

## STANDARD OPERATING PROCEDURE (SOP) FOR HEALTH CARE ORGANIZATIONS (HCOS)

### 1. Emergency cases:

In emergency cases, HCO shall not insist for referral or endorsement from CGHS and shall provide cashless treatment to eligible beneficiaries based on the emergency certificate given by the treating empanelled hospital specialist. The claim shall be uploaded to BCA portal along with emergency certificate issued by the treating specialist. The referral or endorsement is not required for emergency unlisted investigations/treatment also. For emergency unlisted procedure/investigation the hospital shall raise enhancement/approval through NHA portal. There is no need for approval from local CGHS AD Office.

### 2. Validity of referral for Specialist consultation:

As per OM Z 15025/19/2024/DIR/CGHS/EHS dated 28th June 2024, the consultation memo is valid for 3 months. The **primary consultant** refers to the specialty for which the referral is issued by CGHS Medical Officer. Up to two additional specialists from different fields can be consulted if advised by the primary consultant, with a maximum of six consultations allowed, including repeat consultations with the same specialist for acute illnesses. This shall apply only to primary referrals issued by CGHS Medical Officers and shall not be applicable for referral from Government hospital specialists.

The HCO shall retain a scanned, self-attested copy of the referral and return the original to the beneficiary.

The total number of consultations/cross-consultations/reviews, etc., on the basis of the primary referral issued by the CGHS Medical Officer shall be restricted to a maximum of 6 within a period of 3 months.

The **quantity option for consultation** shall be left at the **default value of '1'** when issuing a referral, as the number of reviews or follow-ups required cannot be predicted at the time of issuance. This default value of '1' does not mean that it is valid for only one consultation.

Subsequent Follow-Up Consultations/Investigations/Minor Procedures **can be done only at the same empanelled hospital where primary consultation** is done. This is not valid in another Health Care Organisation.

Each subsequent follow-up visits based on the first referral from the CGHS Medical Officer, which is made on separate days, shall not be clubbed and shall be submitted as a separate claim on the portal.

3. **Special Provisions for Above 70 years Pensioners:** No referral is required for beneficiaries aged 70+ to consult any specialist in empanelled hospitals. Any listed investigations and procedures can be performed without further referral. However, approval from CGHS authorities is required for unlisted procedures/investigations.

### 4. Planned Unlisted Investigations & Procedures:

Permission for planned unlisted investigations and procedures advised by empanelled hospitals shall be given as per the delegation of financial rules:

- Additional Director/Director in the case of pensioners
- HOD/HOO in the case of serving employees.

### 5. Follow-Up Special Cases:

The beneficiaries suffering from below mentioned conditions are permitted to avail consultations and investigations without any time limit based on the primary referral.

No repeat referral / endorsement from CGHS is required for follow-up consultations or investigations:

- Post-cardiac surgery cases
- Post-organ transplant cases
- Post-neurosurgery cases
- End-stage renal disease
- Cancer treatment
- Autoimmune disorders
- Neurological disorders

### Process flow for handling referrals in TMS portal:

#### 1. Referral Letter

- **Original Referral:** The HCO shall not insist on the original referral; a photocopy of the referral memo shall be accepted.
- **Self-Attestation:** The photocopy shall be self-attested by the beneficiary with the date, since the TMS module is yet to implement part utilization and other system changes.

#### 2. Patient Registration

- **Register the Patient:** Upon arrival, register the patient in the TMS system.

The screenshot shows the 'Patient Registration' form in the TMS portal. The form has a sidebar with options: Registration, Register Patient, Claims without Invoices, Preauthorization, Cases Search, Claims, and MIS. The main form area has fields for Scheme (CGHS), ID Type (CGHS BEN ID), ID Number, and a New Born checkbox. A red arrow points to the 'Register' button.

Fill up the mandatory details like communication address, mobile number, etc. and register the patient

The screenshot shows the 'Communication Address' and 'Hospital Details' sections of the TMS portal. The 'Communication Address' section has a checkbox for 'If Card and Communication Address are Same' and fields for Address, Patient State, District, Block/VULB, Block, Village, City/Town, and Pin Code. The 'Hospital Details' section has fields for Hospital and Date of Registration. A red arrow points to the 'Register' button.

