Annexure 5

G.O. No:HFW 69 CGE 2018, dated:15.11.2018

Integrated Ayushman Bharat - Arogya Karnataka
Patient Enrollment Procedure

1.   Norms for Enrollment

1.1. Enrollment under the "Integrated Ayushman Bharat - Arogya Karnataka" scheme is open to all citizens that are domicile of Karnataka State excluding those mentioned in "Scope para-4" of the Government Order No. HFW 69 CGE 2018 Dated:15.11.2018, Bengaluru.

1.2. It is mandatory to get enrolled in the Ayushman Bharat - Arogya Karnataka online system to become a beneficiary of the scheme.

1.2   Enrollment will normally take place in all Public Health Institutions in the State(PHI) when a patient approaches a PHI for treatment for the first time. The state Government can designate any other enrollment facility from time to time for patient convenience.

1.3   Each PHI or designated Enrollment centers shall have an enrollment counter with Enrollment Staff to facilitate the process.

1.4   In order for a patient to enroll, he or she shall present an Aadhar card and a PDS card. An Aadhar card is mandatory for enrollment for all beneficiaries. A PDS card is mandatory for a patient to be enrolled as an "Eligible Patient". If a patient does not have a PDS card, he or she will be categorized as a "General Patient" regardless of financial status.

1.5   Each PHI or Private Empanelled Hospital shall have a designated enrollment counter, that is equipped with a computer, a printer, a biometric scanner, a Bar Code/QR code reader, a web camera and internet connection with sufficient bandwidth (20MBPS will be desirable). In PHIs, this infrastructure will be provided by the Department of Health and Family Welfare. The Department of Medical Education will provide the infrastructure for the teaching hospitals. Each enrollment counter must be staffed with at least one Enrollment Staff to facilitate the process of enrollment. The Enrollment Staff will be designated by the District Hospital Superintendent for his hospital as well as Taluk hospitals and CSCs in his jurisdiction.

2. Process for Enrollment

The following one-time enrollment process should be followed for enrolling beneficiaries in the scheme at the PHI/Private Empanelled Hospital/Enrollment Centers.

2.1   When a patient approaches a PHI for the treatment, the enrollment staff of the PHI will be enrolling the patient on the enrollment portal developed for "Arogya Karnataka" and generate a unique ID to be called "AB-ArK ID" for ease of use.

2.2 As a first step, the beneficiary will be asked to provide his or her Aadhar Card number and his biometric impression on a biometric device. The captured biometric data will then be used for verification on the CIDR Aadhar Server to authenticate the captured biometrics with the existing biometrics in the server.

2.3 In case there is a failure in reading the bio metric impression of the beneficiary wishing to enrol, other options such as "OTP", capturing data from the QR code and getting data from the Food Department's database are provided.

2.4 While benefits of the scheme can be availed in PHIs by the methods provided for enrolment in para 4.4producing Adhaar card/ number and authentication with the Adhaar database is mandatory for referral to private hospitals.

2.5 A mandatory consent will be obtained using a pre-printed self-declaration form from the enrolling beneficiary to use his details only for the purpose of enrollment.

2.6 The self–declaration form will also contain a section where in the beneficiary desiring to be enrolled under "Integrated" Ayushman Bharat- Arogya Karnataka scheme gives a declaration that he/she does not have an insurance in any other scheme as per "Scope, para 4" of the GO referred to above.

2.7 Post successful authentication, the **E-KYC** details will be auto populated from the CIDR Aadhar server to SAST application.

2.8 At the same time, the beneficiary should also produce his PDS card to the enrollment staff. The PDS card details will then be verified, via a web service, with the stored PDS details in the Food and Civil Service Database to determine whether the beneficiary belongs to "Eligible Category" or not, as per the norms defined under the National Food Security Act 2013. Accordingly, he will be categorized as 'Eligible Patient". If a beneficiary is not from the "Eligible category" as per the FSA or if the beneficiary does not have a PDS card, he or she will be automatically enrolled as a "General Patient".

2.9 Once the E-KYC form is filled and the beneficiary categorization is completed, the beneficiary will become registered under the Scheme and will be given a unique scheme ID "AB-ArK ID" number. (The entitlement and status of enrolment are given in Table 1 below).

2.10. The generated unique ID number printed on a card will be provided on a payment of Rs.10/- only for the first time to the successfully enrolled beneficiary. A message will also be communicated to him/her on his mobile phone if he/she has provided the mobile number. For reprinting the card on request of the enrolled beneficiary, in case he has lost the card he will be given another card at a cost of Rs.20/- only.

