



KEY HIGHLIGHTS

More than 95 lakh hospitalisation took place

Northern Regional review held at Amritsar

NHA gets a new Deputy CEO

Training for field volunteers in Bihar by NHA team

- More than 25.5 Lakh e-cards were generated in the month of February'20
- Over 91% of beneficiary verification has been done using Aadhaar
- More than 21,600 hospitals empanelled

TOP 5 TERTIARY SPECIALITIES

Orthopaedics
Cardiology
Cardio-thoracic & vascular surgery
Radiation Oncology
Urology



FROM CEO's DESK



Dr. Indu Bhushan
CEO, National Health Authority (NHA)

Dear Readers,

We are living in unprecedented times. India and the much of the rest of the world is grappling with its biggest crisis in a century, the outbreak of Novel Coronavirus or COVID-19. The government has responded quickly, decisively and comprehensively tackling the evolution of the pandemic, putting in place a strong and effective whole-of-government approach, actively learning and adapting the best practices of other countries. However, as the pandemic progresses, this may not suffice, given the likely enormity of the challenge.

While we are working to ensure that treatment for all serious illnesses is provided to the beneficiaries of Ayushman Bharat PM-JAY scheme, we reaffirm our commitment to the response of the Government of India to fight this pandemic. One of the initial ways we are doing this is by supporting the national COVID-19 helpline 1075 through our existing call centres. We have also started monitoring cases related to pulmonary illnesses with special focus on Severe Acute Respiratory Illness under the scheme. This can help us identify and analyse any trends that could point to the trajectory of COVID-19- like illnesses and identify their geographical spread, if any, which will further assist informed decision-making.

This month we welcomed Dr. Vipul Aggarwal as the new Deputy CEO of the National Health Authority. Vipul is a 2002 batch officer of the Indian Police Service (IPS 2001) of Gujarat cadre, where he was serving as Joint Commissioner of Police (Administration), Ahmedabad. On behalf of NHA, we look forward to working with him to take Ayushman Bharat PM-JAY to every poor household in the country and wish him successful tenure.

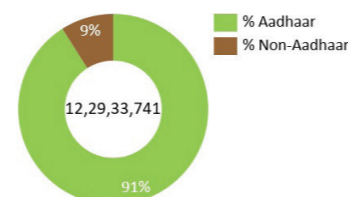
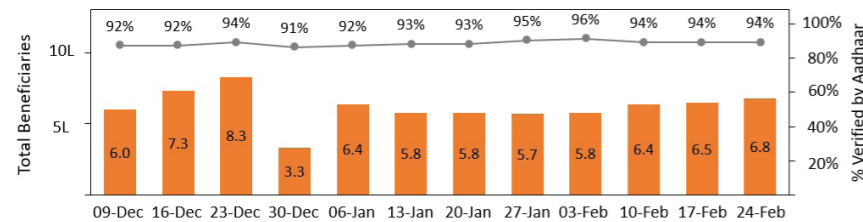
This issue focuses on the state of Rajasthan, which is the largest Indian state by area. The State is implementing the scheme as Ayushman Bharat Mahatma Gandhi Rajasthan Swasthya Bima Yojana (AB- MGRSBY). To give you an overall update, by end of February, nearly 95 lakh treatments worth Rs. 12,900 crore were provided across 20,000 empanelled public and private hospitals under AB PM-JAY in the 33 States and UTs where it is implemented.

While we resolve to deliver quality healthcare to the poorest citizens in the country, we hope all of you stay safe and practice social distancing while remaining in the comfort of your homes.

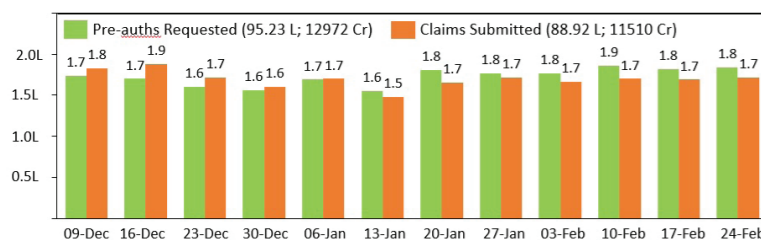
Wishing you health and well-being, always.

