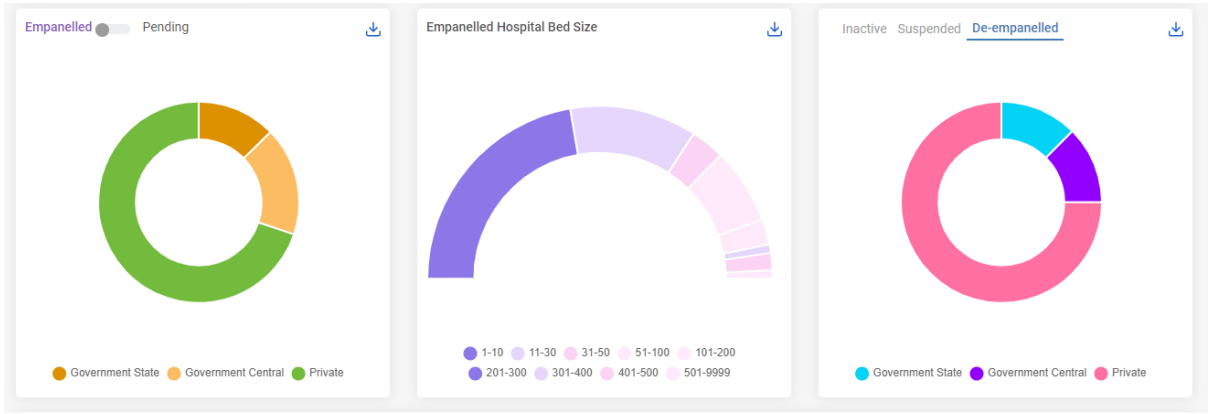
Approver user login can be created by signing up on UMP application by creating the required HEM approver roles on the application.

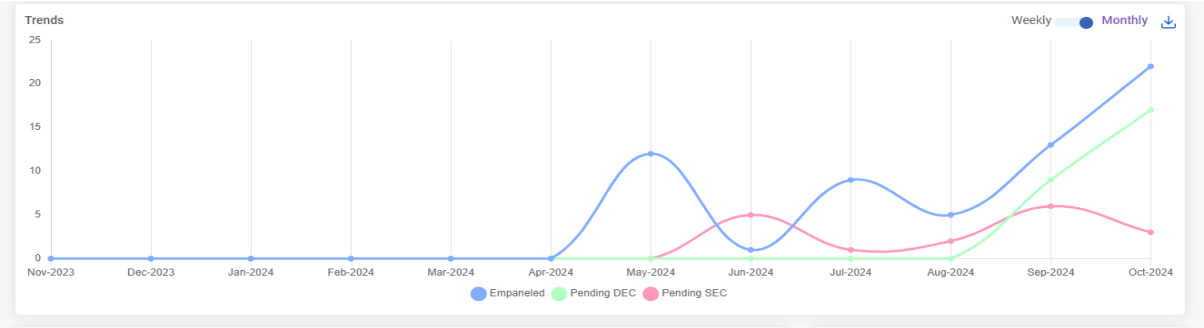
6.1. Dashboard

Approver user logs into the HEM application through the same credentials created in UMP application. Here, user will be able to view the count of application under various status at the top of the dashboard that can be filtered using the scheme, Hospital type, District options located at the top of the dashboard.



On scrolling the application down, User can view the graphs representing the empanelled-Pending bifurcated amongst the Private, Government-state, Government-Central. The graph next to it represents the empanelled count of hospitals based on Bed sizes. Third graph represents the count of Inactive, Suspended, De-Empanelled hospital bifurcated amongst private, government-Central, Government-State

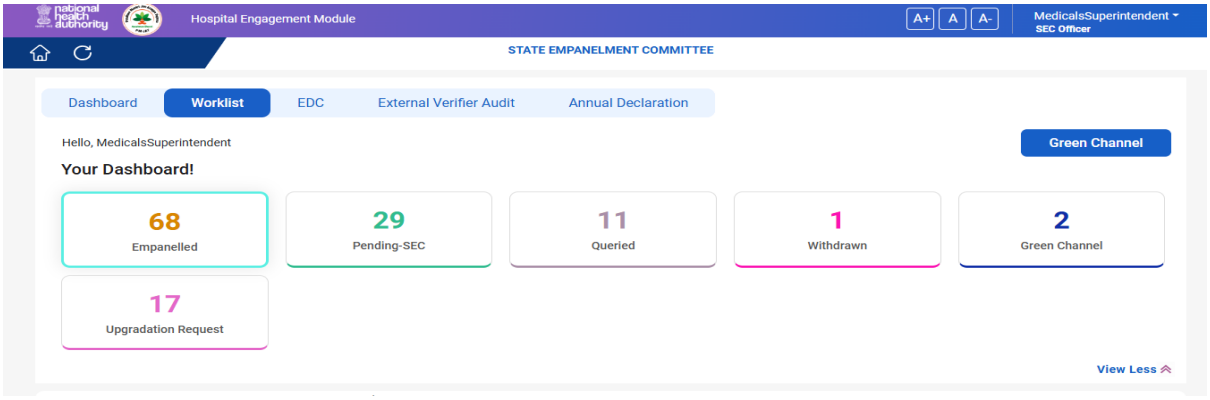


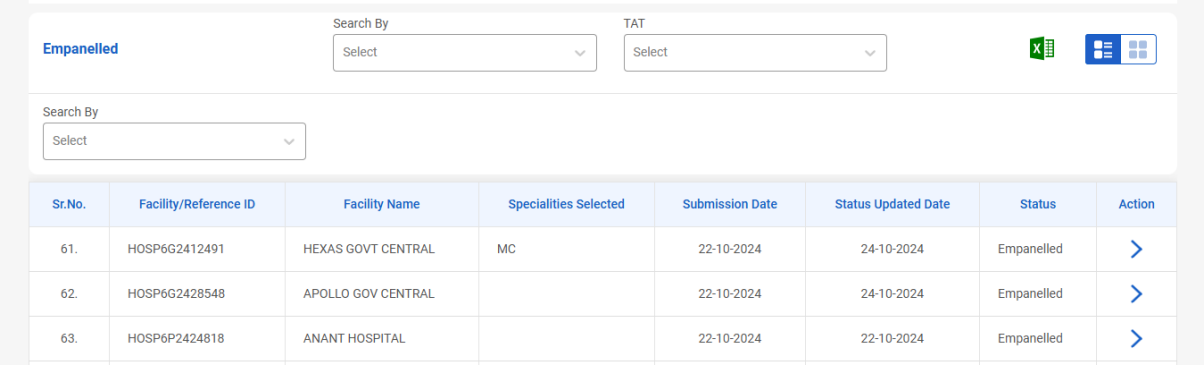


On further scrolling down, user will be able to view the count of hospital and beds based on the specialities in the respective district. While the graph next to it represents count of applications based on turn-around time while the green channel hospital graph will be there at the bottom.

6.2. Worklist

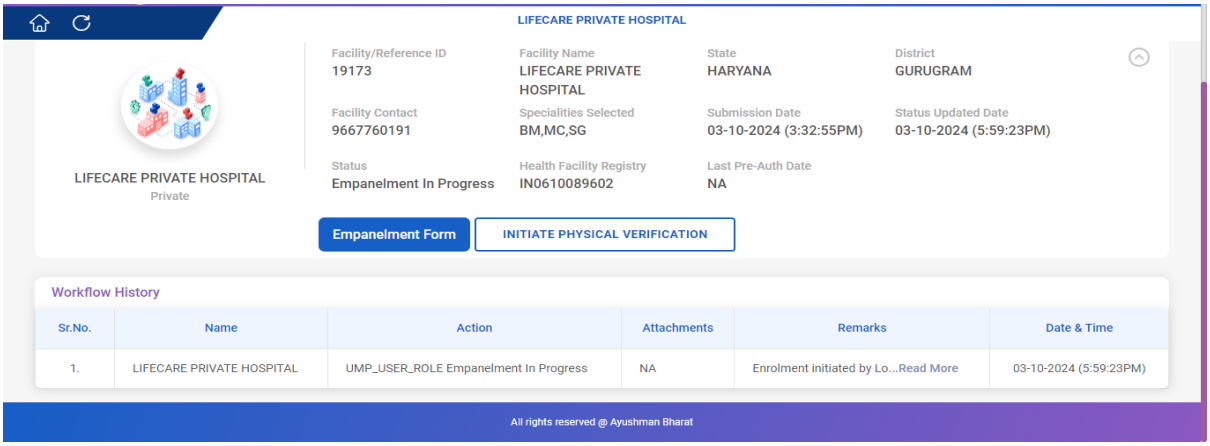
User can view the list of applications under this section where the list is visible to the user based on the selected cards such as Empanelled, Pending-SEC, Queried, Upgrade request, Withdraw, Green channel etc. The list at the bottom can be bifurcated based on the various parameters such as Facility Type, TAT, Reference number, Facility Name, etc.





Empanelled Card: It represents the list of facilities empanelled under the state
The list at the bottom can be filtered based on the various parameters such as Facility Type, TAT, Reference/Facility ID, Facility number, Facility Name, etc.
When a facility is selected, the details of the facility will appear in a card along with the workflow history details against the facility. SEC can also view the empanelment form of the selected facility from the blue coloured action button in the facility details card.

Pending Card: It represents the list of facilities requested for empanelment on which SEC action is required to be performed. The list will show the facilities which have been submitted by DEC officer or by the Facility admin itself to perform the necessary actions



In case the physical verification is not completed, the officer will assign it for physical verification and verify the input details by verifier and take the necessary action as per the requirement.

Queried Card: It represents the list of facilities requested for queried either to DEC or to facility. Once a query is applied to a facility, the facility has a time period of 3 days to respond on the same, if the response is not provided, the empanelment application will be sent back to SEC for the further action by the system.

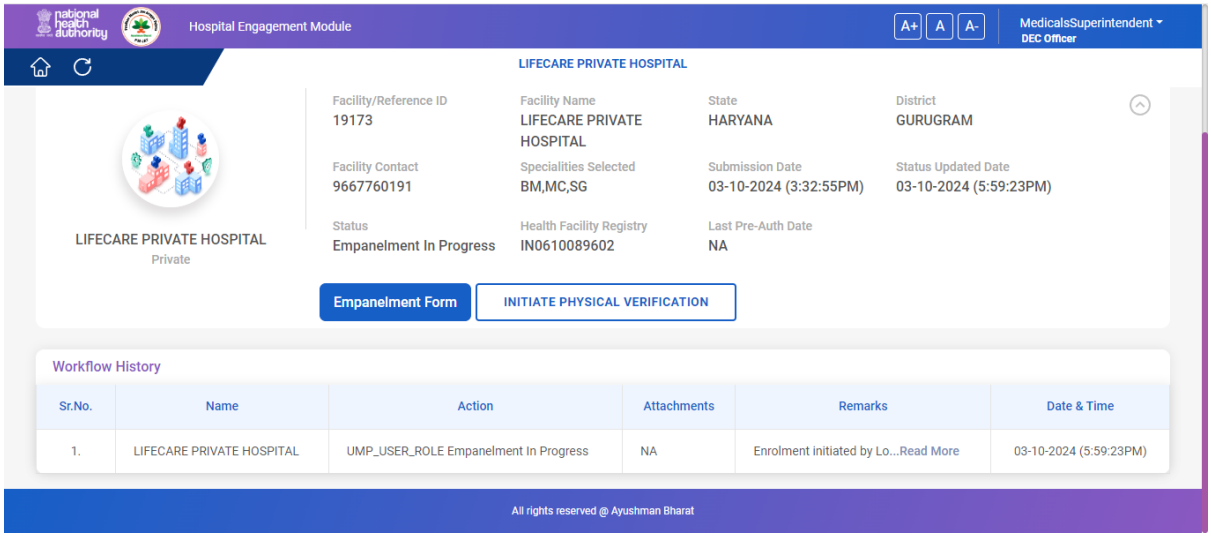
Withdraw: The card represents the list of facilities requested for the withdraw from the scheme. SEC is required to take the necessary actions on the requests.