2.11 In designated centers other than PHIs the competent authority may fix the rate of the cards with the agency that runs the centers.

3. AB-ArK ID, Unique Health Card Identity:

3.1 The unique AB-ArK ID will be the PDS card Number with a separator (-) and a sequential number for each member of the family that approaches a PHI for service and seeks to get enrolled.

3.2 The UHC Card provided will contain Photo, Name, Unique Scheme ID and Basic Details of the Beneficiary. An SMS alert will also be sent to the Enrolled Patient to his mobile number wherever the mobile number has been shared with the registration personnel.

3.3 Once the Scheme card is generated the patient can access the treatment under the "Integrated" Ayushman Bharat-Arogya Karnataka scheme.

3.4 The beneficiary will not be required to carry his Adhaar card or Food card the next time he visits the hospital for treatment. He will be serviced based on the Integrated Ayushman Bharat-Arogya Karnataka card.

3.5 The table below indicates the enrolment status based on the production or not of the Adhaar card and the FSA card by the person wishing to get enrolled in the scheme. Entitlements to the different categories of beneficiaries "Eligible" and "General" are also detailed.

4. Table -1 UHC Enrollment Scenarios and Entitlements:

Sl.No.	Scenario	Way Forward / Outcome	Entitlement
1	• Aadhaar and PDS Card both are produced*; • Aadhaar biometric authentication is successful	• UHC Card is given • Status 1 is assigned	Entitlement as per "Eligible" (BPL) or "General" (APL) patient status depending on nature of PDS card.
	*Note: If Aadhaar number is informed and biometric authentication succeeds, Status 1 may be assigned. There is no need for physical Aadhaar card in that scenario.		

2	• Aadhaar and PDS Card both are produced;
	   A. Aadhaar biometric authentication fails (2A), or
	   B. Aadhaar biometric authentication is not possible(2B)
	 • Aadhaar QR Code is read
		• UHC Card is given
		 • Status 2A or 2B is assigned
		 • Status is changed to 1, if biometric authentication succeeds during any subsequent visit; Full KYC data is recorded
			Entitlement as per "Eligible" (BPL) or "General" (APL) patient status depending on nature of PDS card.

3	• Aadhaar and PDS Card both are produced; • Aadhaar biometric authentication fails or is not possible • Aadhaar OTP authentication is successful	• AB-ArK ID Card is given • Status 3 is assigned • Status is changed to 1, if biometric authentication succeeds during any subsequent visit; Full KYC data is recorded	Entitlement as per "Eligible" (BPL) or "General" (APL) patient status depending on nature of PDS card.

Sl.No.	Scenario	Way Forward / Outcome	Entitlement
4	- Any of the above three scenarios - Plus: A. PDS data is somewhat different (name spelling or age or address or sex are different) (4A) B. PDS data is significantly different (entirely different name) (4B)	- AB-ArK ID Card is given, if Aadhaar address shows residence in Karnataka. - KYC data from Aadhaar or QR code is recorded. - Status 4A or 4B is assigned - Status is changed to 1, if revised PDS card is produced during any subsequent visit.	- Entitlement as per "Eligible" (BPL) or "General" (APL) patient status depending on nature of PDS card. - Status 4B: Entitlement "General" (APL) patient status.
5	- Aadhaar Card is produced*; - No PDS Card - Aadhaar biometric authentication is successful (biometric or OTP)	- AB-ArK ID Card is given, if Aadhaar address shows residence in Karnataka. - Status 5 is assigned	Entitlement "General" (APL) patient status
6	- Aadhaar Card is produced; - No PDS Card - Aadhaar biometric authentication is not successful (biometric or OTP) - Aadhaar data is picked from QR code	- AB-ArK ID Card is given, if Aadhaar address shows residence in Karnataka. - Status 6 is assigned	Entitlement "General" (APL) patient status
7	- Aadhaar Card is not produced - PDS Card is produced	- AB-ArK ID Card is given based on PDS data - Status 7 is assigned	- Entitlement as per "Eligible" (BPL) or "General" (APL) patient status depending on nature of PDS card. - No referral to Private Hospital - Referral can be made after Aadhaar enrollment and

