

Government of Karnataka



SUVARNA AROGYA SURAKSHA TRUST

(Department of Health & Family Welfare)

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Proceedings of the 38th Empanelment and Disciplinary Committee meeting of Suvarna Arogya Suraksha Trust held on 30th December, 2016 in the Conference Hall, Suvarna Arogya Suraksha Trust, Bangalore

Members Present

1 Dr. Sudarshan H. Secretary, Karuna Trust, Bangalore	Chairman
2 Dr. Ratan U. Kelkar, Executive Director (I/c), SAST	Co-Chairman
3 Dr. Aruna, Director, SIHFW, Bangalore	Member
4 Director, VIMS, Bellary represented by Dr. Rajesh, Asst. Prof & Nodal Officer, SAST	Member
5 Dr. Ashok Shenoy, Kidwai, Bangalore	Member
6 Dr. Sudha Chandrashekar, Director, Medical Management, SAST	Member Secretary

Members Absent

1. Dr. Sadhana, Executive Director, KSHSRC, Bangalore.
2. Dr. Devadasan, IPH, Bangalore
3. Deputy Director (Medical), DoHFW.
4. Dr. Srinath, Sri Shankara Cancer Hospital, Bangalore.

Others present

1. Sri. S.R. Naik, DD (Operations), SAST.
2. Dr. M. Vishwaradhya, Consultant, SAST.
3. Dr. Aninditha, PM (RAB), SAST.
4. Dr. D.K. Math, Co-ordinator (Empanelment), SAST.
5. Dr. Dhananjaya, Deputy Director, SAST.
6. Dr. Regina Joseph, Regional Consultant, Bangalore.
7. Dr. Prasad, Regional Consultant, Mysore.
8. Dr. Ranganath, Consultant, SAST.
9. Dr. T.M. Shankar, Deputy Director (Preauth), SAST.
10. Dr. D.M. Koradhanyamath, Co-ordinator (Empanelment), SAST.
11. Sri. Sananda Kumar, Consultant, SAST.
12. Sri. Ananda, Co-ordinator, Grievance Cell, SAST.
13. Kum. Akhila, Co-ordinator, NABH, SAST.
14. Dr. Diwakar, Mortality Audit Cell, SAST.

The Director, Medical Management, Suvarna Arogya Suraksha Trust welcomed the Chairman, Co-Chairman and all Members to the 38th Empanelment and Disciplinary Committee meeting.

Sub No. 38.1

Confirmation of the Proceedings of 37th EDC meeting held on 22.9.2016.

The proceedings of the 37th Empanelment Disciplinary Committee meeting was confirmed.

Sub No. 38.2

Review of action taken on the proceedings of the 37th meeting held on 22.9.2016.

The Committee reviewed the actions taken report for the previous meeting and noted the same.

Sub No. 38.3

Empanelment of new hospitals.

The Committee ratified the actions in empanelling new hospitals and also noted the total number of hospitals under each scheme.

No. 38.4

Status of empanellment of Network Hospitals.

Director, Medical Management informed the Committee the details of hospitals, who have not renewed empanelment and hospitals that have not submitted combined MoU.

Committee noted the details of status of hospitals same.

Sub No. 38.5

Super Specialists/Specialists were empanelled as treating Doctors under SAST schemes.

The Committee ratified the actions in empanelling Super Specialists/Specialists.

Sub No. 38.6

Doctors are not doing cases since last six months (All 4 Divisions).

Director (Medical Management) explained that during routine review it was noted that some of the empanelled Doctors have not done any cases since 6 months and a letter has already been sent to hospitals to downgrade those Doctors. Committee's permission was sought as many hospitals have not responded that they need to be proactively downgraded from SAST IT system to avoid misuse.

Decision:

After clarifying the procedure for downgrading of empanelled Doctors, Committee permitted SAST to downgrade the Doctors online.

Sub No. 38.7

Updates from Quality Facilitation Cell on 1st July 2016.

The Committee was briefed the status of NABH Accreditation of the empanelled network hospitals by the Consultant, Quality Facilitation Cell.

Decision:

After obtaining the status of NABH, Committee suggested to write a D.O. Letter to Commissioner, HFW Department and Medical Education for insisting public hospital for NABH Accreditation or explore National Quality Assurance process (NQA).

Sub No. 37.8

Suspension of Omega Hospital.

