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**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**DIRECTORATE GENERAL OF HEALTH SERVICES**  
**O/o DELHI AROGYA KOSH**  
**3<sup>RD</sup> FLOOR, DGD BUILDING, S-1, SCHOOL BLOCK, SHAKARPUR, DELHI- 110092**

F.No. E. 4125/576-586

Dated: 09/10/2019

**OFFICE MEMORANDUM**

**Subject: Amendment in the guidelines issued for operationalizing assistance through Delhi Arogya Kosh.**

In continuation to the earlier Office Memoranda of even number dated 03.03.2017, 15.11.2017, 30.01.2018, 15.02.2018 & 21.06.2018 and in pursuance to the resolutions passed by the Governing Body of Delhi Arogya Kosh in its 18<sup>th</sup> meeting held on 16.09.2019 the following are being made in the earlier guidelines :

1. **Amendment in eligibility criteria for availing free high-end diagnostic tests and specified surgeries for tests/treatment in empanelled diagnostic centres and hospitals.**

The patient requiring specified high end diagnostic test or specified surgery should be a resident of Delhi. The document required for this purpose will be Voter Identity Card of Delhi, irrespective of date of issue. Children of age less than 19 years would be eligible on the basis of Voter Identity Card of Delhi of their parents, irrespective of date of issue, along with any documents/ certificate (Aadhaar Card or Birth Certificate of Delhi or discharge summary in case of new born).

2. **New methodology adopted for payment and retention of bills submitted by private hospitals/ diagnostic centres.**

The physical copies of the bills, after scrutiny by officers/ officials of DAK, are to be returned to the concerned empanelled Hospital/ Imaging Centre on the condition that these would be provided to DAK as and when sought, especially for audit purposes.

The concerned hospital/ imaging centre are required to submit a soft copy of checked bills for payment and record purposes which shall be uploaded on NIC Cloud storage.

3. **Nomination of new members in the Governing Body of Delhi Arogya Kosh.**

Dr. Arun Gupta, President - Delhi Medical Council; Dr. R.K. Gupta, Ex-President - Delhi Medical Association; Dr. Rajesh Kumar, Executive Director, SPYM Centre and Mr. Harsh Surana, Advocate, Supreme Court of India were nominated by Hon'ble Minister of Health, GNCTD as Members of Governing Body of Delhi Arogya Kosh.



4. Agreement with private hospitals / nursing homes for reimbursing the bills in r/o treatment of medico-legal victims of road accident, acid attack and thermal burn injury, where the incident has occurred in NCT of Delhi

The requirement/condition of registered nursing homes/ private hospitals entering into an agreement with DAK for the purpose of claiming/ reimbursement of bills in respect of treatment of medico-legal victims of road accident, acid attack and thermal burn injury, where the incident has occurred in NCT of Delhi, has been dispensed of.

5. Obligation of registered private hospital/ nursing homes to provide treatment to medico-legal victims of road accident, acid attack and thermal burn injury

All registered private hospitals/ nursing homes are under an obligation to provide treatment to medico-legal victims of road accident, acid attack and thermal burn injury under Delhi Nursing Homes Registration Act, 1953.

In case any private hospital/ nursing home registered to under Delhi Nursing Home Registration Act, 1953 refuses to treat medico-legal victims of road accident, acid attack and thermal burn injury, the Supervising Authority under Delhi Nursing Homes Registration Act, 1953 shall initiate cancellation of registration as per provisions laid down under the said Act on the ground of violation of Clause 14.2 of the Schedule appended to Rule 14 of Delhi Nursing Home Registration (Amendment) Rules, 2011.

6. Extending the list of specified surgeries/ procedures

The present list of specified surgeries includes 86 surgeries/ procedures. This is now been extended and the revised list comprises of 1016 surgical packages including maintenance haemodialysis. The package shall include the cost incurred in pre-anesthetic check-up, investigations, medicines & consumables, bed charges, diet charges, consultation, nursing care, etc. and specify the duration of admission.