Select the patient type as either OP or IP

- **Referral Type Selection:** Choose “Manual” or “e-referral” based on the referral type.

### 3. Processing of referral by MEDCO at Empanelled HCO

- **e-Referral Usage:** For the first consultation, the MEDCO shall use e-referral.

- **Subsequent follow-ups:** If further review, investigations, or minor procedures are advised by the primary consultant (the specialty for which the referral has been issued by the CGHS Medical Officer), follow the steps below using the manual option.

#### 4. Manual Option for Subsequent Follow-Up Consultations/Investigations/Minor Procedures not requiring admission.

- a) **Investigations:** Each investigation costing less than Rs. 3000 (NABH/NABL rate) can be performed without further referral, except for:
- CT, MRI, and nuclear scans, irrespective of the rate, and will require endorsement from the CGHS Medical Officer.
- b) **Minor Procedures:**
- No referral from CGHS Medical Officer is required for minor procedures not requiring admission.
  - Procedures can be performed at the same empanelled hospital with clinical justification.

**Referral ID:** Use the original referral ID and suffix it with /C2 for the first review, /C3 for the second review or cross-consultation, etc. This can go up to a maximum of C5, allowing a total of 6 consultations within 3 months.

The screenshot displays the 'Transaction Management System' (TMS) interface. The left sidebar contains navigation links: Registration, Claims without Invoices, Preauthorization, Initiate New Preauth, Cases for Enhancement/Discharge, Preauth Query Reply, Cases for Cancellation, Cases Search, Claims, and MIS. The main content area is titled 'Transaction Management System' and shows patient details for 'Patient Type: OP' and 'Entitlement: CGHS - Private ward'. The 'Referral Details' section is highlighted, showing the 'Referral Number' as 'MU3/25JUL2024/2982/C2'. A red arrow points to this field. Other fields include 'Is Referral Type Manual or e-Referral?' (Manual), 'Referral Number' (MU3/25JUL2024/2982/C2), 'Wellness Center Name / Government Hospital' (WORLD (MU3)), 'Date of Referral' (25-07-2024), 'Referral type' (OPD Consultation), and 'Remarks' (FOLLOWUP CONSULTATION). The 'Treatment Protocol' section shows 'Referral' (select), 'Procedure' (select), and 'Specialty' (select).

For investigations or minor procedures, use 'Ix' and 'Px' respectively, where 'x' is the number of the corresponding consultation. For e.g.

- MU3/25JUL2024/2982/P1 for minor procedures not requiring admission.
- MU3/25JUL2024/2982/I2 for investigations done based on the second follow-up/cross-consultation.

**Treatment Protocol:** Select “Referral”. Proceed to add investigations (costing less than Rs 3000, excluding CT, MRI, PET CT) and minor procedures not requiring admission advised by the empanelled hospital specialist.

The screenshot shows the TMS interface with the 'Treatment Protocol' section active. The 'Referral' dropdown menu is open, and the 'Referral' option is selected. The 'Procedure' dropdown menu is also open, showing a list of procedures including 'Continuous Ambulatory Peritoneal Dialysis (CAPD) catheter insertion - Open method'. The 'Specialty' dropdown menu is also open, showing a list of specialties including 'Nephrology'.

For beneficiaries aged **70 and above**, use the “**Non-Referral**” option under the treatment protocol to book any listed investigation or procedure advised by the empanelled HCO/Government hospital specialist, **regardless of the cost or whether admission is required.**

The screenshot shows the TMS interface with the 'Treatment Protocol' section active. The 'Referral' dropdown menu is open, and the 'Non-Referral' option is selected. The 'Procedure' dropdown menu is also open, showing a list of procedures including 'Continuous Ambulatory Peritoneal Dialysis (CAPD) catheter insertion - Open method'. The 'Specialty' dropdown menu is also open, showing a list of specialties including 'Nephrology'.

