



V K Jain <vkjains@gmail.com>

---

## **Subject :- Resolution of various issues of AI RETIREES with UTIITSL**

2 messages

---

**V K Jain** <vkjains@gmail.com>

Sun, Aug 13, 2023 at 6:02 PM

Reply-To: VKJains@gmail.com

To: MD CEO UTIITSL Mr CHAHAL <md\_ceo@utiitsl.com>, shantisagar c <c.shantisagar@utiitsl.com>, Ms Susheeba Alex UTIITSL <susheeba.alex@utiitsl.com>, UTIITSL Rinku Chhabra DELHI <rinku.chhabra@utiitsl.com>

Cc: Rajeev Kappor AIAHL <cfo@aiahl.in>, Uma Maheswari <disinvest-cell@aiahl.in>, Talha Hashmi <manager.hr@aiahl.in>, medicalcell@aiahl.in, V K Jain <vkjains@gmail.com>

Bcc: Aiarpagc <Aiarpagc@googlegroups.com>

AIARPA /GS/Medical UTIITSL /2023

Dated 13-08-2023

**\*CEO and MD, UTIITSL**

**\*VP, IT , UTIITSL (Mr Shanti Sagar)**

**\*Ms Susheeba Alex, UTITSL**

**\*Ms Rinku Chhabra, UTIITSL**

**Subject :- Resolution of various issues of AI RETIREES with UTIITSL**

Dear Sirs /Madam,

Greetings of Independence. day!!!

I, V K JAIN the General Secretary All. India Airlines Retired Personnel Association representing 27000+ AI retired CGHS Beneficiaries , approach your kindself 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 20th of April 2023 ( 3 months back ) 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 stabilized. \*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 a video / animated module on your website so that one can plan to familiarize & join accordingly and make the training session more productive .

C) It is not only important to send a 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 in spite 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 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:

i) against one referral for a consultant, one can visit 3 times( as 0er

rules of CGHS) and

ii) one referral may have multiple tests for which there can be more than one invoice.

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

k)Very huge 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 situations .

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 entities 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 .

Thanking you ,

Yours Sincerely



V K JAIN



General Secretary  
All India Airlines Retired Personnel Association  
[Vkjains@gmail.com](mailto:Vkjains@gmail.com) M-99958698839  
13-08-2023

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

---