7. Referral mechanism of eligible patients (resident of Delhi identified on the basis of Voter ID card and irrespective of income status) for specified surgeries from Delhi Government Hospitals

- If the specified surgery is performed in the concerned Delhi Government hospital

Advice for surgery by treating surgeon-----> Allotment of date of surgery -----> if the allotted date of surgery is beyond 30 days from the date of advice for surgery by treating surgeon-----> then patient is eligible for referral to empanelled private hospital

- If the specified surgery is performed in the concerned Delhi Government hospital but has been postponed by the treating doctor/hospital for any reason whatsoever on the allotted date

Advice for surgery by treating surgeon-----> Allotment of date of surgery -----> if the allotted date of surgery is less than 30 days from the date of advice for surgery by treating surgeon but has been postponed by the treating doctor/hospital for any reason whatsoever on the allotted date -----> New allotted date is beyond 30 days from the initial date of advice for surgery by treating surgeon -----> then patient is eligible for referral to empanelled private hospital

- If the specified surgery is not performed in the concerned Delhi Government hospital

Advice for surgery by treating surgeon -----> patient is eligible for referral to empanelled private hospital

Note: The cost of investigations required for PAC is included in the package rate hence the eligible patient is not required to get PAC clearance from the concerned Delhi Government Hospital prior to referral.

8. Fixing the rates of 1016 Surgical packages, 06 Medical packages for vector borne diseases, 123 Oncology packages (adult & paediatric) including medical oncology, surgical oncology & radiation oncology and 10 Neonatal packages of Delhi Arogya Kosh

The base package rates of 1016 Surgical packages, 06 Medical packages for vector borne diseases, 123 Oncology packages (adult & paediatric) including medical oncology, surgical oncology & radiation oncology and 10 Neonatal packages. The said lists of revised base package rates of Delhi Arogya Kosh are annexed at Annexure - 'A'.

Further, the formulae for determining the package rates for Delhi Arogya Kosh in r/o empanelled hospitals of different categories (NABH entry level/ NABH full accreditation/ 100 bedded or more/ teaching /200 bedded or more) in NCT of Delhi and NCR is as below:

Base Rate	Less than 100 beds with NABH full accreditation	More than 100 beds with entry NABH accreditation	More than 100 beds with full NABH accreditation	Teaching hospital with less than 100 beds with entry level NABH accreditation	Teaching hospital with more than 100 beds with entry level NABH accreditation	Teaching hospital with more than 100 beds with full NABH accreditation
'X'	'X' + 10% of 'X'	'X' + 10% of 'X'	'X' + 20% of 'X'	'X' + 10% of 'X'	'X' + 20% of 'X'	'X' + 30% of 'X'

**Note:**

1. Hospitals having more than 200 beds equipped with facilities for treatment of medico-legal victims of road traffic accident, acid attack and thermal burn injury shall be given 10% of 'X' in addition to the above mentioned package rates.
2. In NCR, only hospitals having full NABH accreditation with bed strength of more than 100 beds shall be empanelled under Delhi Arogya Kosh and they shall be paid at 'X' + 10% of 'X'. Further, teaching hospitals in NCR having full NABH accreditation with bed strength of more than 100 beds shall be paid at 'X' + 20% of 'X'.
3. Payment shall be made to a hospital empanelled under any government insurance scheme either at package rates of government insurance or Delhi Arogya Kosh package rates, whichever is less.

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9. **Empanelment criteria for a hospital under Delhi Arogya Kosh**

The hospital/ nursing homes would have to provide all specialities available therein and shall not be empanelled for any particular specialty/ specialities. Private diagnostic centres & hospitals / nursing homes situated in NCT of Delhi, which are NABH accredited, shall be automatically empanelled under DAK scheme of free diagnostics & surgeries, respectively and private hospitals situated in NCR having NABH accreditation with more than 100 beds shall be automatically empanelled under DAK scheme of free surgeries.

10. **Rates & empanelment criteria for haemodialysis under Delhi Arogya Kosh**

The standalone NABH accredited dialysis centres having minimum 10 dialysis machines situated in NCT of Delhi shall be empanelled under Delhi Arogya Kosh for providing dialysis. The existing rates of DAK for Maintenance Haemodialysis i.e. Rs. 1274/- per sitting shall continue which shall be revised from time to time.

