

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

No. DHFW /NHPS/TMS-201/2024/1020

Dated Kohima the 12<sup>th</sup> July 2024

**OFFICE MEMORANDUM**

**Subject: Strict Compliance to Turnaround Time (TAT) Standards for Claim Adjudication Process**

In continuation to the O.M. DHFW-8/AB-PMJAY/FC1-0/2019/664, this Office Memorandum is issued to emphasize the importance of adhering to Turnaround Time (TAT) standards in the claims management process. Compliance with these standards is crucial for ensuring timely delivery of services and maintaining operational efficiency.

Key TAT Standards as per the scheme guidelines are given below:

- 1) Registration: within 24 hours of admission
- 2) Pre-authorization: within 48 hours of registration
- 3) Response to PPD query: within 24 hours of raising query
- 4) Response to CPD query: within 7 days from actual date of query
- 5) Enhancement: within 24 hours of pre-authorization approval
- 6) Claim submission: within 15 days of discharge
- 7) Pre-authorization approval: within 6 hours of raising the pre-authorization

An approval via email should be taken in cases of technical issue in the portal / failure of the system in reading the beneficiary card etc. with all the attached documents as mandated at the time of pre-authorization.

It is to be noted that the cases are processed using the principle of First In First Out (FIFO), and the approval will be granted only in the order the cases are queued. All Empanelled Health Care Providers (EHCPs) are requested to adhere to the TAT standards in order to avoid delays in the pre-authorization approval. Further, the EHCPs are requested to get an approval at least 6 hours prior to the planned surgical / medical treatment.



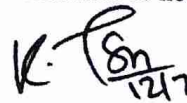
(THAVASEELAN K, IAS)  
CEO, Nagaland Health Protection Society

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

Dated Kohima the 12<sup>th</sup> July 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 (DIU) 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