



HOW to Apply for CLAIMS REIMBURSEMENT

Ref: Notification No.HFW-45/B/6/CMHIS/2022/165 dated 28th March 2024



updated on 10-05-2024



MEDICAL REIMBURSEMENT ELIGIBILITY CRITERIA

- ✓ Government Employees:
Applicable for treatments till December 31, 2023.
- ✓ Government Pensioners:
Applicable for treatment undertaken after deduction of MA has commenced and till December 31, 2023.
- ✓ Applicable for hospitals empanelled under old MR scheme and / or CMHIS scheme.
- ✓ Applicable for emergency treatment and procedures conducted in non empanelled hospitals.
- 📌 All reimbursement requests will undergo a verification and approval process as per the Government's Guidelines. Claims that meet the eligibility criteria will be approved for reimbursement.
- 📌 Treatment costs will only be reimbursed based on approved CMHIS rates or State Medical Board recommendations, subject to specific terms and conditions.

@CMHIS.Nagaland



Chief Minister Health
Insurance Scheme

CMHIS (EP) REIMBURSEMENT CLAIM PROCESS

Medical Reimbursement Documents/ Information required

PERSONAL DOCUMENTS

- ✓ Bank Account details of beneficiary Head of Household (HOH) (Employee/Pensioner).
- ✓ Ayushman Card of the Employee/Pensioner and/or dependent beneficiary patient.
- ✓ Declaration of deduction of Monthly Medical Allowance duly signed by an authorized signatory. The Monthly Medical Allowance deduction form can be downloaded after logging into the portal (<https://cmhis.nagaland.gov.in>)

HOSPITAL DOCUMENTS & BILLS

For claims involving Medical Conservative Management & Surgical Treatment

- ✓ Detailed indoor case paper/case sheet with treatment details and prescriptions.
- ✓ All investigation reports with the treating doctor's signature and stamp.
- ✓ Detailed discharge summary.
- ✓ Signed death summary (if applicable).
- ✓ Copy of FIR from Police/Medico-Legal certificate (if applicable).
- ✓ Hospital bills with original cash memos.
- ✓ Additional documents for surgical treatment claims:
 - a) Clinical photograph of a post-operative scar.
 - b) Post-procedure X-ray films and reports for orthopaedic surgery/implant procedures.
 - c) Implant invoice bill with a sticker (if applicable).

ATTENTION!

All CMHIS Employees & Pensioner Beneficiaries!



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PREREQUISITES

PREREQUISITES

Have your Declaration of Monthly Medical Allowance Deduction Certificate (MMADC) duly signed and ready.

Option 1: Login to CMHIS Portal and download prefilled (MMADC) as per the process outlined in the subsequent pages, sign/seal from competent authority.

Option 2 : Download Blank MMADC from the link below, fill correct details and sign/seal from competent authority.

<https://cmhis.nagaland.gov.in/pages/claim-reimbursement>



STEP 1

LOGIN TO THE CMHIS PORTAL

<https://cmhis.nagaland.gov.in>

For any issue logging in to the portal, please call the helpline numbers below:

8880515012 / 8880515013 /
8880515014 / 8880515015

updated on 10-05-2024

The screenshot shows the user login interface of the Chief Minister Health Insurance Scheme Nagaland portal. At the top, there is a navigation menu with links for 'About', 'Get Ayushman CMHIS Card', 'Hospitals', 'Resources', 'Health Benefit Packages', 'Notifications/Downloads', and 'Grievances'. A 'Login | Register' button is located in the top right corner. The main heading is 'User Login'. Below this, there are two primary sections:

- NEW REGISTRATION CATEGORIES:** This section contains three buttons: 'Registration with PIMS Code' (teal), 'Pensioners Registration' (purple), and 'General Category Registration' (yellow).
- Registered user Login:** This section includes two login options: 'Login with password' (selected) and 'Login with OTP'. It features input fields for 'Registered Email or Mobile' and 'Password', a 'Forgot Password? click here' link, a captcha field, and a 'Login' button.

The footer contains three columns of information:

- CMHIS:** is a public Health Insurance scheme by the Government of Nagaland to provide free Health insurance Cover of ₹5 Lakhs per family per year.
- USEFUL LINKS:** National Health Authority, PMJAY BIS Portal.
- CONTACT US:** Dept. of Health & Family Welfare, Kohima, Nagaland.