PM-JAY Status Update

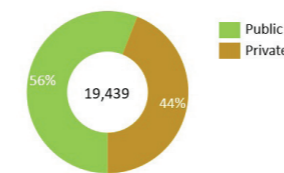
Beneficiary Identification || Weekly progress (last 12 weeks)|| > 25.5 Lakh e-cards generated in the month of February



Pre-auths Requested & Claims Submitted || Weekly progress (last 12 weeks)



Hospitals Empanelled | Till Date



Note: Total count of beneficiaries verified contains 4.68 Cr state cards of schemes converging with PM-JAY
BIMAR NA HOGA AB LACHAR, BIMARI KA HO RAHA HAI MUFT UPCHAR



STATE IN FOCUS: Rajasthan

State of Rajasthan is situated in the Northwest India. The state covers an area of 342,239 square kilometers (132,139 sq mi) or 10.4 percent of the total geographical area of India. It is the largest Indian state by area and the seventh largest by population. There are 33 districts in state.

The state embarked its journey with Ayushmaan Bharat- Pradhan Mantri Jan Arogya Yojana (PM-JAY) on September 1st, 2019 under the revised name Ayushman Bharat Mahatma Gandhi Rajasthan Swasthya Bima Yojana (AB- MGRSBY). The state is providing health benefits to more than 1.10 crore families which includes 59,71,496 SECC families. State is currently using its own software for beneficiary identification, hospital empanelment and transaction management. However, it will be soon migrating to NHA - IT platform for HEM and TMS.

RSHAA was implementing scheme under Insurance mode with New India Assurance Company as Insurer and Medsave Health Insurance TPA Ltd. hired for this purpose of Claim processing of SECC families w.e.f. 1st September 2019. The state implemented scheme under insurance mode till 12th December 2019 and from 13th December under trust mode with Health India Insurance TPA Services Pvt. Ltd hired to process claims.

The State has 1,493 hospitals empaneled under the scheme which includes 519 Govt. and 974 Private. There scheme reports an average of 5000 claims per day. The State has a robust Beneficiary Identification System (BIS) where above 92% beneficiaries are verified. It is linked with a real-time database of beneficiaries through Jan Aadhar Card. This database is created after five levels of security check which includes database, network, session, application and physical verification, wherein manual intervention is impossible.



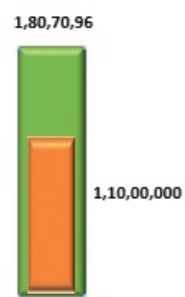
BIMAR NA HOGA AB LACHAR, BIMARI KA HO RAHA HAI MUFT UPCHAR



STATE IN FOCUS: Rajasthan

Overview of Rajasthan State

Total families in Rajasthan 1,80,70,963
PMJAY eligible families 59,71,496
State scheme eligible families 50,28,504
Total covered families under PMJAY and state scheme 1,10,00,000



- PMJAY was launched in Rajasthan on 1st-Sept-2019
- The State converged its existing health insurance scheme Bhamashah Swasthya Bima Yojana with AB PM-JAY. The unified name for the converged schemes is Ayushman Bharat - Mahatma Gandhi Rajasthan Swasthya Bima Yojana (AB MGRSBY)
- The State is covering 60% of the total families under PMJAY and state scheme
- AB MGRSBY is implemented on trust mode

PM-JAY Coverage



52%

48%

Families covered under PMJAY and Mahatma Gandhi Rajasthan Swasthya Bima Yojana out of total families as per census 2011

Utilisation of Scheme



In No.s 8,25,166

₹483.9 Cr



Claims Submitted (#) 8,58,611

Claims Submitted (INR) ₹ 491.55 Cr

Average claims Submitted (INR ₹) 5,725

Pre-Authorisation raised

Claims Paid (INR): 154.01 Cr



Claims Paid

Pre-auths/Lakh Pop (Avg Last 3 Weeks) (Expe) 37

- Pre-auth raised for Rs 483.9 Cr with 8,25,166 number of Pre-Auths.
- Total 491.55 crores amount of claims were submitted and 154.01 crores have been paid.
- The pre-auth count & amount reflects only for the tertiary packages; and Secondary packages having Pre-auth amount greater than Rs.30000/-.
- Claim count and amount is both for secondary and tertiary

