

**GOVERNMENT OF NAGALAND
NAGALAND HEALTH PROTECTION SOCIETY
DEPARTMENT OF HEALTH & FAMILY WELFARE
NAGALAND :: KOHIMA**

NO. DHFW /NHPS/TMS-201/2024/1162

Dated Kohima the 30th November 2024

OFFICE MEMORANDUM

Subject: Penalty for Non-Adherence to Turnaround Time (TAT) standard.

The Comptroller and Auditor General (CAG) of India, in its Performance Audit Report No. 11 of 2023 on the Pradhan Mantri Jan Arogya Yojana (PM-JAY), has highlighted delays in the submission of claims by empanelled hospitals and emphasized the importance of adhering to prescribed Turnaround Times (TATs) for timely claims processing.


In this regard, the NHPS has previously issued multiple directives, including OM No. NHPS/TMS-201/2024/1020 dated 12th July 2024, mandating strict adherence to TATs. However, instances of non-compliance continue to be observed, leading to delays in claim processing and payment, which adversely impact the efficient implementation of the scheme and service delivery.

In continuation of previous directives and in strict compliance with the CAG audit recommendations and NHA guidelines, the following measures will be implemented:

- 1) Penalties for Delayed Claim Submissions:**
 - a) Claims submitted beyond 7 days from the date of service will incur a penalty of 0.1% deduction per day for each day the claim submission is delayed.
 - b) For delays in query responses beyond the standard TAT of 7 days, a 0.05% deduction will be applied to the payable claim amount.
- 2) Unresolved Queries:**

Claims or queries **not addressed within 90 days** from the date of the query will be considered **closed** without further recourse

All empanelled hospitals and relevant stakeholders are hereby directed to ensure strict adherence to the above TAT standards. The penalties for delayed claim submissions and unresolved queries will take immediate effect for all cases discharged or queries raised from the date of issuance of this O.M.

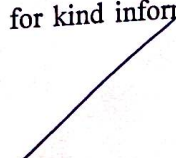

(THAVASEELAN K) IAS
CEO, Nagaland Health Protection Society

Dated Kohima the 30th November 2024

No. NHPS/TMS-201/2024/

Copy to:

1. The Commissioner and Secretary to the Government of Nagaland, Health and Family Welfare Department, for kind information.
2. The Principal Director, Directorate of Health & Family Welfare, Nagaland, for kind information.
3. The Deputy Commissioner & Chairman of District Implementation Unit of all Districts, Nagaland for kind information.
4. The Chief Medical Officer of all Districts, Nagaland for kind information & necessary action.
5. All EHCPs
6. Office copy


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