A logo with a bull and the text 'UNITY' is visible in the bottom right corner of the footer.



STEP 2

CLICK ON CLAIMS BUTTON

Navigation: Dashboard, Claims

Dashboard

Profile Status for Er. [Redacted]

Sync Data with PIMS

Family ID: [Redacted]

Entitlement grade: [Redacted]

Here you can view your dependency and status of your submission.

Further dependency can only be added once your current application is approved.

Download Self Certification, Submit Claims, Apply for Emergency Approval, Change Password, Update DOB for HOH

Family/Dependency Status

APPROVED

Current Status ?

Sl.No	Name	Relation	DOB	Gender
1	[Redacted]	Head of household Er. [Redacted]	[Redacted]	[Redacted]
2	[Redacted]	[Redacted]	[Redacted]	[Redacted]
3	[Redacted]	[Redacted]	[Redacted]	[Redacted]
4	[Redacted]	[Redacted]	[Redacted]	[Redacted]
5	[Redacted]	[Redacted]	[Redacted]	[Redacted]



<https://cmhis.nagaland.gov.in>

STEP 3

CLICK ON
“Download
Certificate for
MA
Deduction”

Dashboard

CMHIS CLAIM PROCESS INFORMATION

With the launch of Chief Minister Health Insurance Scheme (CMHIS), fresh approval for treatment under Medical Reimbursement (MR) scheme was discontinued w.e.f 1 November 2022. However, due to initial issues in implementation including refusal of service by empanelled hospitals, some patients could not avail the benefits of the Scheme and had to make self-payment for the cost of treatment. In order to ensure that CMHIS (EP) beneficiaries are not deprived of their benefits, the Government of Nagaland has allowed submission of CLAIMS for CMHIS (EP) Category for Treatments undertaken between **1st November 2022** till **31st December 2023**.

For the purpose of submitting claims, the following instructions are to be followed:-

1. Click the **"Download Certificate Format for MA Deduction"** button to download the System Generated Format.
2. **Government Employees** are required to get the certificate signed from their concerned **Drawing Disbursement Officer (DDO)**.
3. **Pensioner's** Drawing Pension from the **TREASURY** are required to get the certificate signed from their concerned Treasury Officer.
4. **Pensioner's** Drawing Pension from the **BANK** are required to get the certificate signed from their concerned **BANK MANAGER**.
5. The duly signed certificate for MA Deduction is required to be uploaded while submitting claims.
6. Please keep all relevant **TREATMENT BILLS & HOSPITAL DOCUMENTS** handy for upload while submitting claims.

Bills (that may be uploaded consolidated in a single PDF)

- Hospital Final Bill - **mandatory**
- Medicine Bills - **mandatory**
- Investigation Bill - **mandatory**
- Implant Invoice
- All other relevant Bills

Documents (that may be uploaded consolidated in a single PDF)

- Indoor case paper/ case sheet - **mandatory**
- Prescription sheet/ Doctors note - **mandatory**
- Discharge summary - **mandatory**
- X-Ray
- PET/CT-Scan
- ECHD Scan
- MRI Scan
- USG Report
- Biopsy Report
- Laboratory Test Report
- Photo Post operative scar
- FIR/Medico Legal Certificate
- Death Summary
- Implant sticker
- All other relevant Documents

Download Certificate Format for MA Deduction | **Submit Claim for the Household**

updated on 10-05-2024

[CLAIMS REIMBURSEMENT Manual | Cmhis.Nagaland.gov.in]



<https://cmhis.nagaland.gov.in>

STEP 4

SIGN THE MA DEDUCTION CERTIFICATE FROM COMPETENT AUTHORITY

updated on 10-05-2024



CERTIFICATE OF MONTHLY MEDICAL ALLOWANCE DEDUCTION FOR CMHS (EP) BENEFICIARIES

1. Beneficiary Information (Employee):

Full Name of Head of Household:	
PIMS CODE:	
Registered Mobile Number:	
Household/Family ID:	
CMHS Entitlement Grade:	
Entitled Monthly Medical Allowance Amount: (to be filled by DDO)	