Hospital Empanelment

	Public	Private	Total	
Total no. of empanelled Hospital	519	974	1,493	
Hospital with atleast 4 Pre-auths in last one month	NA	NA	-	
				Top 5 tertiary packages (By Pre-Auth and Enhancement amount) 1. Maintenance hemodialysis, 2. DJ stent, 3. PCNL (Percutaneous Nephro Lithotomy)-Unilateral, 4. Paclitaxel + Carboplatin 5. PTCA - one medicated stent
				Top 5 Secondary packages (By Pre-Auth and Enhancement amount) 1. Medical management, 2. Animal bite, 3. Dental, 4. Tympanoplasty + Mastoidectomy, 5. Laparoscopic cholecystectomy

Northern Regional Review workshop held in Amritsar



One year of Ayushman Bharat PM-JAY, the completion and celebration brought to light several learnings, best practices & reflection from the implementation of the scheme by the partner States, the Centre & other stakeholders. The third regional review workshop of PM-JAY was held in Amritsar, Punjab for the Northern Region, on February 27th & 28th 2020. The workshop was chaired by CEO, NHA along with Add. CEO, NHA and attended by CEOs of Chandigarh, Haryana, HP, J&K, Punjab & Uttarakhand along with other officials from the State. The special invitees for sharing their experiences with the Northern States were state of Tamil Nadu & PGI Chandigarh.

The workshop was inaugurated by Dr. Indu Bhushan, CEO, NHA. In his inaugural address, he drew attention to some key issues of the scheme. The participating States through their presentations covered the implementation report card covering the State Profile, district profile, hospital empanelment status, Preauth status, claim settlement status, top packages utilized by public and private facilities, overdue claim status, etc. In addition, States also shared their best practices, challenges, suggestions & feedback.

The day long deliberations focused on the performance, challenges faced & various approaches adopted by the participating States to resolve the State & region-specific issues. Based on the discussion, NHA and States summarized the main actions points related to utilization of funds, uptake of scheme, delay and/or denial in provision of services under PM-JAY, increasing PM-JAY beneficiary base, capacity development, NAFU triggers and timely payment to the EHCPs of both national & portability cases, and convergence of State scheme with PM-JAY.



Cyber Suraksha Dishaanirdesh Vol. 12

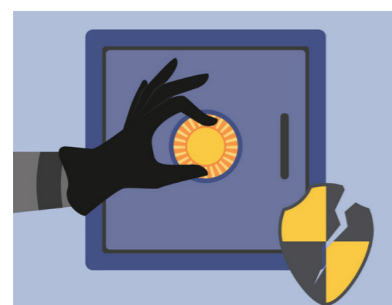
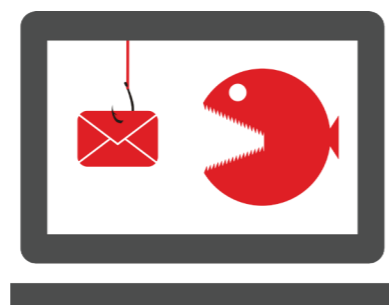
Hackers taking advantage of COVID 19

The Coronavirus outbreak has not only taken a grip over the world but is also having a crucial impact of cyberspace. The attackers are making a wave of scams to capitalize on the pandemic crisis faced by the world.

Phishing Mails

Te attackers are targeting people with phishing emails about “Coronavirus Awareness” which redirects them to malicious websites.

DO NOT CLICK on suspicious URLs, as they may be laid as attractions by cybercriminals to gain access to the device to either steal information or to infect the device.



Fake Trackers

Have you installed a tracker application or visited a website to keep an eye on the spread of the virus? Such link or application can be malicious. Few cases have been recorded that lock down your device and demand ransom to unlock.

USE RELIABLE SOURCES like www.bing.com/covid, to track the virus spread

False information

Fake news spread fast through social networks which can create an unnecessary panic situation in a particular region.

USERS SHOULD CHECK the source of each piece of information they receive and to get their information directly from official sources like Ministry of Health and Family Welfare.