Sl.No.	Scenario	Way Forward / Outcome	Entitlement
			submission of enrollment acknowledgement number
8	• Aadhaar Card is not produced • PDS Card is also not produced	• No card is given	• No entitlement under UHC scheme • To be treated as APL patient as per government hospital norms on payment of user charges • No co-payment by Government
9	Child's Enrollment • No Aadhaar of child and family PDS Card does not include the child • Birth certificate or Thayi Card showing relationship is produced. • Mother or Father's enrollment can be taken-up as per scenario 1 to 8. • Based on their entitlement, UHC enrollment and card for the child can be arranged.	• AB-ArK ID Card to be decided based on status of parents as per scenario 1 to 8 • Corresponding status is assigned	• Child's entitlement to be decided based on status of parents as per scenario 1 to 8

10	Inmates of Swadhar Homes or Govt Old Age Homes
	A. If it is any of scenario 1 to 4 and 7
	B. If it is any of scenario 5, 6 and 8
	  • A certificate from Superintendent of the Home is produced
		A. As per scenario 1 to 4 and 7
		  • Corresponding status is assigned
		B. AB-ArK ID card is given
		  • SSP RDS number should be recorded
		  • Status 10 is assigned
			A. Entitlement as per scenario 1 to 4 and 7
			B. Entitlement as "Eligible" household

Sl.No.	Scenario	Way Forward / Outcome	Entitlement
	or Old Age SSP certificate is produced		

11	Emergency cases
	  A. Road accident victims
	  B. Other emergency cases
		Enrollment to be done before discharge as per scenario 1 to 8	A. Entitlement uptoRs. 25000 for stabilization for all
			B. Entitlement as per scenario 1 to 8

12	Revisit • Bring AB-ArK ID Card – preferable or • Bring PDS Card or Aadhaar Card	1. Fetch data from UHC database, and generate OPD slip • Biometric authentication is done in case of in-patient treatment / daycare treatment / referral to private hospital / treatment in private hospital on referral 2. If none is brought and enrollment is sought, treat as scenario 8	• Entitlement as per original status

5. Roles and Responsibilities

5.1 Enrollment Staff

The Enrollment Staff at the PHI or Private Empanelled Hospitals or Enrollment Centers is in charge of facilitating the process of enrollment at each facility. Each Enrollment staff member should be well versed in the enrollment procedure and common queries of prospective beneficiaries. The Enrollment Staff must receive the Aadhar and ration card from the prospective beneficiary and capture his or her biometric data on the biometric device to authenticate the Aadhar details. The staff member shall take consent of the patient for enrollment and complete registration in the "Self-Declaration" form. The form shall be scanned and uploaded in the system, which will serve as a record. The staff member will then facilitate the generation of the AB-ArK ID card and provide it to the patient at the enrollment counter. On revisit OPD

slip will be generated based on the AB-ArK ID Card. For those patients who produce the AB-ArK ID card there shall be no insistence on the beneficiary to produce Adhaar card or food card.

5.2 District Hospital Superintendent

The District Hospital Superintendent shall designate Enrollment Staff for PHIs in his jurisdiction to carry out the enrollment process. He will also create user IDs for the enrolment officers, doctors and others who will need to use the system. The DHs shall be responsible for locating Enrollment counters at convenient, prominent locations preferably near the entrance of the hospital so that the counters are easily accessible to the public. The existing OPD registration counters will be the enrolment counters. Counters should also be in sufficient numbers depending on the patient flow. DHS should ensure there are signages displayed in the hospital to lead the patients to the counters. The DHS should supervise or cause to monitor the day to day enrollment process along with updating the progress and grievances in the portal provided for the purpose.

5.3 SAST

SAST is in charge of overseeing the development and establishment of the online enrollment portal. SAST is in charge of managing the portal and monitoring its operation. SAST will create a User ID and password on the enrollment portal for the Head of Hospital for each PHI and Private Empanelled Hospital. Authentication will be done by Aadhar even for the users of the system. SAST is responsible for ensuring that the Private Empanelled Hospitals are equipped to enroll patients should patients visit in the case of emergency.

5.4 Commissioner, Health and Family Welfare and Director Medical Education

The Commissioner is responsible for ensuring that the PHIs and enrollment centers are equipped with the necessary infrastructure, connectivity and manpower to enroll patients upon the roll out of the scheme. The Commissioner will map the UHC readiness of PHIs. The Director of Medical Education will be similarly responsible for the teaching hospitals and Centres of excellence that come under his jurisdiction.