Will be auto filled by the system

2. Details of Declared Dependents of the Family

Sl.	Name	Mobile	Year of Birth	Relationship
1	Will be Auto Filled by the system			
2				
3				
4				
5				

3. Declaration by the Drawing Disbursement Officer of the Establishment

I, [Redacted], hereby certify that the deduction of Monthly Medical Allowance Deduction for above-mentioned beneficiary @ Rs. [Redacted] [Rupees [Redacted] only] per month was started w.e.f. [Redacted]

Signature & Seal [Redacted]

Date of Issue [Redacted]

4. Details of Issuing Officer of the Establishment

Officer's Name:	
Establishment / Department:	
Establishment:	
Contact Number	

All **FORM FIELDS** marked in **RED** are required to be filled in by the **COMPETENT AUTHORITY** as the case may be :-

FOR GOVERNMENT EMPLOYEES

- ✓ To be filled up by the concerned **Drawing & Disbursement Officer (DDO)**.

FOR PENSIONERS

To be filled up by the concerned

- ✓ **TREASURY OFFICER**

OR

- ✓ **BANK MANAGER**



<https://cmhis.nagaland.gov.in>

STEP 5

LOGIN TO “CMHIS CLAIMS MANAGEMENT PORTAL”

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Navigation: Dashboards, Claims

Dashboard

CMHIS CLAIM PROCESS INFORMATION

With the launch of Chief Minister Health Insurance Scheme (CMHIS), fresh approval for treatment under Medical Reimbursement (MR) scheme was discontinued w.e.f 1 November 2022. However, due to initial issues in implementation including refusal of service by empanelled hospitals, some patients could not avail the benefits of the Scheme and had to make self-payment for the cost of treatment. In order to ensure that CMHIS (EP) beneficiaries are not deprived of their benefits, the Government of Nagaland has allowed submission of CLAIMS for CMHIS (EP) Category for Treatments undertaken between **1st November 2022 till 31st December 2023**

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Documents (that may be uploaded consolidated in a single PDF)

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- X-Ray
- PFT/CT-Scan
- ECHO Scan
- MRI Scan
- USG Report
- Biopsy Report
- Laboratory Test Report
- Photo Post operative scar
- File/Medico Legal Certificate
- Death Summary
- Implant sticker
- All other relevant Documents

[Download Certificate Format for MA Deduction](#) [Submit Claim for the Household](#)

Click the button to Submit Claims for the Household Members.

CMHIS CLAIMS MANAGEMENT PORTAL DASHBOARD

Chief Minister Health Insurance Scheme
NAGALAND

Dashboard

C. Muasangba Sangtam

PERSONAL INFORMATION

FAMILY ID :
24910211172

M6TKWJ42S

9612136608

Image to PDF Utility

Members of the household

Select the individual against whom the claim is to be raised.

Note:

- Only Registered Dependants can raise claims.
- If FAMILY MEMBER'S name is not listed, kindly **GENERATE OR SYNC FAMILY DETAILS** from the **CMHIS STATE BENEFICIARY PORTAL OR BIS PORTAL** respectively.

Member Name	Mobile #	Relationship with HoH	PMJAY ID	Actions
C. Muasangba				Add Claim

Add Multiple Images to generate a single PDF

updated on 10-05-2024

Click "Add Claim" against the Beneficiary who has undergone Treatment

UPLOAD SIGNED MA DEDUCTION CERTIFICATE

The screenshot displays the 'Check Eligibility' modal form on the Chief Minister Health Insurance Scheme portal. The form includes the following fields:

- Category under which CLAIM is being filed ? * (Dropdown menu)
- Date of Admission at Hospital * (Date input field, format dd-mm-yyyy)
- Date of First MA Deduction * (Date input field, format dd-mm-yyyy)
- Upload Signed MA Deduction Certificate * (File upload field with 'Choose File' button and 'No file chosen' text)

Blue arrows point from the text box on the right to the 'Date of Admission at Hospital', 'Date of First MA Deduction', and 'Upload Signed MA Deduction Certificate' fields.