Director, Medical Management (SAST) explained in detail about the suspension of Omega Hospital, Mangalore. Executive Director, SAST informed the Committee that file is with Joint Director (Medical), DoHFW for detailed study.

Decision:

The Committee after discussions resolved to wait for the report of JD (Medical).

Sub No. 38.9

Rajiv Arogya Bhagya Scheme.

Project Manager, RAB briefed the status and brought to the Committee's notice about the hospital not empanelled under this scheme.

Decision:

The Committee noted the RAB scheme status and suggested to guide the hospital authorities to empanel under RAB.

Sub No. 38.10

Director (Medical Management) briefed about the status of new schemes like Cochlear Implant, Journalist scheme, Senior Citizen RSBY and Indira Suraksha Yojana.

Decision:

The Committee noted the new schemes status. Executive Director instructed to send a Letter to Chief Minister's Office about the status of Indira Suraksha Yojane.

Sub No. 38.11

Licences for empanelment.

Director (Medical Management) briefed that hospitals have to submit certain mandatory licenses for empanelment. But in the routine reviews it was noticed that such mandatory licenses have expired and requested the Committee whether the hospitals can be given final deadline for renew their licences and impose penalty or not to accept the renewal of MoU which are due in March 2017.

Decision:

After discussions Committee decided not to accept such requests for renewal (without valid licence).

Sub No. 38.12

Cancellation of Preauths.

Director (Medical Management) has briefed that a case study was done and noticed the reasons and the end results for cancellation of Preauths. She also briefed about some of hospital's irregularities in cancelling the Preauths and sought the Committee's approval for the Guidelines for cancellation of Preauths.

GUIDELINES FOR CANCELLATION OF PRE-AUTHORIZATIONS.

1. **SAMCO** is the one and only person who is authorized to do a cancellation.
2. **SAMCO** should never pass his/ her login ID and password to any other hospital staff/ Arogyamithra.
3. Any irregularities in the process of cancellation will be enquired only with the SAMCO, and he shall be kept responsible for the same.
4. While cancellation, there should be proper reason given for cancellation in the remarks column. And it should be supported by evidence. Cases cancelled without a reason given will face penalty.

Cancellation without giving a valid reason	20% of the preauth amount
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5. Never write -'Cancelled', 'please cancel', etc., instead of giving the actual reason for cancellation. Medical/ nonmedical reason should be written in the remarks column in detail.
6. Any case not cancelled after 21 days of uploading if the treatment not given will be penalized.

Not cancelling a preauth if the treatment is not started before the permitted time of 21 days	10% of the preauth amount
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7. Each and every patient will be contacted to verify the reason for cancellation of their pre-authorizations from SAST.
8. For any cancellation due to uploading wrong patient's details/ more than one patient's details/Ration card details / uploading wrong contact numbers of patients etc., AM will be penalized.

Cancellation due to AMs mistakes	AM will face penalty
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9. A revised pre-auth can be raised only after the cancellation of the first one. If Uploaded before cancelling the first pre- auth , penalty will be imposed.

Raising a revised pre auth before cancelling the first one	5% of the preauth amount
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10. **Any other grave grievance found against the laws of medicine and humanity will be heavily penalized according to the decisions taken by the Empanelment and Disciplinary Committee.**
11. Please take the help of SAST pre-auth team leaders (Dr. Vishwaradhya, Dr. Shankar) if you have any doubts regarding the codes to be applied or any other clinical/nonclinical things to avoid denial.
12. SAST can direct hospitals to cancel due to genuine reason.

Decision:

After discussions Committee approved to issue the above guidelines for cancellation of Preauths.

Sub No. 38.13

Update on Karnataka Cancer Hospital Bangalore.

Deputy Director (Operations) briefed that Karnataka Cancer Hospital, Bangalore was suspended for criminal offences and filed a criminal case and to file complaint before KMC. The Enquiry Committee has reported that this hospital has involved in serious criminal offences by creating false documents, fraud, false claims etc. Drug Controller also has reported that this hospital has purchased 7000 mg drugs instead of 9400 mg to treat SAST beneficiaries. Trust filed a complaint before Nandini Police Station and investigation is in final stage. The hospital is de-empanelled on 4.1.2016 and Rs. 30.95 amount has been forfeited. Meanwhile KMC has issued notices to the Doctors, collected replies and Trust has submitted comments to the Council.

Decision:

After discussions Committee noted the details of KCH, Bangalore and suggested to follow-up with KMC for conducting enquiries.

