No. V-13/14/38/2009 Med –I (ESIC/SC)   Date: 17.02.2021

To

All DIMSs/AMOs/MS   All RDs/Deans/MSs/SMOs/Director/DDI/c
State ESI Schemes/ESIS Hospitals   ROs/Medical Colleges/Hospitals ESIC

Subject:- Approval for allowing ESI beneficiaries to seek medical services from nearby empaneled hospital directly without referral, in case of non-availability of ESI health care system i.e. Hospital/Dispensary/IMP etc. within a radius of 10 KM of his/her residence.

Madam/ Sir,

As you are aware, in recent years there has been a sizeable increase in ESI beneficiary base subsequent to expansion of ESI Scheme across the country and efforts are constantly being made to develop/strengthen ESI health infrastructure facilities to match the ground needs. It is observed that in the present circumstances ESI beneficiaries may, at times, be required to travel long distances for availing medical benefits from ESI health facilities which are located at a relatively far distance.

2. Accordingly, in order to avoid hardship to such ESI beneficiaries in availing medical services and as a stop gap arrangement till the time ESI healthcare delivery system comes up in the vicinity, ESI Corporation during its 183rd meeting held on 07.12.2020 has granted approval for allowing such ESI Beneficiaries to avail medical services directly from ESIC empanelled hospitals as per following operational guidelines :-

   i.   ESI beneficiaries of those areas (newly as well as already implemented) where no ESIC/ESIS health care delivery facility *i.e.* hospital, dispensary, IMP, etc. exists within the radius of 10 KMs of IPs residence, shall be eligible.

   ii.   ESI beneficiaries of such areas may approach nearest ESIC empanelled hospital with ESI card or print out of online Health Pass book or "ePehchaan Letter" issued by the employer for availing the required medical consultation.

   iii. Once the ESI beneficiary attends the empanelled hospital, the *prima facie* verification regarding identity of the beneficiary in terms of genuineness shall be ascertained by the empanelled Hospital after cross verifying with Aadhaar card or any Govt. issued photo I Card. Additionally, the eligibility shall be verified through UTI application by feeding in the IP Number. UTI portal has been integrated with Panchdeep Module of ESIC. This verification shall be done by the person authorised by empanelled hospital for such purpose.

   iv.   Once OPD consultation of the beneficiary is carried out, the empanelled hospital shall upload the photo of IP / beneficiary and photocopy of Aadhaar on UTI portal alongwith bill raised at CGHS rate. Further, as and when Aadhaar is implemented, an Aadhaar based online verification system shall be

devised and incorporated in the system.

v. Such Beneficiaries may seek reimbursement of purchased medicines prescribed during OPD consultation through nearest DCBO or Regional office where DCBO is not available. Further, an online system shall be developed in due course for processing and settlement of such reimbursement claims.

vi. All the guidelines, process validation related to rendering health service and various health service definition of ESIC shall be applicable to the empanelled hospitals of such area.

vii. In case, patient requires investigations/hospital admission, the empanelled hospital will be required to seek permission from respective RD/SMO office. Such permission shall be obtained online within 24 hours as per existing ESIC guidelines for direct admission in emergency conditions.

A process flow chart depicting steps in availing of medical benefit by such beneficiaries is also enclosed for easy reference.

3. In view of the above, you are requested to take cognizance of this decision of ESI Corporation for compliance and implementation. Issues, if any, may be brought to the notice of this office for smooth implementation of above decision.

This issue with the approval of the Competent Authority.

Dr Naveen Saxena
OSD (Medical)

Copy to:

1. WCM with the request to upload on the website.
2. Corporate Cell for circulation to all Members.

PROCESS FLOW CHART ON ESI BENEFICIARIES SEEKING MEDICAL SERVICES FROM NEARBY ESIC EMPANELLED HOSPITAL DIRECTLY WITHOUT REFERRAL IN CASE OF NON-AVAILABILITY OF ESI HEALTHCARE FACILITY WITHIN A RADIUS OF 10KM OF IPS RESIDENCE

Such beneficiary reports at nearest ESIC empanelled hospital for availing medical service without referral from ESI dispensary/IMP etc.

1

Cross-verification regarding genuineness of identity by authorized person of empanelled Hospital with ESI card /ePehchaan Letter/Health Passbook alongwith Aadhaar or any other Goverment issued photo Identity card

2

Eligibility checked through appropriate field of UTI module linked to 'Panchdeep' module of ESIC

3

Beneficiary provided with OPD Consultation by empanelled hospital

4

Photo and Aadhaar uploaded on UTI portal alongwith consultation bill following all UTI portal/ESIC process validation

5

Reimbursement of prescribed medicines from nearest DCBO or Regional office if DCBO is not available on bill submission by IP

6

In case patient requires investigations/ hospitalization, online permission to be obtained by empanelled hospital within 24 hours from nearest ESIC approving authority as per existing ESIC guidelines for direct admission in Emergency

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