NHA gets a new Deputy CEO

IPS Officer Dr Vipul Aggarwal has recently been appointed as the Deputy CEO for National Health Authority (NHA) designated to run the public health insurance scheme, Ayushman Bharat- Pradhan Mantri Jan Arogya Yojana (AB PM-JAY).

Dr Aggarwal is a Gujarat cadre IPS officer, who also holds various educational degrees including MBBS. He completed his MBBS from Maulana Azad Medical College, Delhi in 1999. He has been serving in the Indian Police Services since the year 2001. He has actively served in the medical and public health areas in various positions and between 2015 and 2017, Dr. Aggarwal was holding the office of Managing Director of National Rural Health Mission (NRHM), Gandhinagar.



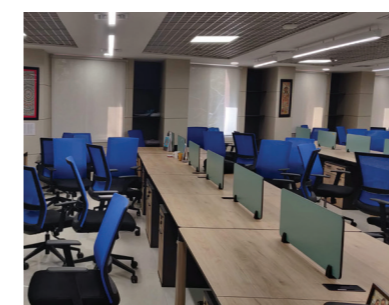
“It is a matter of extreme pride and honor to have been given the responsibility of Deputy CEO in this august body - National Health Authority. It is always a pleasure to come back to your roots and be in a position where you can serve the society and get an opportunity to be a part of team responsible for making vision of our Prime Minister, a reality.”

- Dr. Vipul Aggarwal, Deputy CEO, NHA

NHA re-organises, adds another floor



While providing services to more than 12 crore Indians, NHA has also expanded from less than a 10-person team to over 200-member team. With this huge expansion to meet the ever-increasing demand for quality and timely service, it is essential for NHA to make sure that the potential of these personnel is fully utilised. To achieve this objective a massive re-organising was made in NHA where all the team members are seated together based on their functional role. This was made possible with the opening of new office space in the third floor of Jeevan Bharati Building with more than 10200sqft are with a seating capacity for nearly 100 staff.



The office space is designed with an open design principle catering to the collaboration needs of the team members. Operations division, Capacity Building, Monitoring & Evaluation and Hospital Network & Quality Assurance divisions will be operating from here. These divisions will be reporting to Dr. Vipul Aggarwal IPS, Dy. CEO who is also seated on the same floor. The new office has two conference rooms with a large library to promote learning. The space also houses a innovative and creative work spaces along with traditional spaces. All the officer cabins are equipped with sophisticated high bandwidth wired and wireless connectivity and optimal lighting. As part of NHA's commitment to reducing its carbon footprint, the cabins are equipped with proximity sensors which automatically switches of the lights if not occupied. This new collaboration friendly space will surely bring positive energy among the personnel.



PM-JAY IN NEWS

This article first appeared in Business World on 14th March 2020 and is authored by Dr. Indu Bhushan, CEO, Ayushman Bharat-PM-JAY and National Health Authority.

Ayushman Bharat PM-JAY: Empowering Millions Of Indian Women With Access To Essential Healthcare

Ayushman Bharat is a game-changer initiative to serve nearly 50 crore economically vulnerable Indians.

PM-JAY, the world's largest health assurance scheme aims to provide good quality, affordable healthcare to the poor, needy and disadvantaged sections of the society. This scheme has a strong potential to empower the poor and vulnerable women in India. Ayushman Bharat is Swasthya ke liye Vardaan- specially for women.

There are many features of the PM-JAY scheme that have helped women. Families with no adult male members, is one of the deprivation criteria for identifying target beneficiaries. This will help large number of women. In this scheme, there is no cap on the size of families, and hence the women in large male dominated families will not be deprived of their benefits (which was happening in earlier cap-based schemes).

Kajalnetra, a small girl child, had congenital heart disease. In this family of five members, an income of about Rs. 6,000 was not enough to even take care of their basic needs. The family made peace with Kajalnetra's condition; until they took the child to Billoth Hospital in Chennai. Kajalnetra's surgery was conducted successfully for free on 25th October 2018, under PM-JAY. Kajal, as her parents affectionately call her, is now happy and healthy, and her parents can't stop laughing at her antics.