Green Channel: The card represents the list of facilities which have applied to avail the feature of green channel or the facilities which wants to take the exit from the green channel and SEC will be required to take the action on the same.

Upgrade: The card shows the list of facilities which have raised the request to make some enhancements in their application. Facility will directly submit the application to SEC and SEC can directly approve or assign it for physical verification as per the necessity.

6.3. Physical Verification

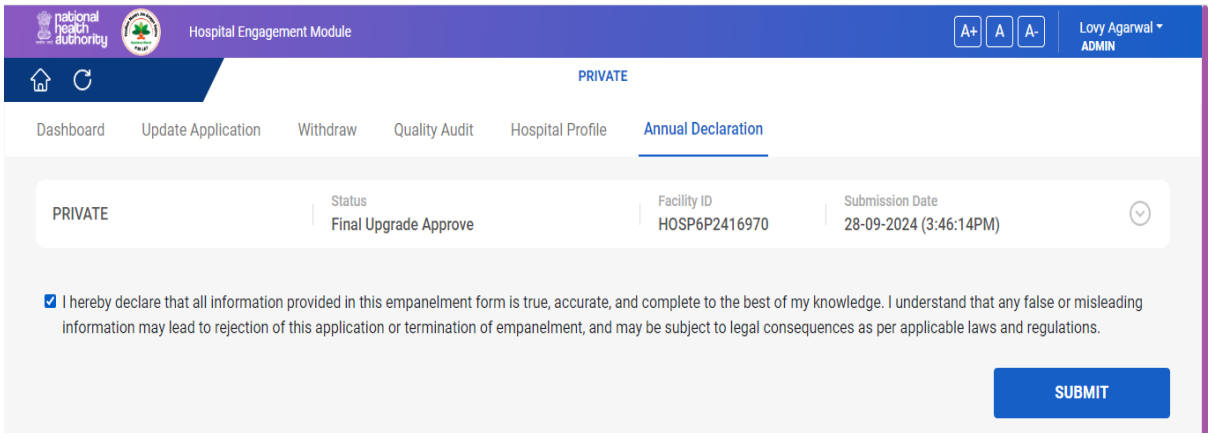
SEC officer will be able to assign the empanelment form for physical verification to either of SEC verifier or external verifier . SEC officer will open the details of the facility and click on the 'Initiate Physical Verification' button.

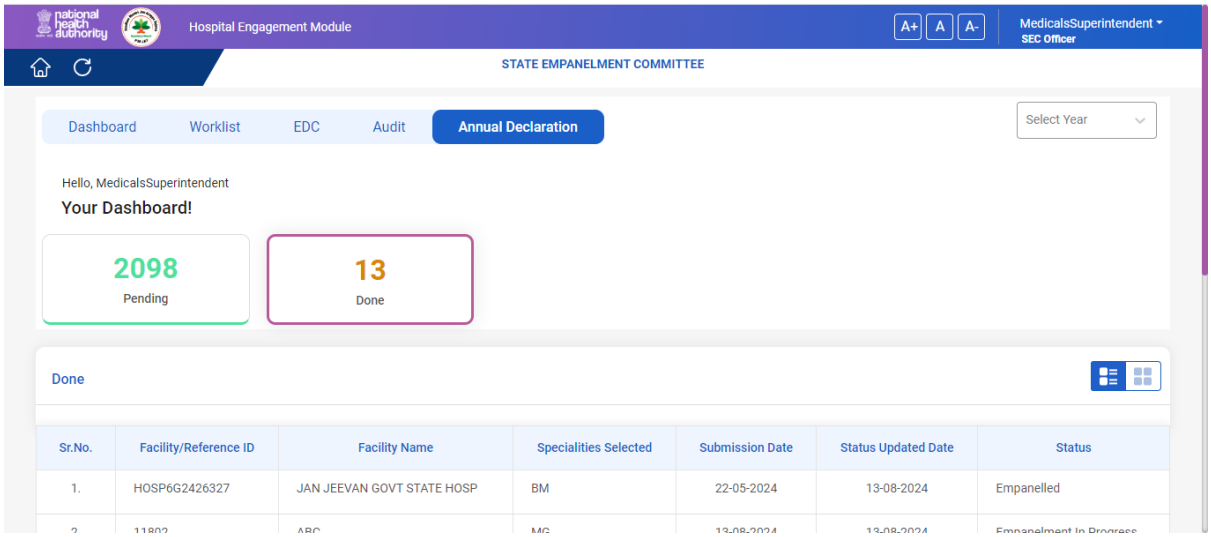


The officer will select verification authority, physical verifier while the rest of the details shall come as populated for external verifier since they have to complete the verification in 7 days from the date of assignment. Once the necessary details are selected and the verification is initiated, the request will land into the bucket of selected physical verifier to perform the necessary physical verification against the facility. The verification is allowed once during the empanelment thus if the verification is not performed at DEC level, SEC can initiate the verification.
The physical verification can also be performed after the empanelment is completed. SEC can initiate the verification from the empanelled card to check the ground level facility operations.

6.4. Annual Declaration

Facility submits an annual declaration mentioning that all the details are updated which will be visible to SEC officer under the tab with the status as Pending and done (For the facilities who have submitted the declaration)



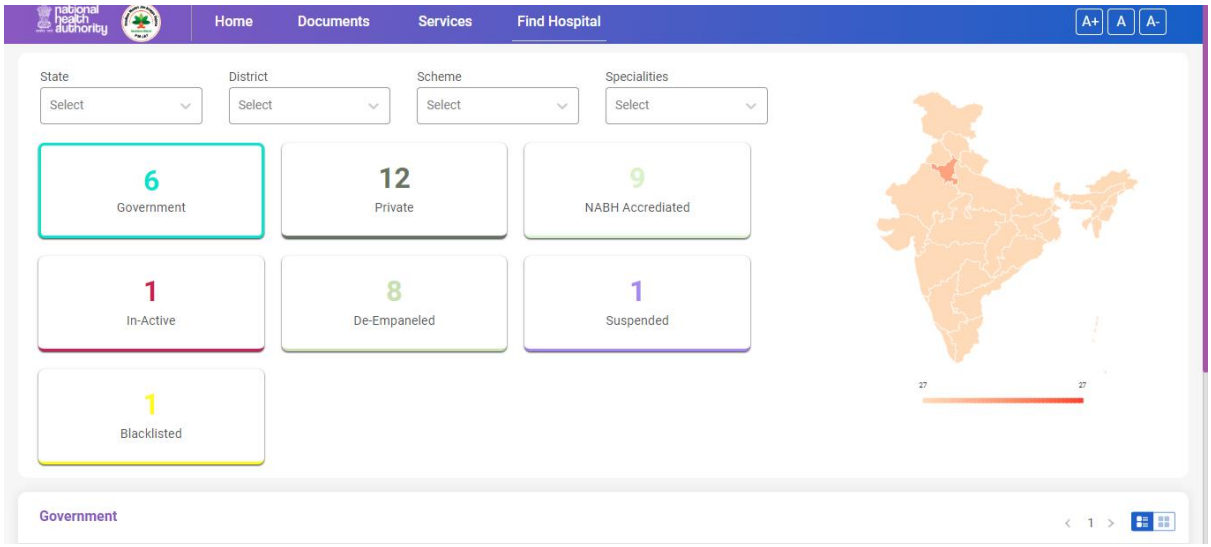


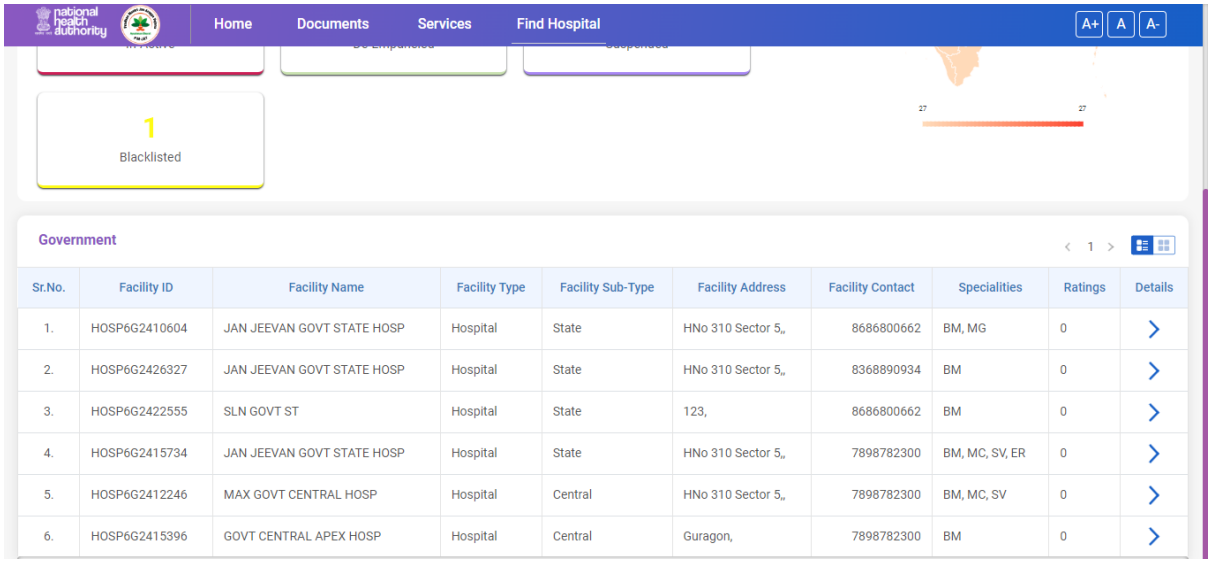
6.5. EDC

SEC role will be provided to the authority responsible for the approval of the disciplinary action raised against any facility in the state. SEC have the privilege to initiate and approve the actions against any facility in the state. By clicking on the Initiate action button SEC can initiate the disciplinary actions against a facility. For further information, Please refer the disciplinary section below.

7. FIND HOSPITAL

The feature is open to all the users where any user can view facility based on the parameters provided on the screen. User can view the facility count on map, also the profile of the facility will be visible to the user. Users can view the following sections under the search options where they can view the facility profile and provide the feedback on the treatment provided by the facility.