Sub No. 38.14

De-empanelment of Dr. Rajesh. N. for Medical Oncology speciality.

Co-ordinator (Empanelment), SAST explained that Dr. Rajesh, Radiation Oncologist was empanelled in VIMS, Bellary. The Director, VIMS, Bellary has requested to allow Dr. Rajesh to treat under Medical Oncology as he has experience and has practiced in Tata Memorial Centre, Mumbai. But, Tumour Board, VIMS, Bellary has sent a letter stating the Dr. Rajesh cannot practice/treat due to lack in qualification and requested to Committee for decision. Since they now have appointed a qualified Medical Oncologist, requested SAST to restrict Dr. Rajsh empanelment for only Radiation Oncology.

Decision:

After discussions Committee decided to restrict Dr. Rajesh, VIMS, Bellary only for the Radiation Oncology.

Sub No. 38.15

Rastriya swasthya Bima Yojana.

Director (Medical Management) briefed about Insurance Companies not following the due procedure and suspending hospitals without detailed enquiry. SAST reviewed these cases and has revoked the suspension after detailed feedback. They are also not following the decisions of DGRC Proceedings to revoke suspension and the directions of SNA.

Deputy Director, Suvarna Arogya Suraksha Trust has explained the status of empanelment under RSBY and also briefed regarding irregularities observed during routine hospital visit by SAST officials. Following points were noticed.

1. District kiosk Management is in very bad condition.
2. Non-payment of Travel Allowances & food for RSBY beneficiaries.
3. Many hospitals are not doing their OT culture & sensitivity test regularly.
4. Ramnagara district few hospitals KPME registration is not renewed from more than one year.
5. In the field visit & verification patients have complained that the below mentioned hospitals have collected Co-payments from them.

Sl. No.	Hospital	Co-payment (in Rs.)	Penalty (in Rs.)
1	Anugraha Hospital	51300	102600
2	BaluHospital	81000	162000
3	Sachidanand Hospital	20000	40000
4	S D Jayaram Hospital	47500	95000
5	Kamareddy Ortho Hospital Gulbarga	24460	48920
6	Bhavani Maternity and Nursing home Vijayapur	10000	20000

Sl. No.	Hospital	Co-payment (in Rs.)	Penalty (in Rs.)
7	BJL Hospital	10088	20176
8	Rajarajeshwari medical College Bangalore	30628	61256
9	MVJ Medical College	11633	23266
	Total	286609	573218

Decision:

Committee discussed regarding the status of RSBY and irregularities of the hospitals and decided as follows.

Ratified the action of revoking suspension of hospitals.

- 1. Warning letter to be issued regarding non-payment of TA and Food, not maintaining cleanliness & proper hygiene.**
- 2. Penalty to the Insurance companies for not monitoring the hospitals in deviating guidelines as per the SAST Circular.**
- 3. Penalty to the hospital for co-payments to be imposed as per previous EDC meeting decisions.**

Further Deputy Director explained to the Committee about Sridevi Hospital, Tumkur during the visit 71 beneficiary Cards were found in the hospital and on enquiry hospital conveyed that cards are with the hospital for more than one year due to non-closure of the claims for technical error which is not acceptable which has denied medical care for 71 families for a year and more under RSBY.

This has happened due to the negligence of the Insurance Company and TPA in solving hospital grievances and technical issues. Hospital has also committed a mistake by holding the cards.

Decision:

After detailed discussions, Committee decided to issue a

- a) Show Cause Notice to the District Co-ordinator and Arogyamitra delay in bringing up the issue to SAST.**
- b) To write a letter to the Commissioner, HFW&A Services to bring to his notice regarding the lapses committed by the hospital under this scheme.**
- c) To impose penalty on both the Insurance Company, TPA and the Hospital equally i.e., 71 Cards x Rs. 30,000/-**
- d) Letter to Commissioner, HFW&A Services for taking legal action against Sridevi Hospital, Tumkur.**

Deputy Director, SAST explained that GV Eye World Hospital and Disha Eye Hospital from Dharwad District have put a grievance that Insurance Company has delayed their empanelment under the scheme for more than 2 years.

Decision:

The subject was discussed in detail and Committee decided to consider their empanelment for new NHPS/RSBY Scheme as the period left out under RSBY is very short.