The paperless, cashless features of PM-JAY is a great boon to the vulnerable women- both urban and rural. The inclusion of all pre-existing condition or ailments from day-one also helps the women. The Pradhan Mantri Ayushman Mitras (PMAMs) who are located at the empanelled hospitals also assist in identifying beneficiaries, helping these women to get free in-patient secondary and tertiary care and ensuring that their out of pocket hospitalisation expenses are nil. Champa Ben's eyes had been watering for the past twenty years followed by headaches and dizziness.

Champa Ben's families worst fear came true when MRI confirmed that it was a brain tumour. A surgery was required. She was directed to the Neurological Department of Narayana Multi-Speciality Hospital, Ahmedabad. At the hospital, the Beneficiary Identification System of PM-JAY showed that Champa Ben was indeed eligible for free surgery. The family heaved a sigh of relief. If this was not a reality, their family's entire earnings from being wiped off and ensured that they did not spiral into an eternal debt-trap for a loan of at least Rs. 3 lakhs.

Anita Dhansukh Beej, a mother of two, from Dadar & Nagar Haveli is another very grateful beneficiary of PM-JAY. She had gone to a doctor, to seek a solution for her nagging back pain. The doctor suggested surgery, which was unaffordable. But her family's troubles came to an end when she got free surgery done under PM-JAY.

PM-JAY has recently revised its Health Benefits Packages (HBP). HBP 2.0 will help address the concerns of various stakeholders, and more private

hospitals will get empanelled. There are number of health conditions that affect women. Of the 1,393 Health Benefits Packages under PM-JAY, 116 are female-centric, 64 are for only males while 1,213 are common to both.

The initial data for utilisation of services under AB PM-JAY shows that the use of services is evenly balanced among men and women. Of all hospital admission requests, 52 per cent were for men and 48 per cent were for women. While there are gender gaps in the use of cardiology and nephrology-related services, majority of the users of oncology services are women. Rina Mali from Assam was suffering from Oesophageal cancer. A hospital empanelled under PM-JAY helped her with the treatment free of cost and saved the family from running into debt.

With the help of the planned 1.5 lakh Ayushman Bharat Health and Wellness Centres (HWC), women and their families can now access primary healthcare closer to their homes. About 614 lakh women have accessed services at HWCs, accounting for 54% of the total footfalls. These HWCs are equipped to provide women access for getting screened for cervical, breast or oral cancer. They are also counselled for various health-related matters to prepare themselves better for any unforeseen emergencies. The Government is also committed to providing holistic health benefits to women which cover mental health issues.

Women are not only the beneficiaries of the healthcare programs but are in fact an important part of the team delivering healthcare services to the society. We must recognize the unrelenting and concerted efforts of lakhs of Accredited Social Health Activists (ASHAs), Auxiliary Nurse Midwives (ANMs), staff nurses and women doctors, and lakhs of Anganwadi workers and Arogya Mitras who form the foundation of our healthcare and wellness network.

Babita is one of the many young Arogya Mitras who does not miss on an opportunity to help others during the important identification and registration processes at the hospitals. Her biggest motivation is the relief and smiles that she sees on the faces of the vulnerable when they learn that they don't have to bear the cost of their treatment.

Ayushman Bharat is a game-changer initiative to serve nearly 50 crore economically vulnerable Indians. In the last nearly one and a half year since the introduction of AB PM-JAY, there are millions of stories of the joys, hopes and triumphs of women who have benefited. As a step towards Universal Health Coverage, one of the key indicators of the success of Ayushman Bharat PM-JAY will be the increase in the uptake of this scheme by women. On this International Women's Day, let us remember that the health of the women and development of our country are intertwined. An empowered woman can only create healthy, happy communities to produce transformative change, both locally and globally.

Arogya Parivar (“healthy family” in Hindi) is a for-profit social initiative developed by Novartis Pharmaceuticals to reach the underserved millions living at the bottom of the pyramid in rural India. Since its launch in 2007, Arogya Parivar is proving to be a force for improving health in rural communities and a sustainable business. This program offers education on diseases, treatment options and prevention as well as increasing access to affordable medicines.

