

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

No. NHPS/TMS-TAT-201/2024/1691

Kohima, dated 19th Dec 2024

OFFICE MEMORANDUM

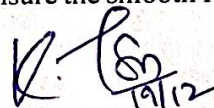
Subject: Closure of all pending queries and discharge/claim submission past TAT

Reference is invited to OM No. NHPS/TMS-TAT-201/2024/1162 dated 30th November 2024. All Empanelled Health Care Providers (EHCPs) are hereby directed to immediately close all pending cases that have exceeded the prescribed Turnaround Time (TAT) as per the aforementioned OM. This includes but is not limited to the following action in TMS:

1. Responding to preauthorization queries.
2. Completing discharge formalities.
3. Submission of claims.
4. Responding to claim processing queries.

This exercise must be completed by **31st December 2024**. Please note that effective **1st January 2025**, TAT adherence and associated actions/penalties will be strictly enforced. This will include the closure or rejection of all cases pending beyond the stipulated timelines, except for cases pending because of portal/ technical issues.

Your immediate attention and compliance is solicited to ensure the smooth functioning of the scheme.



(THAVASEELAN K) IAS
CEO, Nagaland Health Protection Society

No. NHPS/TMS-TAT-201/2024/

Kohima, dated 19th Dec 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


(THAVASEELAN K) IAS
CEO, Nagaland Health Protection Society