Deputy Director explained that regarding the of de-empanelment Vitobha Eye Hospital, Dharwad, SAST has received a letter from Ministry of Health, GoI to look into the matter. When SAST reviewed it has come to notice that hospital was de-empanelled by the Insurance Company without bringing it to the notice of SAST and has not followed the Section-VII criteria for de-empanelment.

Decision:

After discussions Committee felt that the decision of the Insurance Company for de-empanelment to be made null and void and decided to restore the hospital empanelment under RSBY.

Sub No. 38.16

Suspension of Kamineni Hospital and Gurunanak Care Hospital, Hyderabad.

Director (Medical Management) has briefed that Kamineni Hospital, L.B. Nagar, Hyderabad and Gurunanak Care Hospital, Hyderabad was suspended due to de-empanelment of Andhra Pradesh Government. When enquired with Aarogysri Trust to know the reasons for de-empanelment, it was informed by CEO that Gurunanak Care Hospital is still under de-empanelment and Kamineni Hospital has been re-empanelled. She informed that Kamineni Hospital (King Koti branch) has requested for re-empanelment under SAST. Since SJICR, HCG and Kidwai established in Gulbarga the request need not be considered

Decision:

After discussions Committee ratified the action in suspending both Kamineni Hospital and Gurunanak Care Hospital, Hyderabad and to de-empanel these hospitals.

Sub No. 38.17

Status of Mukyamantri Santwana Harish Scheme.

Deputy Director (MSHS) explained about the progress of Mukyamantri Santwana Harish Scheme in the State.

Decision:

After discussions Committee noted the progress.

Sub No. 38.18

Status of Grievance Cell.

Director (Medical Management) brought to the Committee's notice about the number of grievances received, show cause notice issued and re-imbursement made to the beneficiaries. She also briefed about the enquiry reports.

Decision:

After discussions Committee noted the status of Grievance Cell. Also those hospitals receiving repeated Show Cause to be called for meeting.

Sub No. 38.19

Regarding Child getting operated under 2 different schemes and at different hospitals.

Regional Consultant, SAST, Mysore has briefed the Committee regarding a case treated in Vikram Hospital in the beginning and later referred Apollo BGS Hospital, Mysore for PDA Closure where the first hospital had missed diagnosis.

Decision:

After discussions Committee decided to request the second hospital to submit preauth for full package as there was no fault committed by them in diagnosis.

Sub No. 38.20

National Health Protection Scheme.

Director (Medical Management) has briefed that Government of India has announced National Health Protection Scheme w.e.f. 01.04.2017 for BPL and unorganised workers covering secondary care. Further from 01.04.2017 RSBY will be implemented in an assurance mode. Empanelment process under NHPS will start from January 2017 and MoU has also been prepared.

Decision:

Committee noted the details of National Health Protection Scheme.

Sub No. 38.21

Conducting an un-authorized camp at Raibagh Taluk by VIMS Speciality Hospital, Bangalore.

Director (Medical Management) briefed that VIMS Speciality Hospital, Bangalore has conducted un-authorized camp at Raibagh Raibagh Taluk without permission/intimation to the Trust and identified 12 (7 beneficiaries operated and 3 pre-auths were denied and for 2 beneficiaries the hospital did not submit pre-auth) RBSK patients from the camp. Due to violation of MoU, One patient did not get relief from the surgery and of the 3 cases denied, 2 cases referred to another

private and Government hospitals for further clarification wherein they have reported normal.

Contacted all beneficiaries treated by the hospital and one patient namely Kumar Mallikarjuna did not get relief after surgery. When he approached Germany Hospital, Gadag there he came to know that surgery was not done properly. Again patient approached VIMS Speciality Hospital where they have stated that the hole will be filled in due course and no need for another surgery.

Of the 3 denied cases, one patient Kumar Prashanth B. Padalale approached KLE Hospital, Belgaum for treatment where they conducted echo and found that there is not defect requiring surgery. But the VIMS Speciality Hospital has said that there is a defect/hole in arterial spectrum (asd of 12 mm) and required surgical intervention.

Based on the above findings, the Chairman, Empanelment and Disciplinary Committee (EDC) has advised to take action on the creation of false document and approved to suspend the VIMS Speciality till detailed enquiry. Enquiry Committee met twice and Managing Director also attended the meeting and briefed that based on the requests of the villagers, political leaders and many more, hospital conducted a camp at Raibagh wherein along with other patients RBSK beneficiaries have also attended. Further he did not agree with the issues related to the signature of the echo reports. He said that Doctors will be changing and whoever is there they will treat the patients. Finally he did not agree to the issues raised and requested the Committee to call the children and also the other concerned people who have given the report before the Committee to cross examine such persons. Hence, EDC recommended the same to the Empanelment and Disciplinary Committee for further actions.

