



ECHS



EX-SERVICEMEN CONTRIBUTORY HEALTH SCHEME

PLANNED EXIT FORMALITIES
OFFICERS



SCOPE



- INTRODUCTION
- **MEMBERSHIP**
- APPLICATION PROCEDURE
- **TREATMENT PROCEDURE**
- RECENT ECHS DEVELOPMENT
- **CHANEL OF GRIEVANCES**



ECHS



INTRODUCTION



AIM



PROVIDE QUALITY HEALTHCARE TO ESM AND THEIR DEPENDENTS THROUGH A NETWORK OF ECHS POLYCLINICS, SERVICE MEDICAL FACILITIES AND CIVIL EMPANELLED/ GOVT HOSPITALS SPREAD ACROSS THE COUNTRY



REGIONAL CENTRES & POLYCLINICS



REGIONAL CENTRES

ARMY - 23

NAVY - 03 (KOCHI, MUMBAI AND VIZAG)

AIR FORCE - 04

TOTAL - 30

POLYCLINICS

TOTAL - 427



MEMBERSHIP



- **COMPULSORY FOR ALL RETIRING PERSONNEL EXCEPT SSCOs & NON-PENSIONERS**
- **ONE-TIME SUBSCRIPTION OF RS. 1,20,000/- DEDUCTED BY CDA (N) AT THE TIME OF RETIREMENT WEF 29 DEC 17 FOR PENSIONER**
- **NON-PENSIONER TO PAY ONE TIME SUBSCRIPTION THROUGH MRO**



DEPENDENTS – PENSIONERS



- SPOUSE
 - DEPENDENTS
 - SONS UPTO 25 YRS OF AGE
 - UNMARRIED/ DIVORCED DAUGHTERS
 - UNMARRIED/ DIVORCED SISTERS
 - MINOR BROTHERS
 - PARENTS NORMALLY RESIDING WITH PENSIONER
 - MINOR CHILDREN OF WIDOWED/ SEPARATED DAUGHTERS
- (NOTE-TOTAL INCOME OF DEPENDENTS SHOULD BE LESS THAN RS 9000/- + DA)**
- SPECIAL/PERMANENT DISABLED CHILD
 - PERMANENT DISABLED DEPENDENT BROTHER



SSCOs AND PMR

➤ **SELF & SPOUSE ONLY**

➤ **BENEFITS**

- **FREE OPD SERVICES AT ECHS POLYCLINICS**

- **PAID OPD/ IPD/ INVESTIGATIONS IN ECHS EMPANELLED HOSPITALS AND REIMBURSEMENT @ 75% OF TOTAL ADMISSIBLE EXPENDITURE FOR PERSONNEL HAVING > 10 YEARS SERVICE AND @ 50% OF TOTAL ADMISSIBLE EXPENDITURE FOR PERSONNEL HAVING < 10 YEARS SERVICE**

- **ADMISSIBLE EXPENDITURE – AS PER CGHS RATES REVISED ANNUALLY**



APPLICATION PROCEDURE



STEP	PROCEDURE	ACTION BY
1.	REGISTER ON www.echs.gov.in	INDIVIDUAL
2.	LOG IN WITH MOBILE NO AND PASSWORD	INDIVIDUAL
3.	COMPLETE APPLICATION UNDER TAB “EDIT APPLICATION”	INDIVIDUAL
4.	UPLOAD ePPO/MRO, PHOTO AND SIGNATURE (AS APPLICABLE)	INDIVIDUAL
5.	VERIFICATION OF DOCUMENTS	[BY DOP (OA&R)]



APPLICATION PROCEDURE



STEP	PROCEDURE	ACTION BY
6	POST VERIFICATION - TY SLIP GENERATED	INDIVIDUAL
7	PRINTING OF CARD AND ISSUANCE WITHIN 06 MONTHS OF APPLICATION	CENTRAL ORGANISATION ECHS/ VENDOR
8	COLLECTION CARD FROM POLY CLINIC AFTER RECEIVING OTP ON REGISTERED MOBILE	INDIVIDUAL

NOTE- TY SLIP IS VALID FOR 06 MONTHS TILL ISSUANCE OF PERMANENT CARD.



COMMON MISTAKES



- NAME & D.O.B OF SELF, SPOUSE & DEPENDENTS - AS PER SERVICE RECORDS
- CHOOSE CORRECT CATEGORY VIZ PENSIONER, SSCOs, PMRs, Etc
- COLOUR PASSPORT SIZE PHOTOGRAPHS WITH WHITE BACKGROUND IN CIVIL DRESS AND SIGNATURE TO BE UPLOADED (SIZE <200 KB JPG/JPEG FORMAT)
- UPLOAD CLEAR SCAN COPY OF
 - ePPO FOR PENSIONER
 - MRO FOR RETIREE BEFORE 2003 & SSCOs
- ONLINE PAYMENT - RS 177/- PER CARD



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PROCEDURE TO AVAIL ECHS BENEFITS