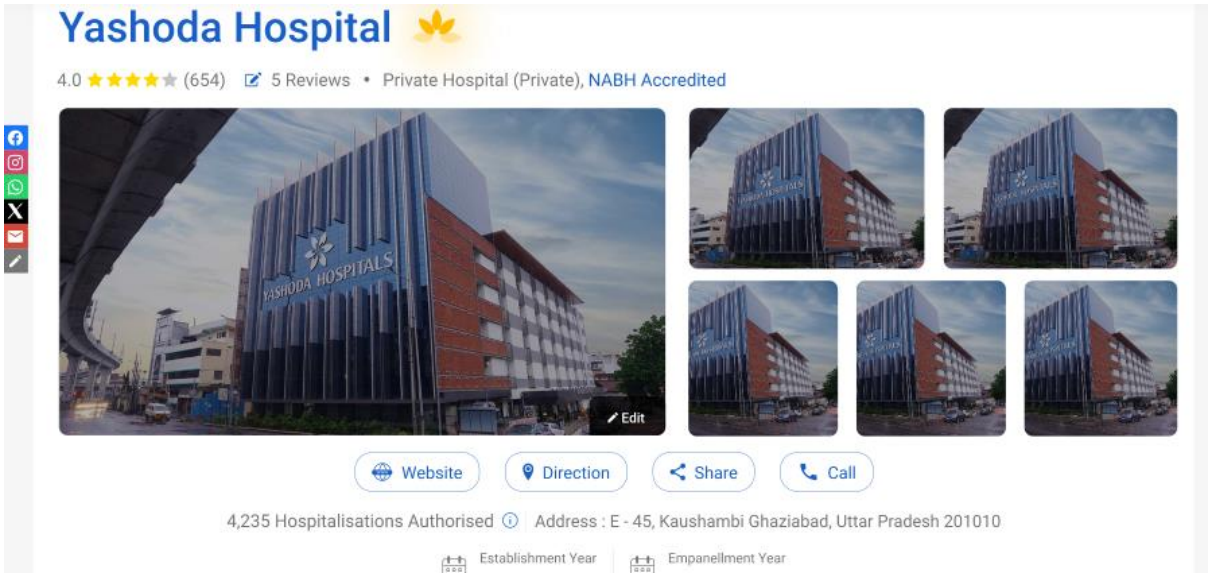




Sr.No.	Facility ID	Facility Name	Facility Type	Facility Sub-Type	Facility Address	Facility Contact	Specialities	Ratings	Details
1.	HOSP6G2410604	JAN JEEVAN GOVT STATE HOSP	Hospital	State	HNo 310 Sector 5,,	8686800662	BM, MG	0	
2.	HOSP6G2426327	JAN JEEVAN GOVT STATE HOSP	Hospital	State	HNo 310 Sector 5,,	8368890934	BM	0	
3.	HOSP6G2422555	SLN GOVT ST	Hospital	State	123,	8686800662	BM	0	
4.	HOSP6G2415734	JAN JEEVAN GOVT STATE HOSP	Hospital	State	HNo 310 Sector 5,,	7898782300	BM, MC, SV, ER	0	
5.	HOSP6G2412246	MAX GOVT CENTRAL HOSP	Hospital	Central	HNo 310 Sector 5,,	7898782300	BM, MC, SV	0	
6.	HOSP6G2415396	GOVT CENTRAL APEX HOSP	Hospital	Central	Guragon,	7898782300	BM	0	

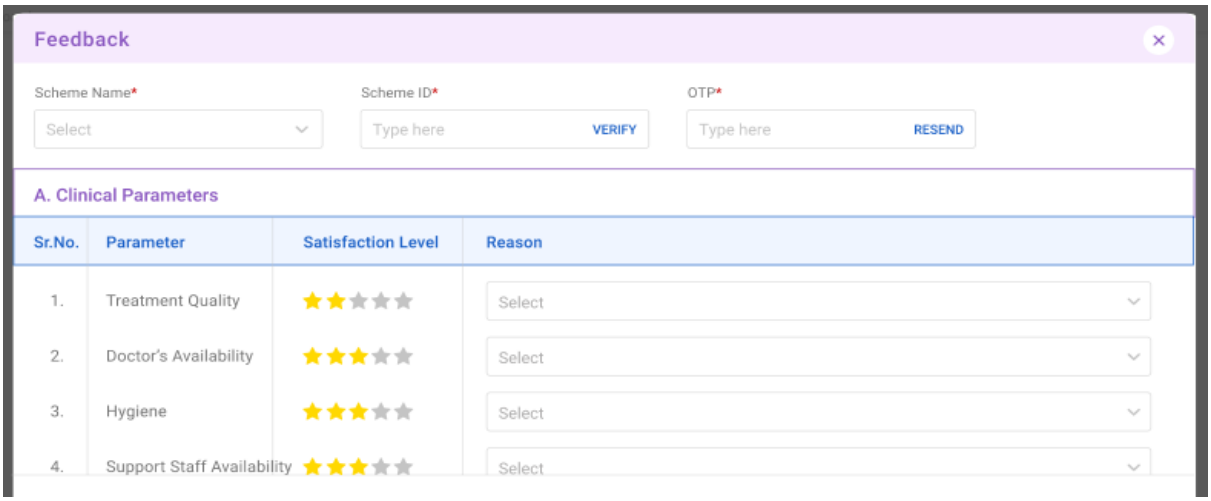
7.1. Hospital Profile

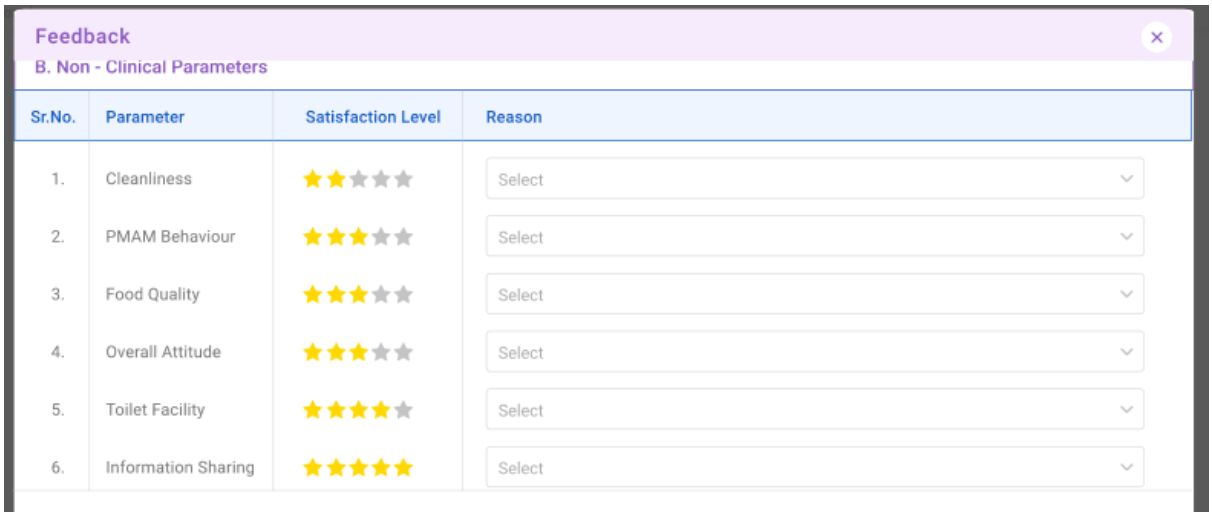
Once user search the facility, the user views the facility profile and the following details such as images, address, accreditation details, facilities offered, specialities of the facility, ratings, admissions done in the facility, videos created and uploaded by the facility and user's testimonials.

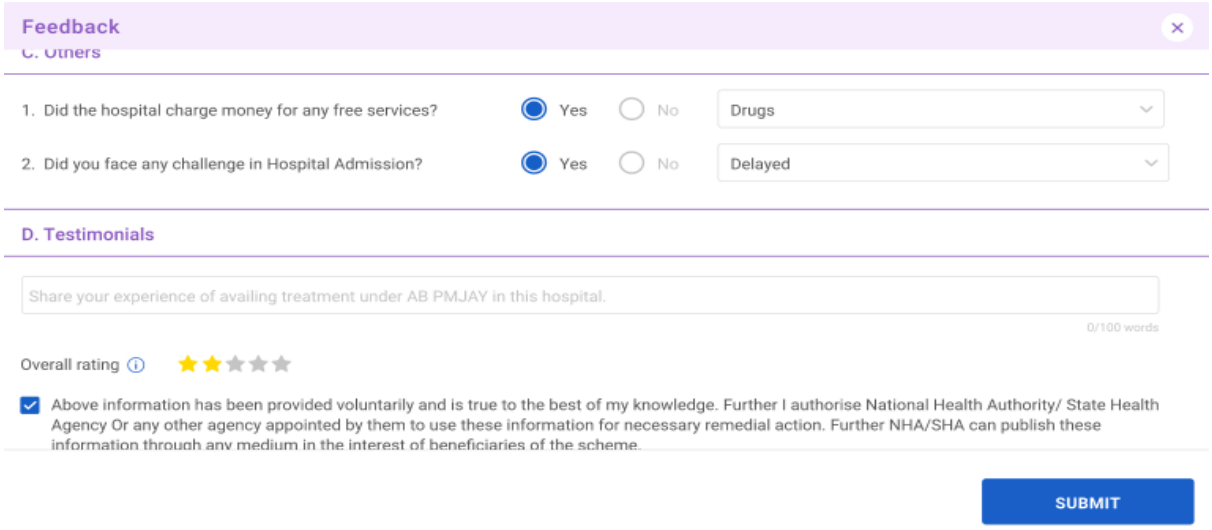


7.2. Feedback

Once the beneficiaries received the treatment from the facility, they will be able to give the feedback with respect to the services provided by the facility. Users can prove the feedback based on clinical, Non-clinical and other parameters where they can provide the satisfaction level, reason for the same. While rating is provided for all the parameters, an overall rating will be visible at the bottom and user can submit the rating posting allowing the declaration check box.




Feedback
B. Non - Clinical Parameters
Sr.No.
Parameter
Satisfaction Level
Reason
1. Cleanliness
2. PMAM Behaviour
3. Food Quality
4. Overall Attitude
5. Toilet Facility
6. Information Sharing
Select


Feedback
C. Others
1. Did the hospital charge money for any free services?
Yes
No
Drugs
2. Did you face any challenge in Hospital Admission?
Yes
No
Delayed
D. Testimonials
Share your experience of availing treatment under AB PMJAY in this hospital.
0/100 words
Overall rating
Above information has been provided voluntarily and is true to the best of my knowledge. Further I authorise National Health Authority/ State Health Agency Or any other agency appointed by them to use these information for necessary remedial action. Further NHA/SHA can publish these information through any medium in the interest of beneficiaries of the scheme.
SUBMIT