11. **Financial assistance for medical consumables (stent, pacemaker & aneurysm clip) to emergent eligible patients of Myocardial Infarction , Arrhythmia & CVA, if the procedure is performed in any Government Hospital situated in NCT of Delhi**

Financial assistance shall be provided either to the hospital or to the concerned eligible patient, a resident of Delhi identified on the basis of Voter ID of Delhi irrespective of his/her income status, for the expenditure incurred in the procurement of medical consumables i.e. stent, pacemaker & aneurysm clip, at rates fixed by NPPA, in emergent cases of Myocardial Infarction & Arrhythmia and CVA, if the procedure, angioplasty/implantation of pacemaker or clipping of aneurysm, is performed in any Government Hospital situated in NCT of Delhi having either Cath lab along with Deptt. of Cardiology or Deptt. of Neurology, as the case may be, on submission of an emergency certificate along with discharge summary issued by the concerned Government Hospital & Voter ID of Delhi of the concerned patient.

12. **Empanelment criteria for private hospitals/ nursing homes and standalone centres for providing ICU/NICU/ PICU beds to eligible patients of Delhi Arogya Kosh.**

NABH accredited 100 bedded or more hospitals having more than 05 ICU beds & NABH accredited standalone nursing homes for newborn care having at least 10 NICU beds shall be empanelled by Delhi Arogya Kosh for providing critical care (NICU/PICU/ICU) to eligible patients, who are residents of Delhi identified on the basis of Voter ID of the patient / parents, irrespective of their income status. The hospitals/ centres would be paid at all inclusive package rates fixed by Delhi Arogya Kosh.



The mechanism of referral for such eligible patient to NICU/PICU/ICU of an empanelled private hospital, after online booking of beds, would be as below:

From	To	Condition
Delhi Govt. Hospital	NICU/PICU/ICU Empanelled private hospital	<ol style="list-style-type: none"> <li>1. Only eligibility i.e. resident of Delhi identified on the basis of Voter ID of the patient or Voter ID of either parent in case the age of the child is less than 19 yrs irrespective of income status</li> <li>2. Bed reserved and booked online for the patient in the empanelled private hospital by the referring hospital</li> </ol>
NICU/PICU/ICU of Private Hospital	NICU/PICU/ICU Empanelled private hospital	<ol style="list-style-type: none"> <li>1. Resident of Delhi identified on the basis of Voter ID of the patient or Voter ID of either parent in case the age of the child is less than 19 yrs irrespective of income status</li> <li>2. The patient can only be transferred to the empanelled private hospital after 10 days of admission in the first private hospital</li> <li>3. Bed reserved and booked online for the patient in the empanelled private hospital by O/o Delhi Arogya Kosh on submission of case summary mentioning the date of admission in NICU/PICU/ICU</li> </ol>

**Note:**

Eligible patients requiring prolonged admission in NICU/PICU/ICU of an empanelled private hospital beyond 15 days would be reviewed by Member Secretary, DAK after examining the case summary every fortnightly.

**13. Financial Assistance for Orthopaedic Implants**

Financial Assistance for Orthopaedic Implants (Knee, Hip & revision surgery) shall be provided at the rate fixed by NPPA communicated vide OM No. Z.15025/74/2017/Dir/CGHS/EHS dated 26.09.2017 issued by MoHFW, GoI. The cost of Knee, Hip & revision surgery shall be reimbursed for patients who are residents of Delhi, identified on the basis of Voter ID of Delhi irrespective of income status, provided the surgery is performed in any Government hospital situated in NCT of Delhi having Deptt. of Orthopaedics performing knee and hip transplant.

**14. Discount for timely payment and penalty for delayed payment**

In order to incentivise the timely payment, the empanelled private hospitals shall provide 3% discount on the total bill to Delhi Arogya Kosh, if the payment is made within 15 days of submission of bill without any defect.

Similarly, the private hospital shall provide 2% discount on the total bill, if the payment is made within 16 to 30 days of submission of bill without any defect.