## 5. Document Upload Requirements

**All documents including discharge summary should give complete picture of the course of the disease.** The consultation notes shall be self-explanatory and shall justify the need for follow up visits or cross consultations/ tests and treatments advised without which bills are liable to be rejected without giving a second chance.

**Emergency cases.** The emergency certificate indicating nature of emergency condition issued by treating doctors should be uploaded along with other relevant documents

**For Each Follow-Up Without CGHS Referral (Follow-Up/Cross-Consultation Based on Advice of Primary Specialist):**

- Upload the following documents as a single file in the referral letter option in addition to the mandatory documents under other options:
  - Primary consultation referral.

- Consultation notes along with advice for follow-up, cross-consultation, investigation, or minor procedures not requiring admission.
- Undertaking from the beneficiaries for the subsequent consultation, investigation or minor procedures(Annexure A).
- Geotagged photo of the beneficiary. Instructions shall be given regarding how to upload photos of beneficiaries with geotagging information. This shall be uploaded manually in the referral letter option until the NHA develops a separate functionality for the same.

**For Beneficiaries Aged 70 and Above:**

- Upload the following documents as a single file in the referral letter option in addition to the mandatory documents under other options:
  - The undertaking from the 70+ beneficiary seeking direct consultation shall be mandatorily uploaded in the referral letter option while submitting claims(Annexure A).
  - Consultation notes along with advice for any listed investigation or procedure by the specialist for whom the consultation was sought.
  - Geotagged photo of the beneficiary.

**For Follow-Up Special Cases:**

- Upload the following documents as a single file in the referral letter option in addition to the mandatory documents under other options:
  - The undertaking from the beneficiary seeking follow-up consultation/investigation for special cases like post-operative cardiac cases, post organ transplant cases, ESRD, Cancer treatment, etc. shall be mandatorily uploaded in the referral letter option while submitting claims(Annexure A).
  - A copy of the self-attested permission letter and discharge summary/treatment notes confirming that the case fits under the categories mentioned above (point 5).
  - Geotagged photo of the beneficiary.

To,  
The Medical Superintendent,  
.....(Name of empanelled hospital & City)

Date:

**Letter Ref. No. OM Z15025/35/2019/DIR/CGHS(P) DATED 29-05-2019**

**Respected Sir/Madam,**

I am .... year old CGHS beneficiary ..... (Name), ..... (Ben. ID), .....(city).

I am a patient of .....(Disease) and I want OPD consultation of ..... (specialty).

or

I am a follow-up case of ☐ Post-cardiac surgery cases ☐ Post-organ transplant cases ☐ Post-neurosurgery cases  
☐ End-stage renal disease ☐ Cancer treatment ☐ Autoimmune disorders ☐ Neurological disorders

And, I want follow-up consultation/investigations for ..... (specialty)

Beneficiary's signature

**Letter Ref. No. OM Z15025/19/2024/DIR/CGHS/EHS) DATED 28-06-2024**

**Respected Sir/Madam,**

**Subject: - Follow-Up/Cross-Consultation .....(Specialty) for CGHS Beneficiary**

I, CGHS beneficiary, ..... (Name), .....(CGHS Beneficiary ID), belonging to..... (City) have been advised Follow-up / OPD consultation of..... (Specialty) by the Primary Consultant ..... (Specialist Name & Specialty) based on the referral issued from CGHS Wellness Centre ..... (WC Name & City) bearing Referral ID ..... dated .....

Follow-up Consultation Number: 

1	2	3	4	5
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Beneficiary's signature

**Subject: - Follow-Up Investigations (Less Than Rs 3000/- NABH) & Minor Procedures Not Requiring Admission for CGHS Beneficiary**

I, CGHS beneficiary, ..... (Name), .....(Ben ID), belonging to .....(City) want to undergo the following Investigations/ Minor Procedures:

.....  
.....  
advised by the Primary/Secondary Consultant .....(Specialist Name & Specialty) on .....(date), based on the referral issued from CGHS Wellness Centre ..... (WC Name & City) bearing Referral ID ..... dated .....

**I have not undergone the above said investigations based on the same referral elsewhere.**

Beneficiary's signature

**PS: To be uploaded along with other documents as per checklist as single file under referral letter in BCA portal.**