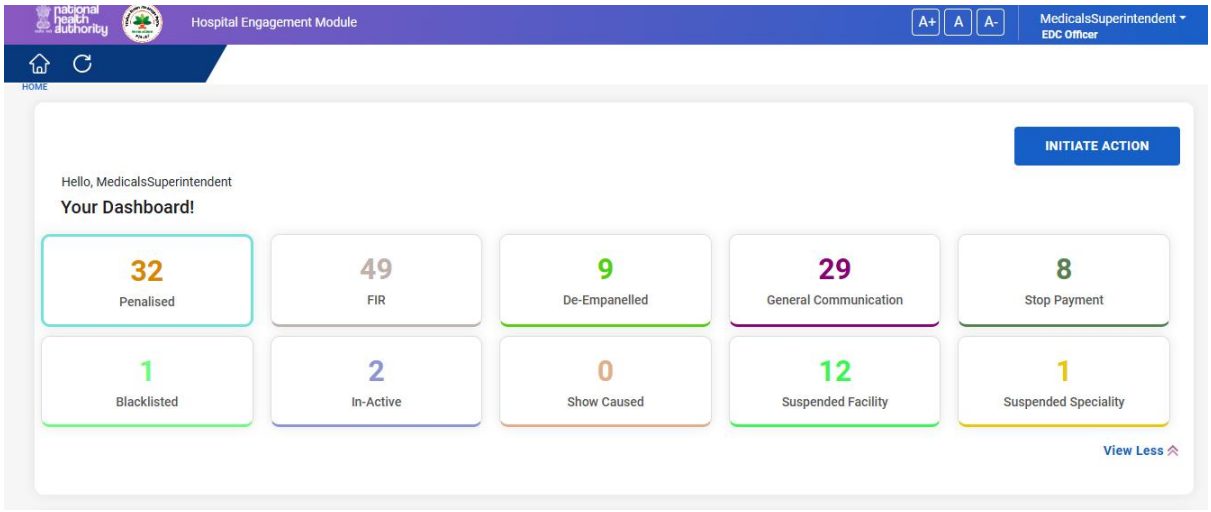
8. EMPANELMENT DISCIPLINARY COMMITTEE

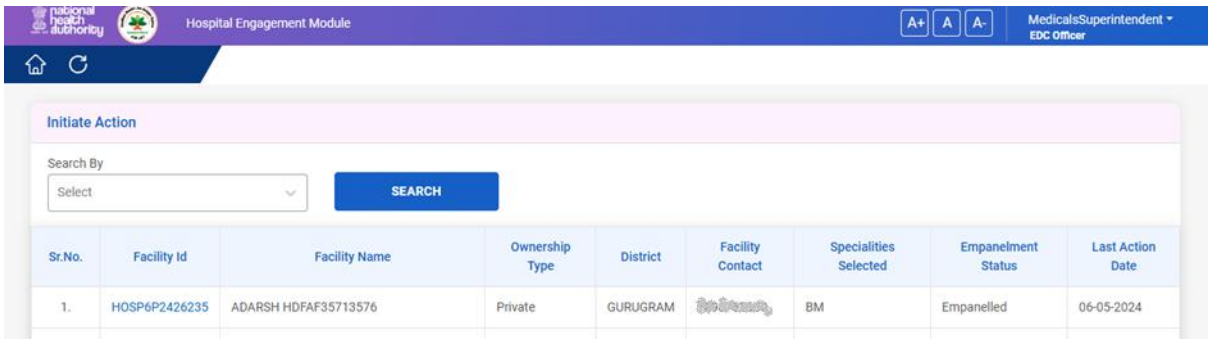
The process can be initiated by EDC and the request will be moved to SHA for final approval after conducting the proper disciplinary proceedings (on misrepresentation of claims, fraudulent billing, wrongful beneficiary identification, overcharging, unnecessary procedures, false/misdiagnosis, referral misuse, other frauds, etc) against empaneled Facility.
Hem application will consist of the following roles to implement the EDC process.
Roles:

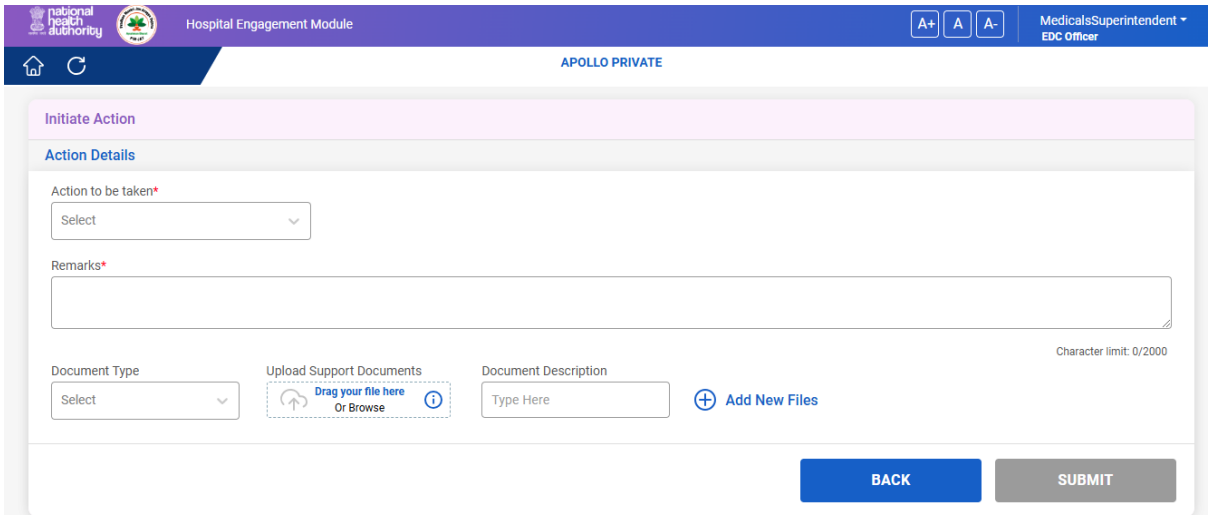
1. EDC
2. SEC
3. Facility Admin

EDC:

EDC role will be provided to the authority responsible for initiating disciplinary actions against any facility in the state. The EDC user will have the privilege to view the list of facility under the state, the user can initiate the following actions against the selected facility. By clicking on the Initiate action button, EDC can initiate the disciplinary actions against a facility.







1. General Communication: (Card, Action)
   The action can be performed by EDC user to share some information with the facility. The user will select the option and submit it and the information will be visible to the facility admin under the general communication card on the facility dashboard.

   FLOW: EDC->Facility

2. Show cause notice (Card, Action)
   The action can be performed by EDC to give show cause notice to a facility. The user will select the action and submit it to the facility with the due date of response. Facility can respond on the notice and EDC can initiate further actions in case response is not received or not satisfactory. The actions will be as follows:
   a. Stop payment (Card, Action)
      The action will be initiated by EDC to stop payments against the facility, once the action is approved by SEC, the information will be passed to TMS for the action.
      Flow: EDC->SEC

      Note: Further Action of Suspension, De-empanelment, Blacklist can be taken under the card.

   b. Suspension (Card, Action)
      The action will be initiated by EDC to suspend a facility for the maximum period of 6 months, once the action is approved by SEC, the information will be passed to TMS for the action.

      Flow: EDC->SEC

      Note: Further Action of De-empanelment, Blacklist can be taken under the card.

   c. De empanelment (Card, Action)

The action will be initiated by EDC to de-empanel a facility for the maximum period of 12 months, once the action is approved by SEC, the information will be passed to TMS for the action.
Flow: EDC->SEC

Note: Further Action of Blacklist can be taken under the card.

d. Blacklisted (Card, Action)
The action will be initiated by EDC to Blacklist a facility for the maximum period of 24 months, once the action is approved by SEC, the information will be passed to TMS for the action.
Flow: EDC->SEC

e. De-empanelment of specialty (Card, Action)
The action will be initiated by EDC to de-empanel specialty of a facility under the scheme. Once approved by SEC, it will be communicated to TMS.

f. Accepted (Action)

3. Investigation FIR (Card, Action)
EDC user can raise the investigation against any facility,
The action will be initiated by EDC which once approved by SEC will be stored in the system.

4. Investigation Penalty (Card, Action)

The action will be initiated by EDC to impose a penalty against any facility. It will further consists of the following input values.

i. Penalty Amount with order ID and date.
ii. Penalty Reviewed with order ID and date.
iii. Penalty Recovered with order ID and date.
iv. Penalty Amount Pending with order ID and date.

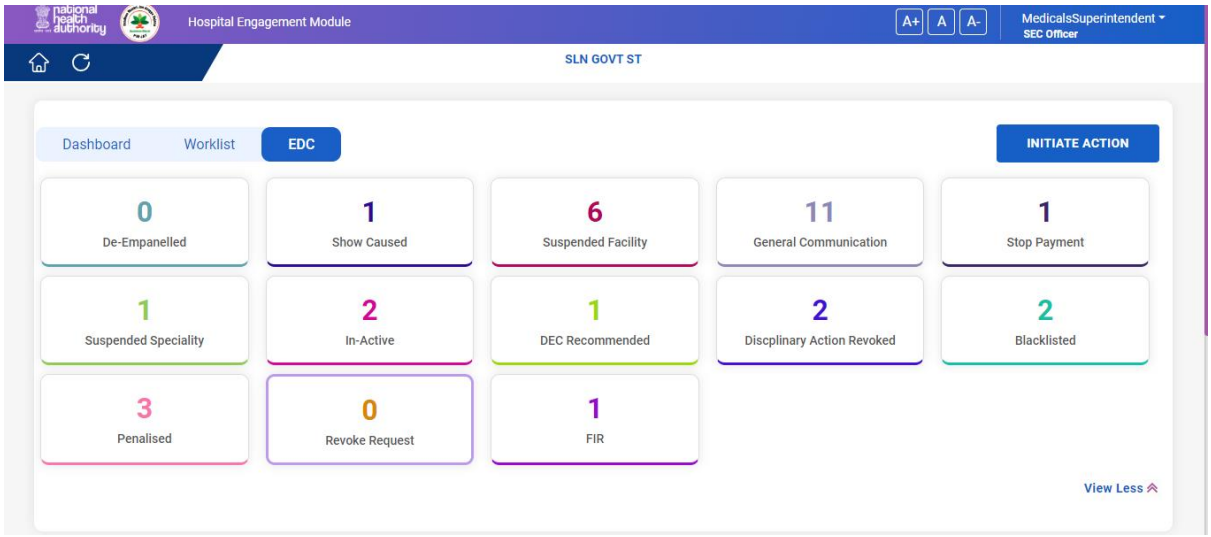
The EDC user will initiate the penalty by entering the Penalty amount with its order id and date will be captured. Once submitted to SEC, the user will enter the reviewed penalty amount and approve it. At a later point of time, Recovered and pending will be updated.

