

**GOVERNMENT OF NAGALAND
NAGALAND HEALTH PROTECTION SOCIETY (AB PM-JAY CMHIS)
DEPARTMENT OF HEALTH AND FAMILY WELFARE
NAGALAND :: KOHIMA**

No. NHPS/18-Grievance/421/2024

dated Kohima, the Feb 2025

OFFICE MEMORANDUM

Subject: Denial of Services by Empanelled Hospitals

It has come to our attention that several empanelled hospitals are refusing treatment to beneficiaries under various pretexts. This refusal to provide treatment is a serious matter and violates the terms and conditions set forth in the agreement with the Nagaland Health Protection Society (NHPS).

In case of any denial/refusal of services or treatment by any empanelled hospital, beneficiaries are advised to immediately report the issue to NHPS (call Helpline Toll Free No: 1800 202 3380 or email to nagaland.nhpm@gmail.com). The department will take necessary action against the concerned empanelled hospital to resolve the matter.


In the interim, beneficiaries are advised to seek treatment at any empanelled hospital where the required services are provided.

We emphasize that all empanelled hospitals must adhere to their contractual obligations and provide the necessary services to beneficiaries.

Sd/-(THAVASEELAN K) IAS
CEO, Nagaland Health Protection Society
dated Kohima, the ... 01.. Feb 2025

No. NHPS/18-Grievance/421/2024/1712
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 (DIU) of all Districts, Nagaland for kind information.
4. The Chief Medical Officer of all Districts, Nagaland for kind information.
5. All EHCPs.
6. Office Copy


DR. KIKAMEREN LONGKUMER
Jt CEO, Nagaland Health Protection Society
Nagaland, Kohima