In case, the payment is not made to the concerned hospital by Delhi Arogya Kosh within 30 days of submission of bill without any defect, it shall pay a penalty of 1% of the total bill to the empanelled private hospital.

Moreover, defect, if any, in the bill(s) submitted by the empanelled private hospital shall be communicated within 07 working days of submission of bill and in case the same is not communicated within the stipulated period then the concerned bill(s) shall be considered non-defective.

**15. Inclusion of Bone Densitometry Scan (DEXA scan) and ECG in the list of tests**

Bone Densitometry Scan (DEXA scan) has been included in the list of tests for which eligible patient could be referred from all Delhi Government Hospitals/ Polyclinics.

Similarly, ECG has been included in the list of tests for which only DGDs; Seed PUHCs and Mohalla Clinics would be authorized as referral centres for referring eligible patient of Delhi Arogya Kosh.

**16. Inclusion of Pathological test(s) in the list of high-end diagnostic tests**

The pathological test(s), which are either not available in Mohalla Clinic or are not being performed in Delhi Government hospitals for any reason whatsoever, such tests may be included in the list of high-end diagnostic tests and the concerned Delhi Government Hospital can refer such test to in DGEHS empanelled laboratory. The bills for such tests shall be reimbursed at DGEHS rates if performed after due referral and certificate from Delhi Government Hospital.

**17. Authorizing Delhi State Cancer Institute (DSCI) for PET CT Scan and Radio-Nucleotide Scan**

Delhi State Cancer Institute has been included in the list of referral centres for referring eligible patients for PET CT Scan and Radio-Nucleotide Scan to empanelled diagnostic centres.

**18. Guidelines for the treatment/ transfer/ admission of medico-legal victims of road accident, acid attack and thermal burn injury, where the incident has occurred in NCT of Delhi, in private hospital/ nursing home**

The following are the guidelines for treatment/ transfer/ admission of medico-legal victims of road accident, acid attack and thermal burn injury, where the incident has occurred in NCT of Delhi, in private hospital/ nursing home:

- a) Cashless treatment shall be provided to any eligible medico-legal victim of road accident, etc. where the incident has occurred in NCT of Delhi, in any private hospital/ nursing home provided he is brought/referred/transferred (including LAMA) to the concerned private hospital within 72 hours of the incident,

irrespective of the fact that such patient was earlier undergoing treatment in a government/ private hospital.

- b) Member Secretary, DAK is authorized to allow admission of an eligible patient beyond 30 days at his own level.
  - c) Member Secretary, DAK is also authorized to clear all the pending bills of eligible patients who are admitted in private hospitals beyond 28 days.
  - d) In case an eligible patient of road accident is undergoing treatment in a private hospital either on cash basis or through medical insurance and has now exhausted his resources or his insured amount, such patients shall be eligible for further treatment on cashless basis through DAK provided the further treatment is done in the lowest economy category of the concerned hospital. Such patient may be included in DAK scheme even though the incident might have occurred before 72 hours. However, the cash payment made by the patient before conversion would not be reimbursed.
  - e) Once the eligible patient is discharged after initial admission in a private hospital(s), DAK will not reimburse the cost of follow-up treatment of the patient once the patient is discharged
  - f) The expenditure incurred by the private hospital/nursing home for transferring such victims to another hospital/nursing home in an ambulance shall be reimbursed by Delhi Arogya Kosh to the concerned private hospital/ nursing home at the rate of Rs. 1000/- for first 10 K.M. thereafter Rs. 100/- per additional K.M, when Centralised Accident and Trauma Services (CATS) ambulance is unavailable.
19. **Financial assistance to eligible patients, who are residents of Delhi identified on the basis of Voter ID of Delhi irrespective of their income status, referred by LNH, GTBH, BSAH, DDUH, GBPH, DSCI, JSSH, RGSSH & CNBC to empanelled private hospitals for chemotherapy and radiotherapy at Delhi Arogya Kosh package rates for Medical Oncology, Surgical Oncology, Pediatric Cancer and Radiation Oncology.**

Financial assistance shall be provided to an eligible patient, a resident of Delhi identified on the basis of Voter ID of Delhi irrespective of his/her income status, requiring chemotherapy and radiotherapy and referred from LNH, GTBH, BSAH, DDUH, GBPH, DSCI, JSSH, RGSSH & CNBC, when the same cannot be provided to the patient in their concerned hospital within one week of diagnosis of the disease, to an empanelled private hospitals at Delhi Arogya Kosh all inclusive package rates for Medical Oncology, Surgical Oncology, Paediatric Cancer and Radiation Oncology.