PROCEDURE



- VISIT PARENT POLYCLINIC WITH ECHS CARD
- AVAIL MEDICAL OPINION OF DOCTOR AND COLLECT MEDICINES
- IN CASE OF REFERRAL TO EMPANELLED HOSPITAL, TAKE REFERRAL FROM OIC POLYCLINIC
- GET **CASHLESS** MEDICARE FROM EMPANELLED HOSPITAL (MEDICINES FROM PC/APPROVED LOCAL CHEMIST)



PROCEDURE IN EMERGENCY



- **EMERGENCY CASES - CAN BE ADMITTED TO ANY HOSPITAL (EMPANELLED/ NON-EMPANELLED)**
- **INFORM NEAREST POLYCLINIC WITHIN 48 HRS**
- **O I/C POLYCLINIC WILL ISSUE REFERRAL IN CASE OF EMPANELLED HOSPITAL AND EMERGENCY INCIDENCE REPORT (EIR) IN CASE OF NON-EMPANELLED HOSPITAL**
- **ADMISSION IN NON-EMPANELLED HOSPITALS - INDIVIDUAL TO CLEAR BILLS AND CLAIM REIMBURSEMENT THROUGH POLYCLINIC LATER AS PER THE LAID DOWN PROCEDURES**



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RECENT ECHS DEVELOPMENTS



RECENT ECHS DEVELOPMENTS



- **ECHS BENEFICIARY CAN CHOOSE PARENT POLYCLINIC CLOSEST TO PLACE OF RESIDENCE IRRESPECTIVE OF INDIVIDUAL'S PERMANENT RESIDENCE**
- **ECHS BENEFICIARY TO COLLECT THEIR CARDS FROM PARENT POLYCLINIC. IN CASE OF ANY TRAVEL OR TEMPORARY RELOCATION CARDS CAN BE TRANSFERRED TO NEAREST PC FROM PARENT PC.**



RECENT ECHS DEVELOPMENTS



- ALL ECHS MEMBERS - 75 YRS AND ABOVE - CAN DIRECTLY AVAIL OPD OF SERVICE / EMPANELLED HOSPITALS WITHOUT OBTAINING REFERRAL FROM POLYCLINICS
- CHOICE OF EMPANELLED HOSPITAL WITH ECHS MEMBERS FOR ADMISSION
- ALL ECHS MEMBERS AND THEIR DEPENDANTS CAN NOW AVAIL TREATMENT FROM ANY EMPANELLED HOSPITAL IN THE COUNTRY THROUGH ANY PC ON PRODUCTION OF ECHS CARD



RECENT ECHS DEVELOPMENTS



➤ **ISSUE OF REFERRAL LETTERS (VALIDITY - SIX MONTHS) FOR CHRONIC DISEASES SUCH CARDIAC DISEASES, DIALYSIS AND CANCER**

➤ **ECHS MEMBERS RESIDING IN DISTRICTS NOT COVERED BY ECHS - ELIGIBLE TO OBTAIN TREATMENT FROM GOVT (CENTRAL/ STATE/ LOCAL SELF GOVERNMENT) HOSPITALS AND SUBMIT REIMBURSEMENT CLAIM TO ZILA SAINIK BOARD WITHOUT OBTAINING REFERRAL FROM NEAREST POLYCLINIC**

OR

➤ **CLAIM FMA**



RECENT ECHS DEVELOPMENTS



TREATMENT THROUGH AYUSH

- GOVT HAS APPROVED TREATMENT THROUGH AYUSH (AYURVEDA, YOGA AND NATUROPATHY, UNANI, SIDDHA AND HOMEOPATHY)
- TREATMENT IN GOVT AYUSH HOSPITALS PERMITTED ON REIMBURSEMENT BASIS AT FULL RATES, INCLUDING THE COST OF PRESCRIBED MEDICINES
- PERMISSION TO BE TAKEN FROM OI/C OF PC/ DIRECTOR RC/ CO ECHS, AS DECIDED BY PATIENT

NOTE-ONLY ONE SYSTEM OF TREATMENT ALLOWED AT ONE

TIME

ECHS (N)



VOLUNTARY SUSPENSION/ CANCELLATION OF MEMBERSHIP



- **IF EMPLOYED WITH CENTRAL/ STATE GOVT WITH MEDICAL SCHEMES**
- **BENEFICIARIES MUST DEPOSIT CARDS WITH REGIONAL CENTRES FOR SAFE KEEPING AND OBTAIN RECEIPT - TWO CONCURRENT GOVT HEALTH SCHEMES NOT PERMITTED**
- **CONTRIBUTION - NON REFUNDABLE**
- **RECOLLECT CARDS FROM REGIONAL CENTRE IF BENEFICIARY CHOOSES ECHS ON COMPLETION OF SERVICE WITH CENTRAL/ STATE GOVT - WITHOUT ANY ACTIVATION CHARGES**



