



Government of Karnataka



SUVARNA AROGYA SURAKSHA TRUST

(Department of Health & Family Welfare)

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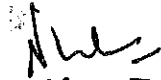
Date: 12.08.2020

FREQUENTLY ASKED QUESTIONS ON COVID 19 TREATMENT

Sl. No.	Questions	Answers
1	What are the list of documents that are being insisted by the hospitals from the patients to raise the claim with SAST in COVID +ve patients under Govt Quota?	List of claim documents are: 1. Follow up notes/Day to day case sheet 2. Appropriate radiology examination – x-ray/CT/MRI(whenever applicable) 3. ECG, ECHO 4. Lab investigation report as per guidelines for COVID +ve cases 5. Discharge summary 6. Claim format 7. Nursing chart 8. Bill
2	What about the charges that patients has to pay for their other diseases than a COVID and what is the protocol being followed if the patient has AB-ArK or other insurance?	If the patient is AB-ArK beneficiary, unbundling of the packages is allowed in the scheme (other AB-ARK packages can be clubbed with COVID 19 packages for additional management of comorbid conditions and surgeries as per the package rate) only in AB-ArK empanelled hospitals. Hospitals empanelled only for COVID – 19 management can utilize the code for Haemodialysis/Peritoneal Dialysis (3A.M1.00070A) high risk delivery (3A.M1.00007A & 4A.S4.00041A) Thorachostomy (3A.S1.00231B) Tracheostomy (4A.S15.00021E)

Sl. No.	Questions	Answers
3	Whether any hospitals are being given claim settlement for COVID positive patients who are not using CHBMS platform to get their bed blocking?	No
4	Roles and Responsibilities of Arogya Mitra be issued in the form a protocol	Attached
5	How SAST is capturing the details of Pvt Quota C+ve patients admitted in hospitals and sharing with CHBMS? What are all the fields of information they are capturing?	<p>Instructions have been given to the AMs to capture the details of walk-in private patients admitted and discharged details</p> <ol style="list-style-type: none"> 1. Patient name 2. Mobile number 3. SRF or Bu code 4. Bed type 5. Admission date 6. Discharge type (recovered, death,LAMA and referred to other centre) 7. Discharge date
6	How Deaths, discharge details are being captured for both Pvt and Govt Quota from SAST and whether data can flow back to BBMP?	Deaths are notified in the SAST portal for govt quota's. when patient is discharged from the hospitals the beds get unblocked which reflects on the COVID Facility Management System(FMS)
7	If a patient is admitted for non covid diseases under the AB-ArK and found COVID negative during the RAT test and subsequently positive in RTPCR should get allotment from Public Health Authority for treatment?	Such patients can continue the treatment in the same hospital with an information to district surveillance team and Public Health Authority for allotment of BU number so that they can continue the treatment under the govt quota of beds.
8	Protocol to be followed to enable the hospitals to get retrospective claims in case of auto unblocked patients getting re-blocked. (i.e., only with proper written intimation by BBMP, SAST should allow back dated benefits to hospital)	Only current patients continuing treatment with a prior date of admission can be re-blocked after the allotment of BBMP.

Sl. No.	Questions	Answers
9	Patient physically discharged but kept pending in SAST because enhancement request is pending decision. Is it possible to permit processing of those enhancement requests which are submitted before discharge in SAST?	A process of auto enhancement can be done in the system. A detail verification about the requirement of enhancement can be considered during claims validation process.


**Executive Director,
SAST, Bangalore**

To,

1. All Network Hospitals, SAST
2. Regional Consultants and Additional Regional Consultants, SAST
3. District Co-ordinators and Arogyamitras, SAST

Copy to information:

1. Principal Secretary, Co-operation and shifting bed Task Force
Chairman, Health and Family Welfare Department, Bangalore
2. Commissioner, Health and Family Welfare services, Bangalore
3. Special Commissioner, BBMP, Bangalore