FLOW: EDC-> SEC

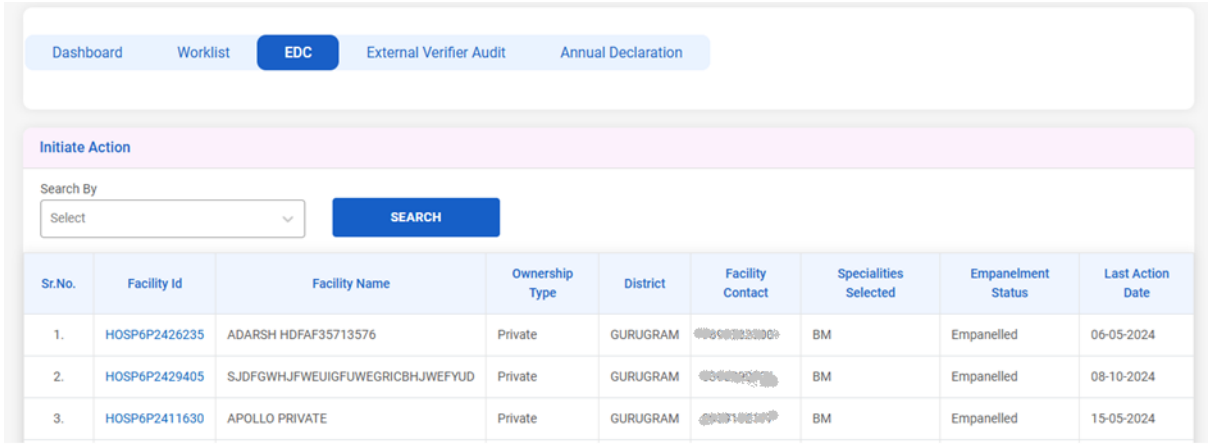
5. Immediate Suspension (Action)
EDC user can initiate the action which once approved by SEC, the facility will be marked as suspended without any prior action for the maximum period of 6 months.
FLOW: EDC-> SEC

SEC:

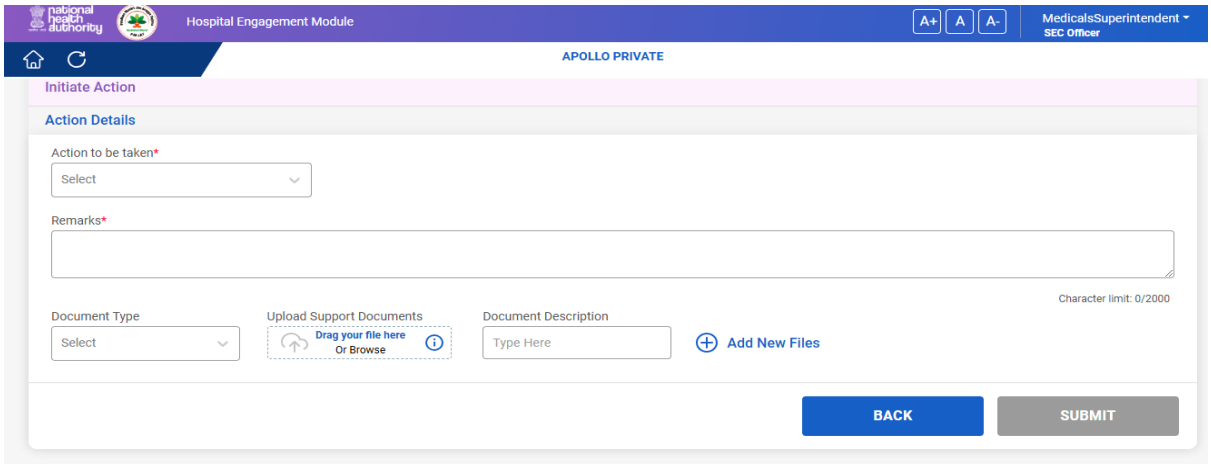
SEC role will be provided to the authority responsible for the approval of the disciplinary action raised against any facility in the state. SEC have the privilege to initiate and approve the actions against any facility in the state. By clicking on the Initiate action button SEC can initiate the disciplinary actions against a facility.



The official will select the facility for the disciplinary action by clicking the facility ID and the details of the facility will be visible with the w



SEC can select the necessary action from the action dropdown and enter the necessary details and submit the form. For SEC further approval is not required. Thus, the necessary action will be implemented.



1. General Communication (Card, Action)
   The action can be performed by SEC user to share some information with the facility. The user will select the option and submit it and the information will be visible to the facility admin under the general communication card on the facility dashboard.

2. Show cause notice (Card, Action)
   The action can be performed by SEC to give the show cause notice to a facility. The user will select the action and submit it to the facility with the due date of response. Facility can respond on the notice and SEC can initiate further actions accordingly. The actions will be as follows:
   a. Stop payment (Card, Action)
   b. Suspension (Card, Action)
   c. De empanelment (Card, Action)
   d. Blacklisted (Card, Action)
   e. Accepted (Action)
   f. De-empanelment of specialty (Action)

3. Investigation FIR (Card, Action)
   SEC user can raise the FIR against any facility.

4. Investigation Penalty (CARD, Action)
   SEC user can impose penalty against any facility using the option.

5. Immediate suspension (Action)
   SEC user can initiate the action which once approved will mark the facility as suspended without any prior action for the maximum period of 6 months.

6. Inactive (Card)
   The action will be triggered against a facility in case
   a. Facility registration certificate expires.
   b. TMS initiates trigger for not performing preauth in past 6 months

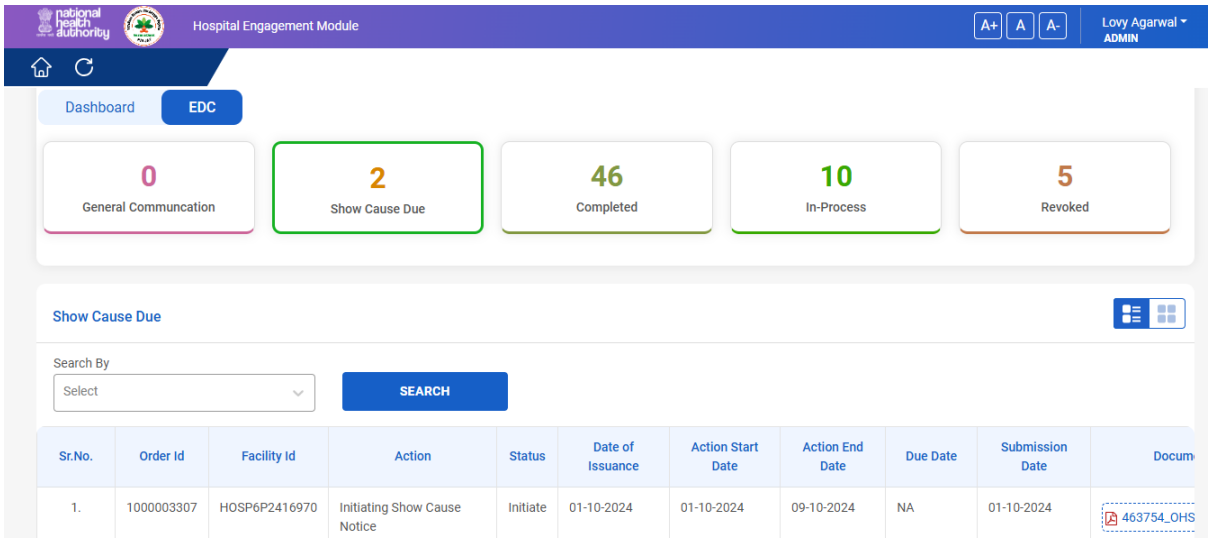
In the above scenarios, TMS will be informed with the inactive facility status to stop the operations, Facility can request the action for activation which will be approved by sec, Once approved it will be communicated to TMS.

7. Revoke (Card, Action)
   The action will be available to facility admin to request to revoke the following actions stop payments, suspension, de-empanelment, Blacklist, Inactive. While the Revoke card will show the list of revoked actions requested by various hospitals of the state on SEC dashboard and same will be reflected in TMS.

   Note: In case of suspension revocation, the facility will continue to be marked as empaneled while in case of other options, facility has to raise the request for empanelment to the respective approver as per the workflow from the revoked hospital card.

Facility Admin:

Facility admin have certain privileges with respect to the disciplinary action against their facilities.



They can view and take required action against the following actions

1. General Communication: It shows the communication received from the EDC/SEC. Hospital may or may not respond on the same which is non mandatory.
2. Show cause notice: It shows the notices received from the EDC/SEC and. Hospital is mandatorily required to respond on the same.
3. Completed Card; It shows the facilities with the actions of Stop payments, De-empanelment, Blacklist, Suspend,
4. Revoked : The card represents the list of revoked facilities by SEC, the facilities can initiate the re-empanelment after the revocation.
5. Request to Revoke Facility: The action can be initiated from completed card which will go for approval to SEC

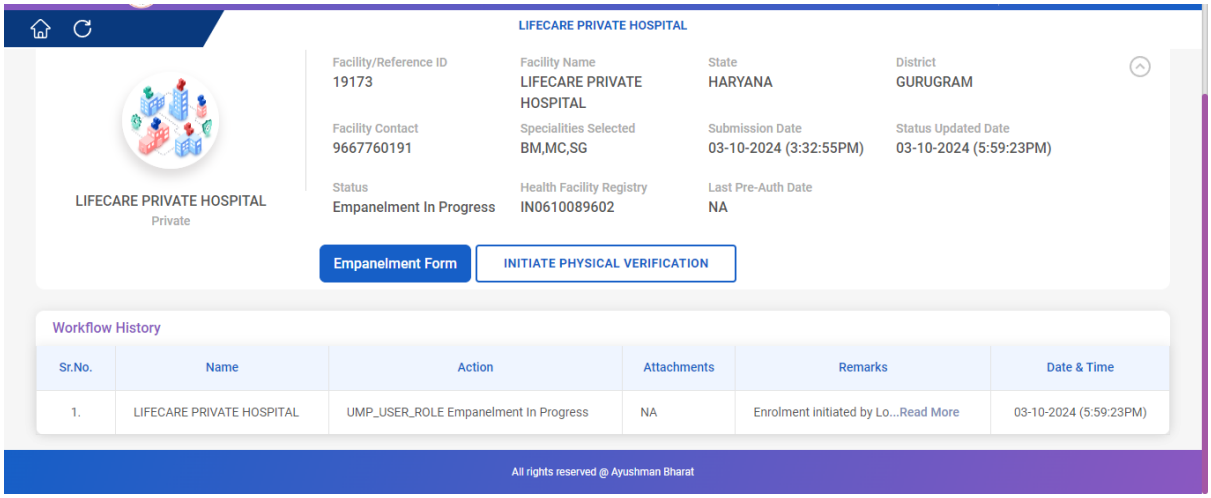
6. Re-empanelment: The action can be initiated from Revoked card to initiate the re-empanelment.

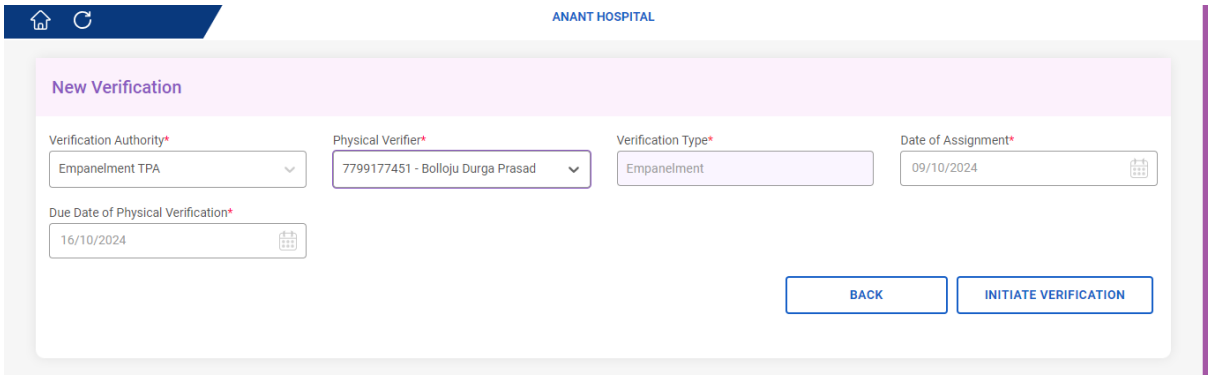
Notes:

1. Action start date will be current date
2. In case of show cause notice, action due date will be 5 days next to current date and auto filled

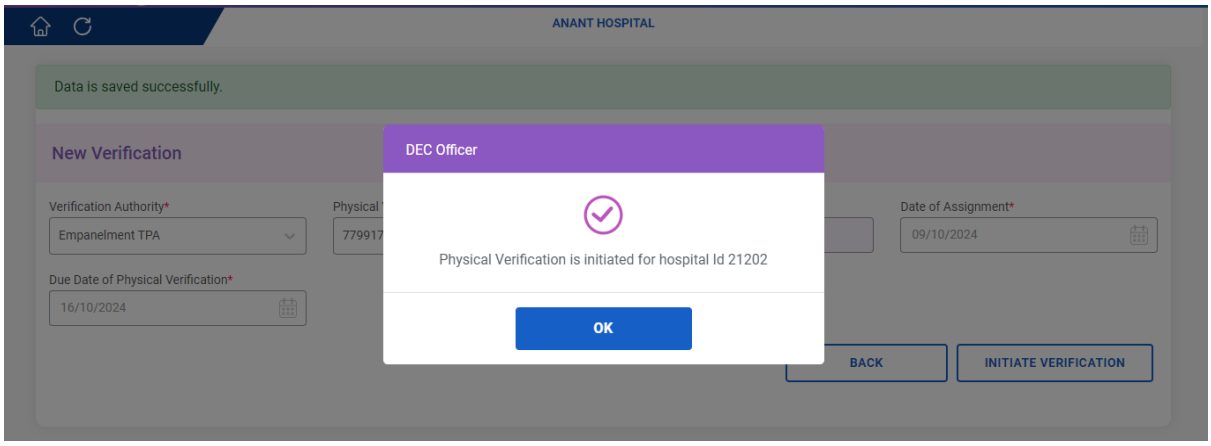
9. PHYSICAL VERIFICATION

DEC/SEC officer will assign the empanelment form for physical verification to either of DEC verifier/ SEC Verifier/external verifier. The officer will open the details of the facility and click on the 'Initiate Physical Verification' button.