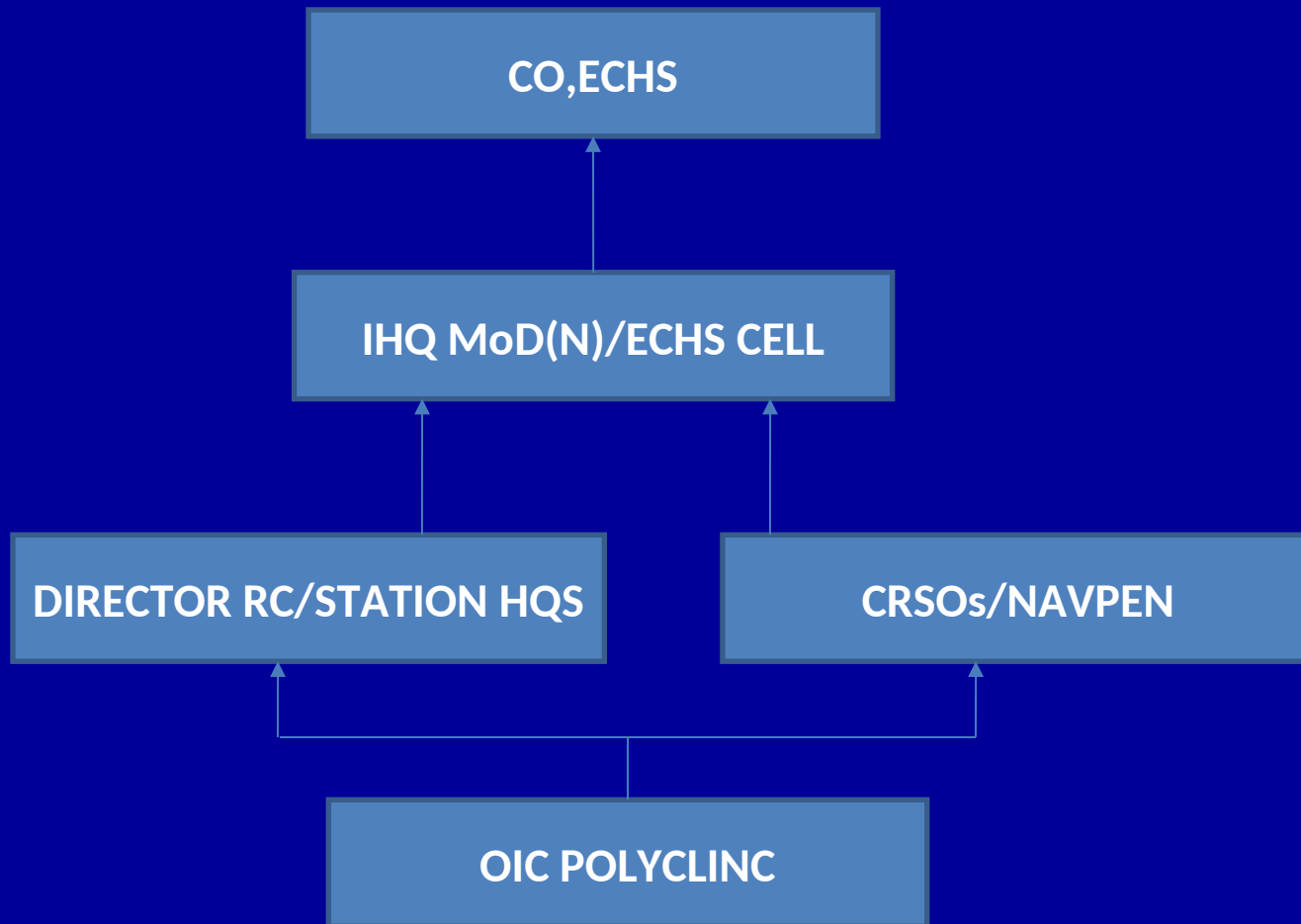
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CHANNEL OF GRIEVANCES



GRIEVANCE MECHANISM





CHANNEL OF GRIEVANCES



HELPLINE

- **CENTRAL HELPLINE NUMBER – 1800114115**
- **0900H TO 1700H - MONDAY TO FRIDAY**
- **ECHS CELL, NAVY 011-24101319**



CHANNEL OF GRIEVANCES



POST

**DIR (COMPLAINTS & LITIGATION)
CENTRAL ORGANISATION, ECHS
ADJUTANT GENERAL'S BRANCH
INTEGRATED HQ OF MOD (ARMY)
THIMAAYA MARG,
NEAR GOPINATH CIRCLE
DELHI CANTT - 110 010**

OR

**CMDE (ECHS-N)
6TH FLOOR
CHANAKYA BHAWAN
CHANAKYA PURI
NEW DELHI - 110 021**



CONTACT INFORMATION



- ECHS WEBSITE : www.echs.gov.in
- E-MAIL ID : contact@echs.gov.in
: echsdelhi@navy.gov.in
: echs@sourceinfosys.com
- For ECHS query call from 7703818578/ 8448086480
0900h to 1700h 7701976194/ 8448086482
8448086481
- HELP LINE NO (24X7) 080-4300-4300
- HELP LINE NO (Office working hours) 1800-114-115
- CENTRAL ORG TELE NO 011-2568 4846
ECHS Exchange (Cent Org) 25695243/ 25695445/
25695246/ 25682870
- ECHS OFFICE (NAVY) TELE NO 011-24101319



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THANK YOU