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05 MAY 2021

By Email/AWAN Only
Central Organisation, ECHS
Adjutant General's Branch
Integrated Headquarters
Ministry of Defence (Army)
Thimayya Marg, Near Gopinath
Circle, Delhi Cantt-110010

B/49761/AG/ECHS

2 Apr 2021

CO of MoD (Navy)/Dir ECHS (N)
DAV Suorot Park
HQ Command (A/ECHS)
AMA ECHS, Embassy of India, Nepal
6 Regional Centres

GUIDELINES FOR CLAIMING REIMBURSEMENT OF HOME ISOLATION SERVICE PACKAGE : COVID-19

1. Please ref the fwg :-
 - (a) CO ECHS letter No B/49770/AG/ECHS/Treatment/Policy dt 31 Mar 2020.
 - (b) CO ECHS letter No B/49761/AG/ECHS dt 27 Apr 2021.
2. As per Para 7 of letter under reference veteran/ beneficiary undergoing test / treatment at Govt designated pvt hosp's without referral will be treated as emergency case and expenditure incurred will be reimbursed at Govt/ CGHS rates as individual reimbursement claim. Due to the recent surge in number of COVID-19 cases, and inability of the health infrastructure to cope with sudden rise in number of cases, a large number of beneficiaries with mild symptoms are being advised Home Quarantine. During the Home Quarantine there is a need to monitor the patient for their parameters such as temperature, SpO2 levels, BP, pulse etc as also consume prescribed medicines. In certain cases, there may be a requirement to administer Oxygen to the patient during the Home Quarantine.
3. In view of the above, provisions have been granted for home isolation package for ECHS beneficiary with complaints of fever / cough / cold / diarrhoea etc. who consult a doctor at Service / Govt / Med College/ Empanelled/ Non Empanelled hospital. After consultation, when the beneficiary is advised home isolation, medicines and COVID-19 (RT PCR) test, then he/ she will be entitled to purchase home isolation package with one or more services as mentioned in the letter at Para 6 of letter mentioned at Para 1(b). Bills for the same will be reimbursed through OIC ECHS Polyclinic. Reimbursement for the Home Isolation Package will be made with a ceiling limit of Rs 1000/- per day for 14 days from the date of advice of Home Isolation. Individual home isolation package reimbursement bills will be handed over physically to OIC Polyclinic for processing for payment. However to minimize the footfall at Polyclinics and to avoid inconvenience, bills may be forwarded online or sent by Registered Post. Beneficiaries may be advised to follow one of the three methods given in succeeding paras for submission of bills :-

(a) Online Submission.

(i) Veterans may submit claims online through designated email to OIC Polyclinic.

(ii) The scanned copies of all prescriptions, bills, copy of ECHS card, contingent bill (as per Appx 'A' to this letter) and copy of cancelled cheque or first page of passbook should be attached as separate file (s) in the email.

(iii) Details of vital parameters recorded during the treatment signed & stamped by Doctor or self certified will be attached with the contingent bill as per format at Appx 'B'

(iv) All Veterans will mention their complete residential address and telephone / mobile No.

(v) OIC Polyclinic will acknowledge the receipt of mail and seek any further clarification if required.

(vi) Original documents will be submitted by the veterans at the earliest possible date immediately after home isolation package is over but not later than 90 days. A photocopy of the documents should be retained while submitting the documents. Non depositing of all the original documents by stipulated date will invite recovery.

(b) Veterans who are not able to upload the claim online may send all the above documents (bills and contingent bill in original) along with their telephone No/ whatsapp No and residential address to OIC Polyclinic through "Registered Post with Acknowledgement Due (AD) Card". They should keep a photocopy of all documents with them.

4. OIC Polyclinics will process the bills (submitted online) digitally duly authenticated by Digital Signatures and for rest of bills as per procedure explained in our letter at Para 1(a) & (b) above. RC will make necessary payment, without waiting for physical copies. Physical copies (for bills submitted online) will be fwd for audit purpose once situation stabilizes.

4. This has the approval of MD ECHS.

syd
(SK Gupta)
Col
OffgDir (Med)
for MD ECHS