Check Eligibility and provide the following details

- Date of Admission
- Date of First MA Deduction
- Signed MA Deduction Certificate

GENERAL INSTRUCTIONS

updated on 10-05-2024



- Only PDF Format is accepted for uploads.
- You can use the IMAGE to PDF Converter UTILITY to merge multiple images as a single PDF



Chief Minister Health Insurance Scheme

CMHIS (EP) REIMBURSEMENT CLAIM PROCESS

Medical Reimbursement Documents/ Information required

PERSONAL DOCUMENTS

- Bank Account details of beneficiary Head of Household (HOH) (Employee/Pensioner).
- Ayushman Card of the Employee/Pensioner and/or dependent beneficiary patient.
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HOSPITAL DOCUMENTS & BILLS

For claims involving Medical Conservative Management & Surgical Treatment

- Detailed indoor case paper/case sheet with treatment details and prescriptions.
- All investigation reports with the treating doctor's signature and stamp.
- Detailed discharge summary.
- Signed death summary (if applicable).
- Copy of FIR from Police/Medico-Legal certificate (if applicable).
- Hospital bills with original cash memos.
- Additional documents for surgical treatment claims:
 - a) Clinical photograph of a post-operative scar.
 - b) Post-procedure X-ray films and reports for orthopaedic surgery/implant procedures.
 - c) Implant invoice bill with a sticker (if applicable).

ATTENTION!

All CMHIS Employees & Pensioner Beneficiaries!



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STEP 1: FILL UP HOSPITAL & BANKING DETAILS



Dashboard



Claim Details

Dashboard > Claim Details

Detail of Claim

CLAIM TYPE:

Claim for EP under CMHIS Reimbursement Scheme

PATIENT'S NAME:

C [REDACTED]

PMJAY ID:

M [REDACTED]

DATE OF ADMISSION (DD-MM-YYYY):

14- [REDACTED]

Please provide the details of the Treating Hospital and Banking information to proceed with the claim process.

Kindly note that the claim will be processed only after the submission of all the required details.

STEP 1 / 3 - Treating Hospital Information & Banking Details

Social Messaging Platform of any family member: *

Select

Alternate Contact #: *

[REDACTED]

Is the Hospital Empanelled: *

Select

Hospital's Name: *

[REDACTED]

Hospital City: *

[REDACTED]

Hospital's State: *

Select

Banking Details * (Please provided the bank details where reimbursement is to be credited)

Account Holder's Name *

[REDACTED]

Account Number *

[REDACTED]

IFSC CODE *

[REDACTED]

Bank Branch *

[REDACTED]

Bank *

Select

Save & Proceed >>

updated on 10-05-2024

[CLAIMS REIMBURSEMENT Manual |
Cmhis.Nagaland.gov.in]

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STEP 2: UPLOAD ALL RELEVANT BILLS & DOCUMENTS

The screenshot displays the 'Bills & Documents' section of the Chief Minister Health Insurance Scheme portal. The page is titled 'STEP 2 / 3 - Upload all relevant Bill's & Documents'. On the left, a sidebar contains the 'Details of Claim' section with the following information:

- CLAIM TYPE: Claim for EP under CMHIS Reimbursement Scheme
- PATIENT'S NAME: C. [REDACTED]
- PMJAY ID: M [REDACTED]
- DATE OF ADMISSION (DD-MM-YYYY): 14- [REDACTED]
- TREATING HOSPITAL'S NAME: NHAK
- HOSPITAL'S ADDRESS: KOHIMA, Nagaland

A pink notification box states: 'Please provide the details of the Treating Hospital and Banking Information to proceed with the claim process. Kindly note that the claim will be processed only after the submission of all the required details.'

The main content area features two upload sections:

- Bills Uploaded:** Includes a '+ Add Supporting Bills' button, a document icon, and a counter showing '0 Total Bills Uploaded'. Below is a table with columns for 'Name' and 'Actions', currently displaying 'No Bills Uploaded'.
- Document Uploaded:** Includes a '+ Add Supporting Document' button, a document icon, and a counter showing '0 Total Documents Uploaded'. Below is a table with columns for 'Name' and 'Actions', currently displaying 'No Documents Uploaded'.

