



Subject ; Excessive delays in settlement of claims of HCOs and Retirees and other issues

1 message

V K Jain <vkjains@gmail.com>

Thu, 7 Sept, 2023 at 10:11 am

Reply to: VKJains@gmail.com

To: MD &CEO UTIITSL Prakash Chahal <md_ceo@utiitsl.com>, SrVP IT UTIITSL Susheeba Alex <susheeba.alex@utiitsl.com>, UTIITSL C Shantisagar Mumbai <c.shantisagar@utiitsl.com>, UTIITSL Rinku Chhabra DELHI <rinku.chhabra@utiitsl.com>

Cc: CMD AIAHL & JS MOCA Mr SK Mishra <cmd@aiahl.in>, CMD AIAHL & JS MOCA Mr SK Mishra <jsskm.moca@gov.in>, Rajeev Kappor AIAHL <cfo@aiahl.in>, Talha Hashmi <manager.hr@aiahl.in>, Uma Maheswari <disinvest-cell@aiahl.in>, Dr S W SULTANA AIAHL <medical@aiahl.in>

Bcc: Aiarpagc <Aiarpagc@googlegroups.com>, V K Jain <Vkjains@gmail.com>

AIARPA/GS/Medical UTIITSL/2023

Dated 07-09-2023

*CEO, UTIITSL

*Sr VP, UTIITSL Ms Susheeba Alex

*VP, UTIITSL Mr Shanti Sagar

* Ms Rinku Chhabra, UTIITSL

Dear Sirs/ Madam

Subject ; Excessive delays in settlement of claims of HCOs and Retirees and other issues

Greetings of Janmashthmi!!

RTM of the undersigned dated 13th of August 2023, many retirees have expressed their deep concern on huge delays in settlement of claims even when NMI is not there or NMI is cleared long ago. .

Claim filing procedure was issued by AIAHL during April 2023, and the disbursement of claims started at a very slow pace wef 01/08/2023 .

Following questions arise :-

1.The reason for such a long delay is not understood

2 Even assuming , while not agreeing, there was a certain issue to be resolved before disbursement, question remains as to why other process of claim settlement was not completed and payments planned to be released of all so processed cases soon after the problem (unknown to us) was resolved

3. As on date thousands of claims are pending warranting enhanced push to the process of settlement of claims by extra human efforts and / or augmenting other resources known to you

4. As learnt, a TAT of 15 days is stipulated in the agreement between AIAHL and UTIITSL to scrutinize and referring the claims to AIAHL . It may be introspected as to whether ,is it being maintained . If not maintained , corrective action needs to be taken on priority.

5. My repeated suggestion to provide a short video / PPT on your website for the HCOs to facilitate submission of claims is still awaited.Technical glitches of Training should be resolved .

6. A FAQ should be made out like in CGHS and put on website.Also General instructions for both HCOs including training schedule and linkn , and retirees be put on website

7. Communication gap to the retiree is another issue. Raising of NMI , Disbursement details including deductions if any etc should be communicated via SMS .

8 It is reiterated that new HCOs are reluctant to provide cashless services to us because of the perception of long delays in settlement of their claims. Also existing HCOs providing cashless services are not keen to continue because of delayed settlement of claims .

9. Your website meant for us needs to be made user friendly . As suggested earlier link of our page on your website should be from your common screen too where names of various other clients also appear.

10.Help Desk in UTIITSL is not fully aware of the latest update of AIAHL project . They have to be regularly briefed.

Please review our project update including above for making it a success

Sincerely,

V K JAIN ,
General Secretary
All India Airlines Retired Personnel Association
99586 98839. vkjains@gmail.com

C.C. CMD,AIAHL -With a request to intervene in the matter

C.C. C.F.O/ Manager Disinvestment/ Manager HR/ Medical Cell--- AIAHL -For coordination please

On Sun, Aug 13, 2023, 4:30 PM V K Jain <vkjains@gmail.com> wrote:

AIARPA /GS/Medical UTIITSL /2023:
Dated 13-08-2023

CEO, UTIITSL
VP, IT , UTIITSL (Mr Shanti Sagar)
Ms Susheeba Alex, UTIITSL
Ms Rinku Chhabra, UTIITSL

Subject :- Resolution of various issues of UTIITSL

Dear Sirs /Madam,

Greetings of the Independence. day!!!

I, V K JAIN the General Secretary All. India Airlines Retired Personnel Association representing 27000+ AI retired CGHS Beneficiaries , approach your kindness for resolution of following various issues

1.CGHS vide circular dated 15th March 2023 and corrigendum dated 29th May 2023 informed the empanelled HCOs (Health Care Organizations) to provide Cashless OPD referral treatment and IPD hospitalisation to Air India retirees- CGHS beneficiaries with payment from UTIITSL.

2. AIAHL vide its circular dated 29th of April 2023 (3 months back) also informed the procedure of reimbursement of claims of expenses incurred by our members on OPD referral treatment and IPD hospitalisation for the period ,one was not getting these facilities from AI dispensary. Such expenses may have been incurred even more than 7 months back .

3. The system of cashless treatment and claims settlement is yet to be stabilised. *Following are the points to ponder & need immediate attention*.

a)Many HCOs require a confirmation from UTIITSL w.r. t above circulars of CGHS that they will make the payment .

b)Schedule of training to HCOs for acceptance of cashless services ,handling your portal and filing claims etc. should be available in advance by way of video / animated module on your website so that one can plan to familiarize & join accordingly and make training session more productive .

C) It is not only important to send message to HCOs ,equally important is that the e mail address is also correct and doesn't bounce.

d) There should be a video or animated module for AI retirees also for claim filing and editing .

e)Many HCOs were not provided login and pwd for cashless inspite of their and AIAHL repeated requests.

f)UTIITSL website portal for AI retirees needs to be modified to make it more user friendly. Most of the information should be available on the website

g) Many a times the portal does not proceed further even at lean period. It should be up & running 24/7 except maintenance with prior notice.

h) Screen of " Medical bill processing "which has 7 names e.g ESIC, ECHS etc should have a link of AI Retirees too so as to proceed this way also.

i) Certain claims are pending saying multi invoices against a common referral . It can be very much so because

a) against one referral for a consultant, one can visit 3 times(as per rules of CGHS) and

b) one referral may have multi tests for which there can be more than one invoice.

j) Submission of same claim again by mistake , creates separate claim numbers ,and unnecessarily adding to number of claims .

k) Large number of claims both of HCOs and retirees are pending leading to lack of trust*. Pendency of claims of HCOs may lead to their withdrawal of cashless facilities, leading to chaotic situation .

l) Details of deductions if any in the claims must be informed to the concerned claimant by SMS or any other mode since one is not expected to see NMI everyday.

m) There are cases where payment to NABH entity is being made on non NABH rates.

n) A FAQ should be prepared by UTIITSL , like CGHS so that the number of references, are reduced.

Solution of above issues be looked at for very early resolutions.

V K JAIN

General Secretary

All India Airlines Retired Personnel Association

Vkjains@gmail.com

13-08-2023

C. C. :CFO/ Consultant Disinvestment/ Manager HR/ Medical Cell - For perusal and follow up with UTIITSL for early resolutions