On 12th February 2020 a training on Ayushman Bharat Pradhan Mantri Jan Arogya Yojana was conducted by Capacity Building Team, National Health Authority for 31 Arogya Health Educators (AHEs) of Novartis Social Business (NSB) – Bihar region. The training was conducted at the Hotel Minar Galaxy, Patna, Bihar.

All participants were member of “Arogya Parivar” (Healthy Family), a social initiative which supports global public health through novel sustainable business model developed and implemented by NSB. These personnel will be the educators for the local communities about PM-JAY in their respective district.

The main objective behind the training on AB PM-JAY was to get the AHEs learn all-important features & tools about the scheme so that they can further communicate the right information about the scheme to their target population while they go to the field. It included how to check eligibility, find empanelled hospitals and e-card centers near to that community and report grievances under the scheme in their respective districts.

207 PMAMs from Haryana were certified through NSDC in one month :

The first batch of training and certification of Pradhan Mantri Arogya Mitras (PMAMs) in the State of Haryana is completed. The training was organised with the support of National Skill Development Corporation (NSDC) under the Ministry of Skill Development & Entrepreneurship (MSDE) through Pradhan Mantri Kaushal Kendra (PMKKs).

The training covered 254 candidates from 8 districts (Ambala, Kurukshetra, Yamuna Nagar, Fatehabad, Hisar, Jind, Kaithal and Sirsa) of which 207 were certified with a passing percentage of 88%. The training schedule was prepared by SHA and monitored by District Information Managers of SHA. A detailed training plan has been prepared by SHA for training of the remaining PMAMs in the State.



PM-JAY in Social Media

Ministry of Health @MoHFV_INDIA

Ms Preeti Sudan, Secy (HFW), and @ibhushan CEO @AyushmanNHA jointly took a video conference with Pr. Secy of Health and Medical Education of Bihar, MP & UP to review implementation of AB- PMJAY. #AyushmanBharat #SwasthaBharat



Dr Harsh Vardhan @dharshvardhan

Also chaired the 3rd Governing Board meeting of National Health Authority today at @MoHFV_INDIA. Reviewed the progress of #AyushmanBharat #PMJAY as the scheme completes one & a half years. #SwasthaBharat #HealthForAll @MoHFV_INDIA @PMOIndia @NITIAYog @AyushmanNHA @amitabhk87



PHFI @thePHFI

Learnings and briefings at the @AyushmanNHA National Health Authority @GDC_NewDelhi @RIS_NewDelhi @Sachin_Chat #publichealth #PublicHealthForIndia



Dr. Indu Bhushan @ibhushan

Conducting a review of northern regional states and UTs - Punjab, Haryana, Chandigarh, HP, Uttarakhand, J&K, Ladakh today in #Amritsar as we discuss their achievements & challenges under #AyushmanBharat #PMJAY. I assure full support of @AyushmanNHA to all states. @dharshvardhan



Dr. Indu Bhushan @ibhushan

Was a pleasure to host @Lord_Bilimoria, Member of the @UKHouseofLords & Chancellor @unibirmingham & the delegation from #Birmingham in @AyushmanNHA. Both sides will explore collaboration in areas such as #digitalhealth #Fraud #AbuseControl, #Startups #innovation. @PMOIndia



National Health Authority (NHA) @AyushmanNHA

The @hpsbys and @CMOFFICEHP has launched free diagnostics test under hub and spoke scheme in Kullu district. It will help rural people in primary health institutions get access to a number of free diagnostic tests. #AyushmanBharat #PMJAY @drnipunjindal @jairamthakurbjp @ibhushan

HP links PHCs with 'hub and spoke' concept for free diagnostics



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#AyushmanBharat is organizing a workshop on "Strengthening PM-JAY Services in Medical Colleges" with key medical institutes nationwide in #Delhi today. The aim is to discuss cross-learning opportunities for hospitals to adapt unique solutions for implementing #PMJAY. @MoHFV_INDIA



Dr. Indu Bhushan @ibhushan

Always a pleasure meeting with mid-career #IAS officers at LBSNAA, #Mussoorie. I spoke of the relevance & progress made by #AyushmanBharat #PMJAY & discussed how it could be further improved with participating officers frm across India. @PMOIndia @dharshvardhan @LBSNAA_Official