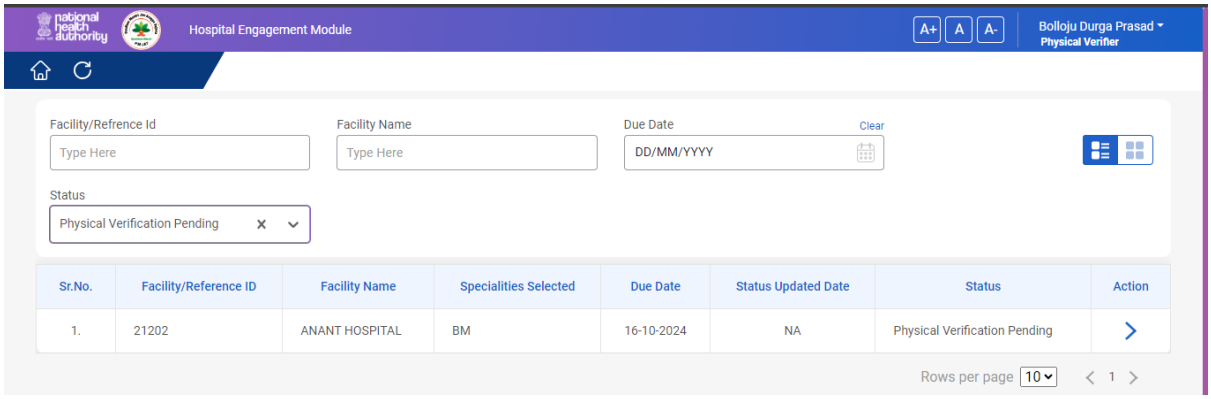




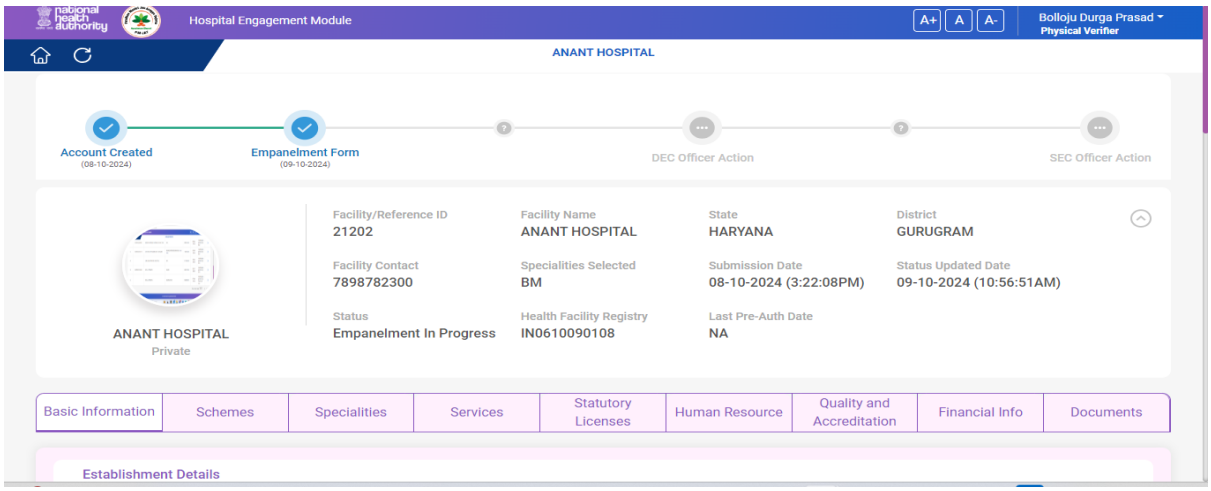
The officer will select verification authority, physical verifier while the rest of the details shall come as populated for external verifier since they have to complete the verification in 7 days from the date of assignment. Once the necessary details are selected and the verification is initiated, the request will land into the bucket of selected physical verifier to perform the necessary physical verification against the facility.

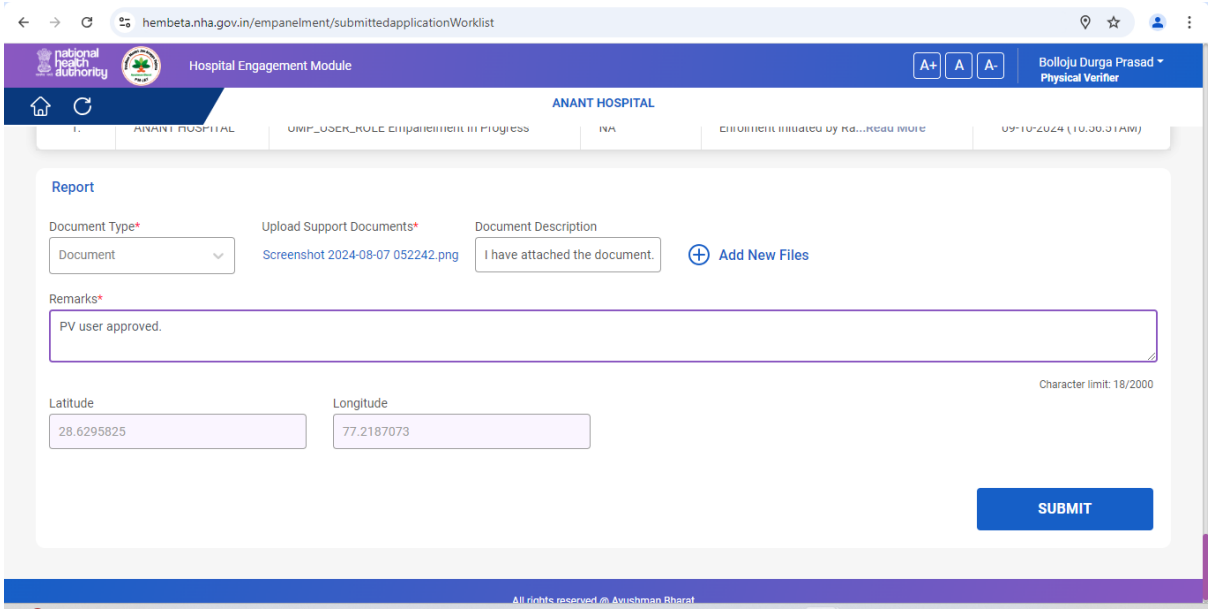


The selected physical verifier will log into the system to and can search the request for verification using the filter named status, and initiate the verification by clicking on the action button against the facility.



After providing the inputs in the respective fields in the section of empanelment form, the verifier will submit the form which will move the assigning authority to take the further actions on the respective facilities.



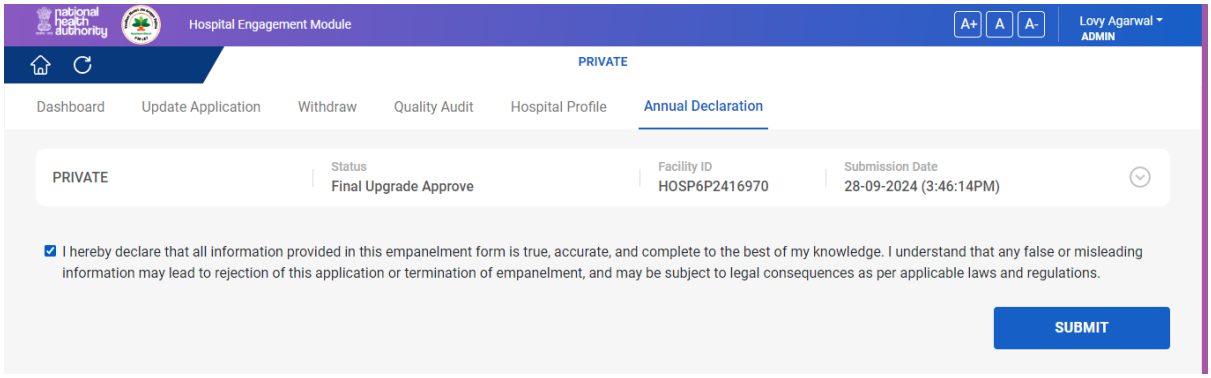


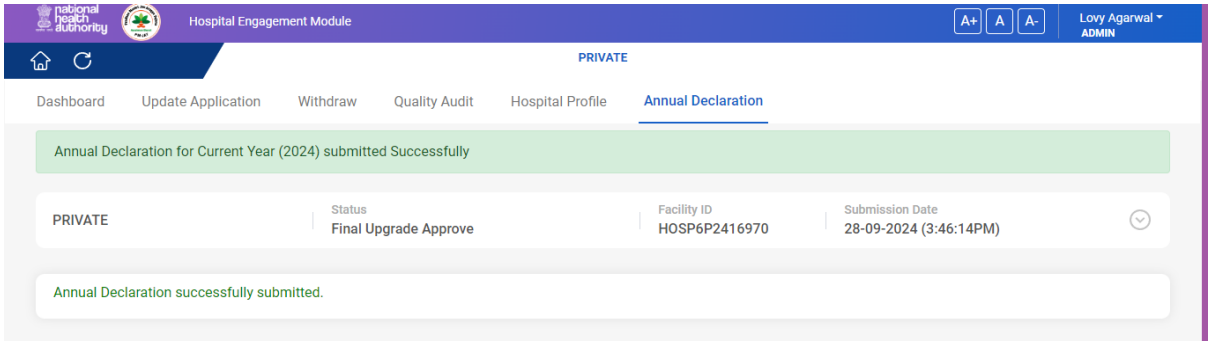
Note:

1. In case DEC officer is not in the position to submit the application to SEC, A TAT facility will be initiated after 30 days such that the application will be moved to the Auto Escalated Card on SEC dashboard.
2. Auto Escalated records can have 2 status:-
   I. Physical Verified by TPA/DEC
   II. Pending for Physical Verification
   III. In above both the cases SEC officer can send for physical verification to TPA/SEC verifier. Once done Sec Officer can take the final action.
3. In case, Physical Verifier (TPA) doesn't respond/not able to complete physical verification in the mentioned timeline (TAT), the application will be moved back to DEC/SEC respectively to take the appropriate action on the application. Thus, there can be the scenario when data is not verified by TPA, and it moves back to DEC/SEC then this needs to be highlighted accordingly.
4. Physical verification will be non-mandatory for Government state and Central Facilities.
5. Physical verification will be non-mandatory for NABH/QCI certified facilities, medical college hospitals.
6. Audit of at least 10% of application physically verified by TPA will be done at SEC level and accordingly a separate card should be enabled for the same.
7. DEC/SEC officer can raise the query which facility has to respond within 3 working days
8. Physical verification can also be performed for the empanelled facilities as an audit.