A 'Reminder' section at the bottom provides instructions: 'Check and Ensure that all Bills are uploaded', 'Check and Ensure that all the Documents are uploaded', and 'Click on the "Preview & Submit" button to submit the claim for processing'. Navigation buttons include '<< Previous Step' and 'Preview & Submit >>'.

updated on 10-05-2024

STEP 2 (a) : UPLOAD ALL RELEVANT BILLS

The screenshot displays the 'Bills & Documents' section of the Chief Minister Health Insurance Scheme portal. The page is titled 'STEP 2 / 3 - Upload all relevant Bill's & Documents'. On the left, a 'Details of Claim' sidebar shows patient information: CLAIM TYPE (Claim for EP under CMHIS Reimbursement Scheme), PATIENT'S NAME (C. Muasangba Sangtam), PH (M6TKW.142S), DATE OF ADMISSION (14-11-2023), and HOSPITAL'S ADDRESS (KOHIMA, Nagaland). A pink notice box states: 'Please provide the details of the Treating Hospital and Banking Information to proceed with the claim process. Kindly note that the claim will be processed only after the submission of all the required details.' The main content area features two upload sections: 'Bills Uploaded' and 'Document Uploaded'. Both sections show '0' items and include a red '+ Add Supporting Bills' and '+ Add Supporting Document' button respectively. A green box highlights the 'Add Supporting Bills' button, with an orange arrow pointing to a grey 'Add BILLS' button. At the bottom, there are navigation buttons: '<< Previous Step' and 'Preview & Submit >>'. A 'Reminder' section lists: 'Check and Ensure that all Bills are uploaded', 'Check and Ensure that all the Documents are uploaded', and 'Click on the "Preview & Submit" button to submit the claim for processing'.

updated on 10-05-2024

STEP 2 (a) : UPLOAD ALL RELEVANT BILLS

Bills & Documents

Details of Claim

CLAIM TYPE :
Claim for EP under CMHIS Reimbursement Scheme

PATIENT'S NAME :
C. [REDACTED]

PMJAY ID :
[REDACTED]

DATE OF ADMISSION (DD-MM-YYYY) :
14-11-2023

TREATING HOSPITAL'S NAME :
[REDACTED]

HOSPITAL'S ADDRESS :
KOHIMA, Nagaland

STEP 2 / 3 - Upload all relevant Bill's & Documents

Upload Bill

Bill Amount (in ₹ INR) *
[REDACTED]

Bill Date
[REDACTED]

Bill Name
Select Upload Type
Select Upload Type
Hospital Final Bill
Consolidated Medicine Bills
Consolidated Investigation Bills
Implant Invoice
Other Bills

Select file to upload
Choose File No file chosen

- Add All Applicable Bills one by one
- Only PDF Formats accepted
- In case there are multiple Bill(s) / Page(s), please ensure all Bills are included in a single PDF.

Applicants can use the “IMAGE to PDF UTILITY” available in their Dashboards for merging images to a single pdf.

*Eg:
Multipage “Hospital Final Bill” should be uploaded as a single PDF only.*

STEP 2 (b) : UPLOAD ALL RELEVANT DOCUMENTS

The screenshot displays the 'Bills & Documents' section of the Chief Minister Health Insurance Scheme portal. The user is logged in as 'C Muasangba Sangtam'. The page title is 'STEP 2 / 3 - Upload all relevant Bill's & Documents'. On the left, the 'Details of Claim' section shows the claim type as 'Claim for EP under CMHIS Reimbursement Scheme', patient name as 'C. Muasangba Sangtam', and hospital address as 'KOHIMA, Nagaland'. A pink notice box states: 'Please provide the details of the Treating Hospital and Banking information to proceed with the claim process. Kindly note that the claim will be processed only after the submission of all the required details.' The main area features two upload sections: 'Bills Uploaded' with 0 bills and an 'Add Supporting Bills' button, and 'Document Uploaded' with 0 documents and an 'Add Supporting Document' button. A red arrow points from the 'Add Supporting Document' button to a grey box labeled 'Add Documents'. At the bottom, there are buttons for '<< Previous Step' and 'Preview & Submit >>'. A reminder section lists: 'Check and Ensure that all Bills are uploaded', 'Check and Ensure that all the Documents are uploaded', and 'Click on the "Preview & Submit" button to submit the claim for processing'.