Decision:

Committee noted the deviations of MoU by VIMS Speciality Hospital, Bangalore and suggested to wait for the wait for the legal decision.

Sub No. 38.22

Regarding SAST Kiosk in Sahayadri NH, Shimoga.

Director (Medical Management) explained that Sahayadri NH, Shimoga has located SAST kiosk at the back of the hospital hall. In addition, it gives opportunity for hospital to convert patients to cash paying patients without giving them coverage under the schemes. It has been brought to the notice of the hospital administration several times, by SAST officials visiting the hospital.

Further she explained that a patient complaint has also been received for the same from Mr. Nanjegowda who could not access RAB scheme though he had an APL card. He paid 1.26 lakhs for cardiology treatment in the hospital for 4 days.

Decision:

Committee noted the deviations of Sahayadri NH, Shimoga and decided to issue Show Cause Notice and instruct District Co-ordinator/Arogyamitra to report further and to get the amount refunded to the patient either through hospital or deduct from the amount payable to hospital.

Sub No. 38.23

Status of Mortality Audit Cell.

Director (Medical Management) explained that total reported hospital deaths of beneficiaries for the period, July 2015 to Nov 2016 were 1450 and the SAST Mortality Audit cell has reviewed 73% of the cases. The Preventable Death cases are submitted to external Vidal Agency for 2nd line assessment and review. Specialty-wise deaths Procedure-wise deaths, Hospital-wise deaths and Treating Doctor-wise are being analysed.

Decision:

Committee noted the status of Mortality Audit Cell Committee suggested to do special audit of cases of Oncology.

Sub No. 38.24

Issues of the Network Hospital.

Director (Medical Management) has explained that Bhagawan Mahaveer Jain Hospital, Bangalore has conducted unauthorised camps at Hubli and deviated SAST MoU. Further City Central Hospital had arrived late to examine the children for the SC/ST Camp in Chitradurga Camp on 13.11.2016. However patients were routed to another hospital (Aster CMI Hospital) and requested the Committee to suggest for the deviations.

Decision:

After detailed discussions, instructed Director (MM) to

- i) Ensure network hospitals to intimate SAST before conducting any health camps and to take permission of DHO.***
- ii) RE-circulate the guidelines for network hospitals for conducting camps.***
- iii) Send a letter to Chitradurga DHO to conduct enquiry on the camp held on 13.11.2016.***

Sub No. 38.25

Re-empanelment of Kumar Hospital, Tiptur.

Director (Medical Management) explained that as per the previous EDC decision Kumar Hospital, Tiptur was de-empanelled under VAS and suspended under RSBY. Now the hospital authorities have requested to re-empanel them under SAST schemes.

Regarding the above issue Director (Medical Management) explained the Committee that some of the network hospitals commit mistakes and accept the same and within no time they approach for re-empanelment and also try to pressure in various ways for re-empanelment. Govt of India has made a guidelines that any network hospital if de-empanelled due to deviations and irregularities that hospital should not be re-empanelled for one year under RSBY. She suggested that

if hospital deviates from guidelines and get de-empanelled in one of the SAST scheme then the decision of de-empanellment to be applied on all schemes. Hence requested the Committee to suggest a minimum time for revoking suspension/de-empanelment.

Decision:

After detailed discussions, Committee suggested that since GoI has a clause under RSBY not to re-empanel for one year the same can be adopted and recommended to implement the same after EC opinion for all SAST Schemes.

Meeting concluded with vote of thanks by the Member Secretary.

Sd/-

(Dr.Rathan U. Kelkar)

Co-Chairman

Empanelment and Disciplinary Committee
Suvarna Arogya Suraksha Trust
Bangalore

Sd/-


(Dr.H.Sudarshan)

Chairman

Empanelment and Disciplinary Committee
Suvarna Arogya Suraksha Trust
Bangalore

Dated: 09.01.2017

(Proceedings approved
by the Chairman through mail)


9/1/17

Director, Medical Management and
Member Secretary, EDC
Suvarna Arogya Suraksha Trust
Bangalore