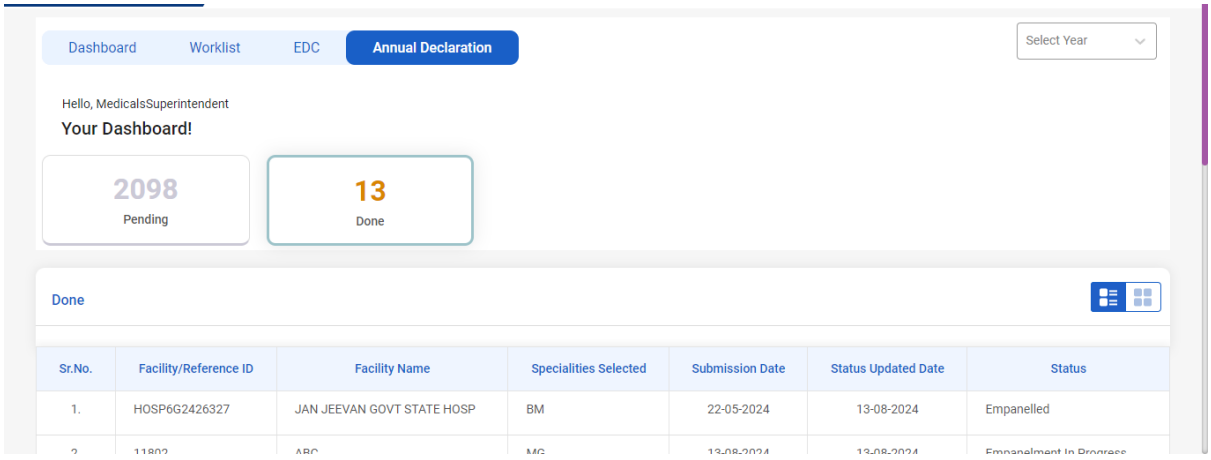
10. ANNUAL DECLARATION

Facility will be required to submit an annual declaration to confirm that the facility details are being regularly updated and is currently empanelled with the right set of features and specialities.





Facility submits an annual declaration mentioning that all the details are updated which will be visible to DEC officer and SEC officer under the tab with the status as Pending and done (For the facilities who have submitted the declaration.



11. GREEN CHANNEL

Green channel is a feature provided to the facilities to avail the 50% payment before the treatment such that the facility should meet certain basic criteria of empanelled for more than 6 months, etc.

Green Channel Entry:

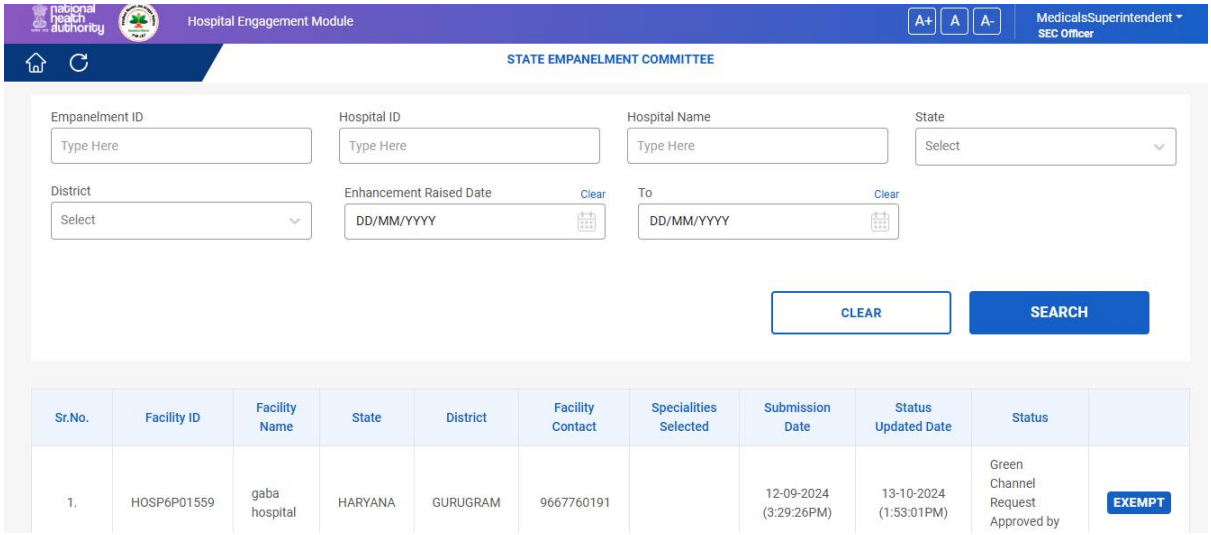
Once the system generated trigger is enable, the green channel button will be enabled for the facility and admin can raise the request to avail this feature. Once the request is approved by SEC, the facility will be enabled with the green channel feature.

Green Channel Exit:

Facility has the provision to take the exit from the green channel by raising the request for the approval to SEC, once approved, the facility will get the Exit.

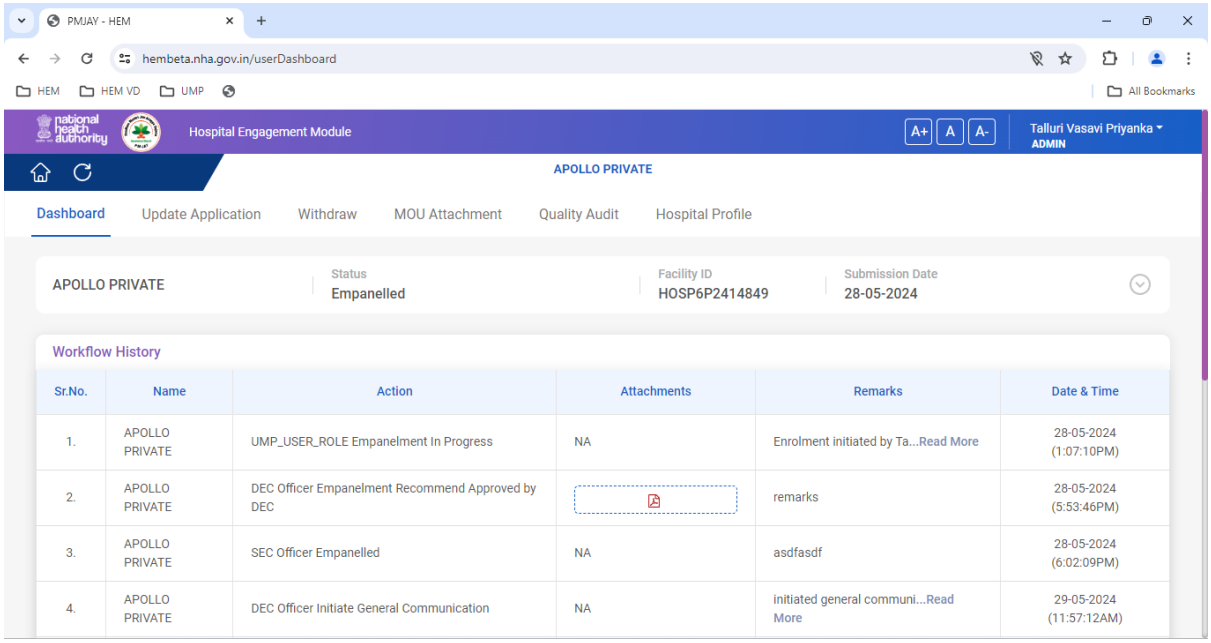
Green Channel Exempt:

A provision has been provided to SEC to exempt the facility from green channel such the trigger is initiated from TMS based on the certain parameters and accordingly, it will be actioned upon by SEC for the final action on the trigger.