STEP 2 (b) : UPLOAD ALL RELEVANT DOCUMENTS

The screenshot displays the 'Bills & Documents' section of the Chief Minister Health Insurance Scheme portal. A modal window titled 'Upload Document' is open, showing a list of document types for selection. The background shows a form with fields for Patient's Name, PMJAY ID, Date of Admission, and Treating Hospital's Name.

Upload Document

- Select Upload Type
- Select Upload Type
- X-Ray
- Indoor Case paper or Case Sheet
- Prescription Sheet or Doctors note
- PET / Ct-Scan
- USG report
- Echo
- MRI
- Biopsy report
- Consolidated Laboratory Tests Reports
- Photo Post operative scar
- Discharge summary
- FIR/Medico Legal certificate
- Death summary
- Implant Sticker
- Consolidated Other Documents

Please provide the details of the Treating Hospital and Banking information to proceed with the claim process.

Kindly note that the claim will be processed

- Add All Applicable Documents one by one
- Only PDF Formats accepted
- In case there are multiple Page(s), please ensure all Documents are included in a single PDF.

*Eg:
Multipage “Discharge Summary” should be uploaded as a single PDF only.*

Applicants can use the “IMAGE to PDF UTILITY” available in their Dashboards for merging images to a single pdf.

updated on 10-05-2024

STEP 3 : CHECK & SUBMIT CLAIM

Claim Summary

Dashboard > Claim Details > Claim Summary

DETAILS OF CLAIM

Claim Type	Claim for EP under CMHIS Reimbursement Scheme	Claimant's Name	C. Muesangbia Sangtam	PMJAY ID	M6TKWJ42S
Date of Admission	14-11-2023	Treating Hospital's Name	[REDACTED]	Treating Hospital's Address	[REDACTED]
Account Holder's Name	TESTER	Bank & Branch	STATE BANK OF INDIA, DIMAPUR BAZAAR	IFSC CODE	SBIN0003598
Account Number	10433096172	Total Amount Claimed	₹. 50500	Status	[REDACTED]

Bills Uploaded

Name	Actions
Consolidated Medicine Bills	View
Hospital Final Bill	View

Document Uploaded

Name	Actions
Discharge summary	View

UNDERTAKING

1. I hereby declare that the information provided by me in this form is true and correct to the best of my knowledge and belief.
2. I understand that the information provided by me in this form is subject to verification by the Government of Nagaland or any agency authorized by it and if found incorrect or false, it will render me liable for any penal action or other consequences as may be prescribed in law or otherwise warranted.

[<< Previous Step](#) [Submit Claim](#)

- Ensure that the Number of PHYSICAL BILLS are as displayed.
- Ensure that the Number of PHYSICAL DOCUMENTS are as displayed.
- Ensure that Total Amount Claimed is as per the SUM TOTAL of BILLS uploaded.

Applicants check their claim details and on satisfaction submit the CLAIM REQUEST

CLAIM SUBMITTED “APPLICANT DASHBOARD”

Chief Minister Health Insurance Scheme

Dashboard

C. [REDACTED]
Head of Household

PERSONAL INFORMATION

FAMILY ID: [REDACTED]

PMJAY ID: [REDACTED]

MOBILE NO.: [REDACTED]

[Image to PDF Utility](#)

[View MA Deduction Certificate](#)

Members of the household

Select the individual against whom the claim is to be raised.

Note:

- Only Registered Dependants can raise claims.
- If FAMILY MEMBER'S name is not listed, kindly GENERATE OR SYNC FAMILY DETAILS from the [CMHIS STATE BENEFICIARY PORTAL OR BIS PORTAL](#) respectively.

Member Name	Mobile #	Relationship with HoH	PMJAY ID	Actions
[REDACTED]	98 [REDACTED]			Add Claim

Claims Raised

Claim ID	Applicants Name	PMJAY ID	Claim Type	Hospital	Total Amount Claimed	Status	Actions
10000001	C. Muasangba Sangtam	M6TKWJ42S	Claim for EP under CMHIS Reimbursement Scheme	NHAK	₹ 50500	SUBMITTED	⋮



THANK YOU”