20. **Cancellation of empanelment**

Delhi Arogya Kosh shall send a final reminder to all such diagnostic-centres and private hospitals who have not renewed their agreement. In case, the concerned diagnostic centre and private hospital does not respond within two weeks of issue of the reminder, their empanelment shall be cancelled.

Those non- NABH & DGEHS empanelled diagnostic centres which were provided conditional empanelment under DAK i.e. they shall attain complete NABH accreditation within a period of one year and in case such diagnostic centers have not attained NABH accreditation till date i.e. issue of this office memorandum, their empanelment shall stand cancelled.

**21. Amendment of Authorization Form for high-end diagnostic tests**

Any one of the following officers is authorized to sign the authorization form for referral for high-end diagnostic tests in empanelled private diagnostic centres in r/o eligible patient (resident of Delhi identified on the basis of Voter ID Card of Delhi irrespective of income status) under DAK for this scheme:

1. Medical Superintendent/ Medical Director/ Director
2. Head of Department
3. Addl. Medical Superintendent
4. Deputy Medical Superintendent
5. Chief Casualty Medical Officer
6. Nodal Officer, DAK
7. Incharge, Polyclinic

The revised authorization form is annexed at **Annexure 'B'**

**22. Financial assistance for free high-end diagnostics & specified surgeries to children of Asha Kiran**

Financial assistance shall be provided to children of Asha Kiran despite their parents, if any, not being residents of Delhi for free high-end diagnostics & specified surgeries in DAK empanelled diagnostic centre/ private hospital after referral from identified Delhi Government Hospital/ Polyclinic.

The officer in-charge of Asha Kiran shall certify that the child belongs to their institution and this certificate shall be considered for eligibility purpose by the referring identified Delhi Government Hospital/ Polyclinic and empanelled diagnostic centre/ private hospital.

The above provisions are applicable with **immediate effect**.



(Dr. Ashok Kumar)

Director General Health Services &  
Member Secretary, DAK

F.No. E. 4125/

Dated:

Copy for information to:

1. Secretary to Hon'ble Minister of Health, GNCTD
2. All members of Governing Body of Delhi Arogya Kosh



3. Medical Directors of LNH, GTBH, DDUH & BSAH w.r.t circulate to Nodal Officer, DAK and Incharge, Polyclinics attached to the hospital, immediately.
4. Directors of GIPMER, RGSSH, JSSH, IHBAS, DSCI & CNBC w.r.t circulate to Nodal Officer, DAK and Incharge, Polyclinics attached to the hospital, immediately..
5. Medical Superintendents of all hospitals run by GNCTD w.r.t. circulate to Nodal Officer, DAK and Incharge, Polyclinic attached to the hospital, immediately.
6. All CDMOs w.r.t circulate to M.O.I/C and treating doctors of DGDs/ SEED PUHCs and Mohalla Clinics, immediately.
7. Nodal Officer, AAMCs, DGHS, F-17, Karkardooma, Delhi- 110032 w.r.t. circulate to treating doctors of AAMCs, immediately.
8. All DAK empanelled private hospitals with request to provide requisite service to those patients carrying Authorization Form along with Voter ID of Delhi.
9. All DAK empanelled radiological/imaging centres with request to provide requisite service to those patients carrying revised Authorization Form along with Voter ID of Delhi.
10. All private hospitals/ nursing homes registered under Section 5 of Delhi Nursing Homes Registration Act, 1953
11. Guard file.

**(Dr. Ashok Kumar)**  
 Director General Health Services &  
 Member Secretary, DAK