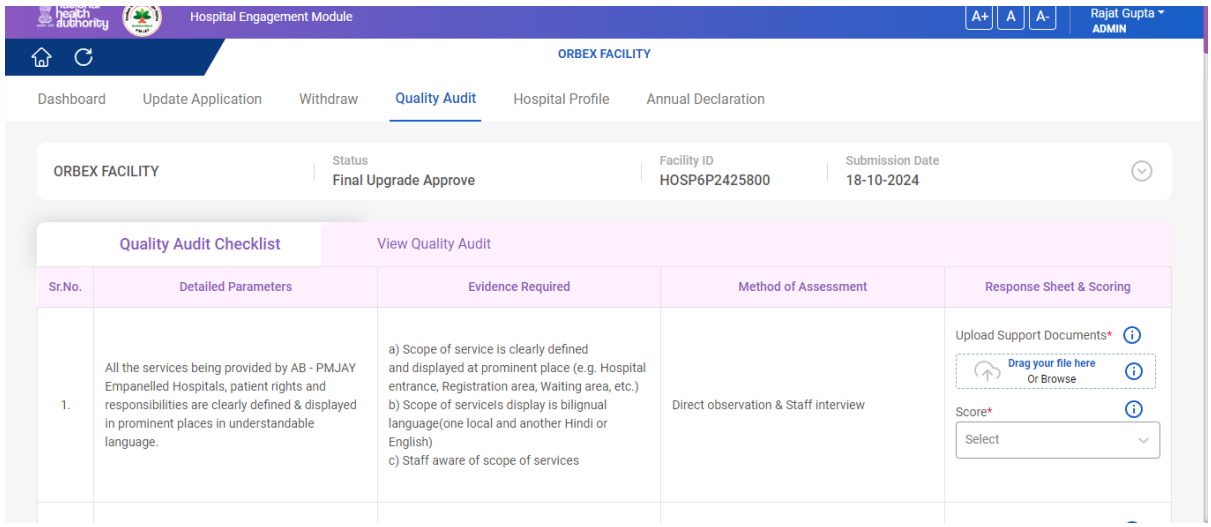


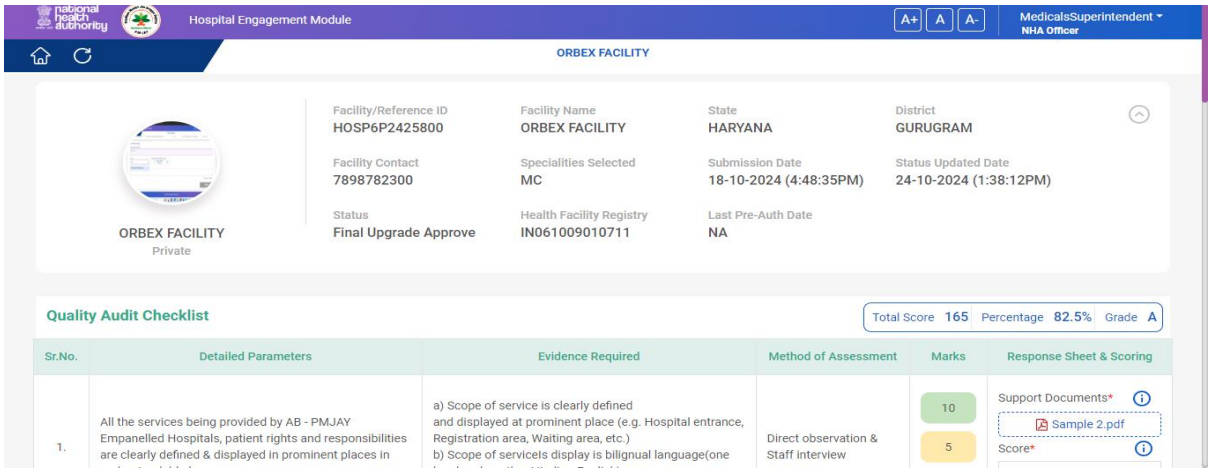
12. QUALITY AUDIT

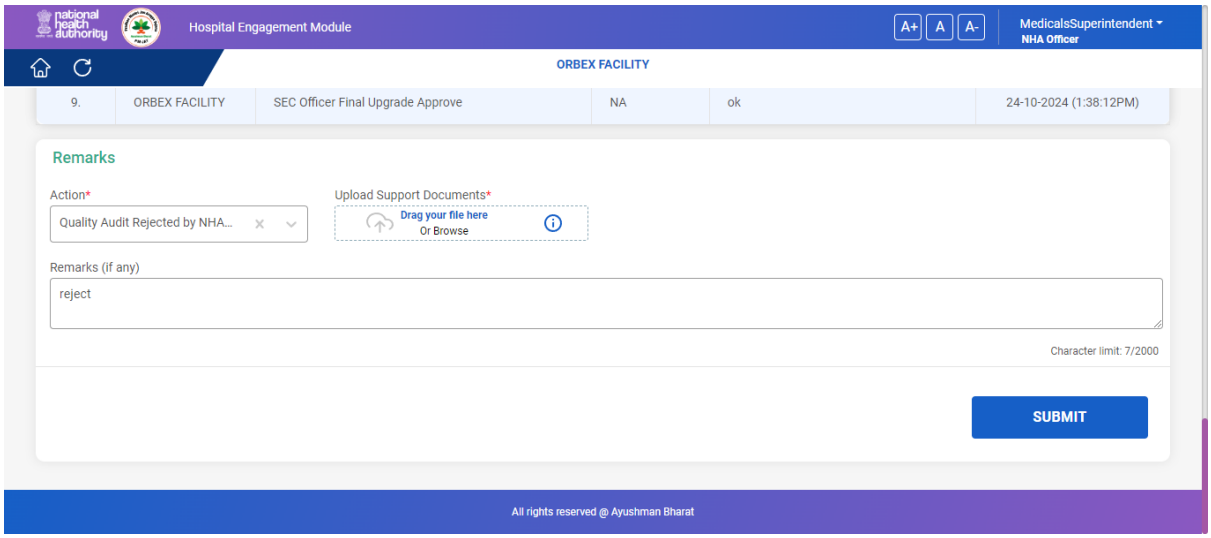
This has been provided to facility to rate their performance based on the predefined parameters such that the same will be visible to NHA for the further action . Facility admin selects the tab and the parameters gets opened.



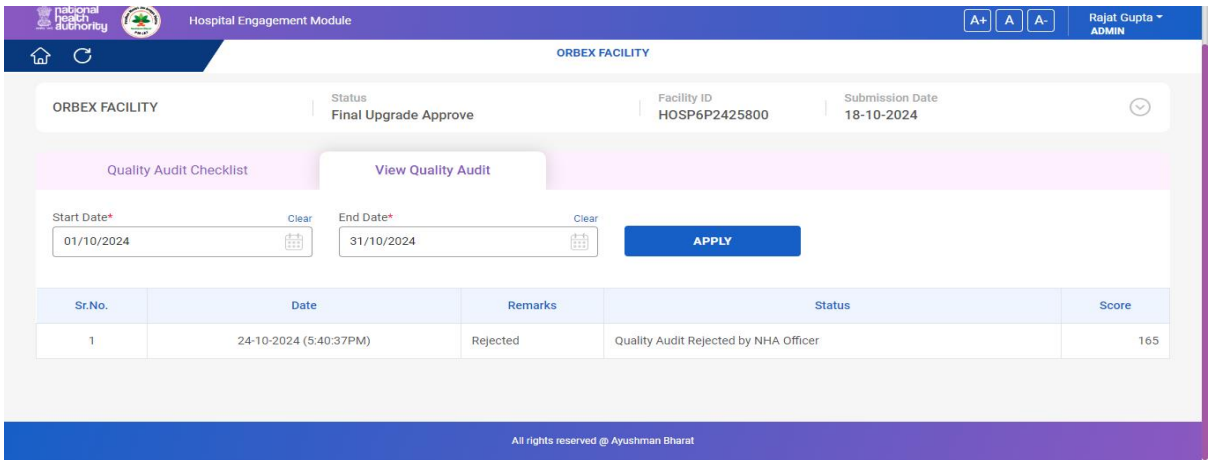
Once the input is provided by the facility admin, it will be submitted to NHA for the action







Once the action is taken upon by the NHA officer, it can be viewed by the facility admin under view quality tab with the score.

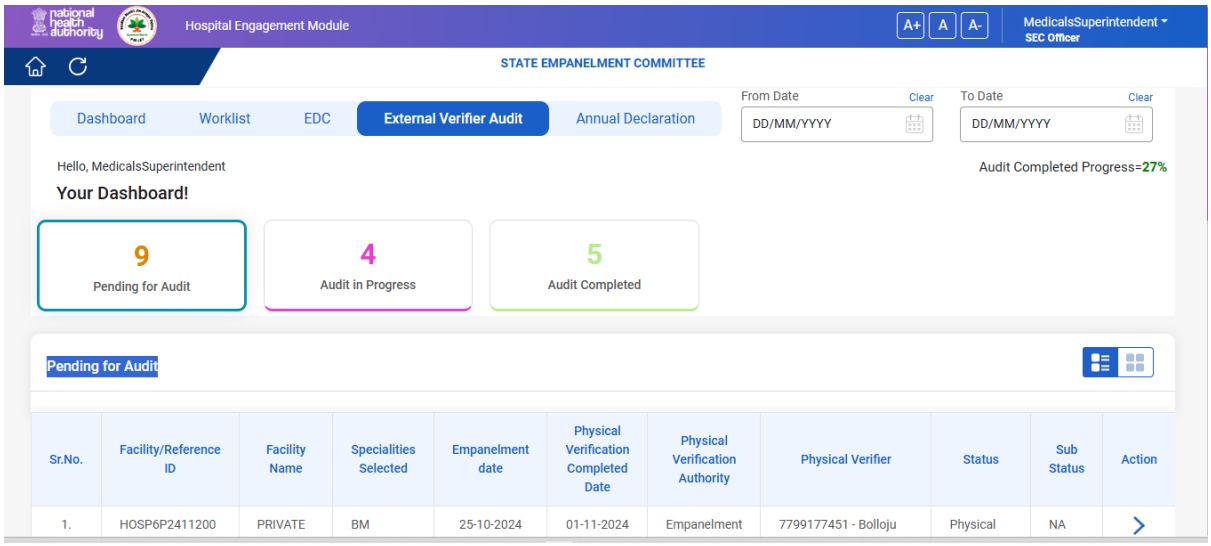


13. EXTERNAL VERIFIER AUDIT

HEM2.0 application enables the facility to DEC approvers to perform the audit of the empanelled facilities which have been physically verified by third party/external verifier. DEC is mandated to perform the audit of at least 10% of empanelment application physically verified by third party/external verifier in last 90 days - configurable. In case of fraction value, the closest higher natural number value will be taken into consideration. There are 3 scenarios in which a physical verification can be performed by external verifier and all the scenarios will be considered under the audit process by authorities. Following scenarios are as follows.

1. Physical verification during Empanelment.
2. Physical verification during Upgrade
3. Physical verification during Annual Verification after empanelment.

Thus, the facilities which have gone through any of the mentioned process will be considered for the audit process.



Pending for Audit: It will show the list of hospitals physically verified by third party/external verifier in last 90 days. SEC officer will initiate the process of physical verification - Audit for the facilities in the list such that SEC officer will select the 10 % of the facilities manually and assign them for Physical Verification to DEC physical verifier or SEC physical verifier. Once the facility is assigned to the verifier, It will be moved to the verifier's pending bucket and Audit in progress bucket on the DEC Officer's login.

Audit In Progress: It will show the list of hospitals for which audit has been initiated by SEC officer by assigning it to Physical verifier. In case, there are changes identified in the empanelment form by the physical verifier, It will be reviewed by the officer and necessary action will be taken on the same.

Audit Completed: It will show the list of hospitals which have been audited by DEC/SEC physical verifier and has been successfully acted upon by SEC officer, thus the status of the change suggested and its final action will be visible under the card.

14. IMPORTANT POINTS

1) The Login credentials will be created in UMP application.
2) Users shall self-register for their respective role and there by the request will be approved by the respective Admin.
3) Each entity-Hospital needs to have "Admin Role" in the User Management Portal.
4) Approver logins will be approved by the respective state/ NHA admins
5) All other entity admin within the state will be approved by SHA.
6) All the self-registration will be approved by the respective entity admin.
7) Same Aadhar number cannot be used for multiple signup.

15. FAQ

Ques1 What is HEM?
Ans. HEM is an application which has the following features:

- Facility Empanelment
- Disciplinary actions against facility
- Facility withdrawal from scheme
- Facility Approval/required actions by admin
- Search facility and view facility profile
- Create appointment and give feedback
- View dashboard and reports
- Create Inspection team for the field verification

Ques2 How to create account for HEM to login?
Ans. User will be required to sign-up on the portal using the Aadhaar number. Once the signup is done, user will be required to login the application and user can perform required actions.

Ques3 How to Sign-up in UMP?
Ans. User will be required to go to signup page. Now user will be required to perform e-KYC through Aadhaar number, once it is done user will be required to enter necessary details (Address, email ID, mobile number, user ID, password). Once the details are submitted the signup process is considered as completed.

Ques4 What can I do If I have forgotten my credentials?

Ans. User will be required to click on the forgot credential option on the login page, a new page will appear where the user will be required to perform Aadhaar e-KYC and post which user will be able to view and change the credential.

Ques5 How to reset user ID/password?
Ans. User will be required to click on the forgot credential option on the login page, a new page will appear where the user will be required to perform Aadhaar e-KYC and post which user will be able to view and change the credential.

Ques6 How to create role?
Ans. User will be required to login on UMP application, now user will be able to view the add role on the portal (In case of admin dashboard under My role). User will be required to click on the add role and select the required parent entity, entity type, entity name, role, application and submit it for approval. Once the role is approved by the entity admin, user will be able to access the roles and perform the required action.

Ques7 What is parent entity?
Ans. Parent entity could be any entity which has a child entity under it. Such as SHA-State is the parent entity for hospital while Global is the parent entity for SHA-State.

Ques8 What is entity?
Ans. It is the body/organisation the user belongs to such as SHA UP, DIU, Agency Names, etc.

Ques9 What is entity type?
Ans. It represents the type of the entity user is working under. Such as SHA, NHA, Hospital, Card Creation Agency, etc

Ques10 How to search a hospital?
Ans. User can find any hospital under search facility option where they can view the hospital profile and make the necessary decisions