

Tele : 25683476
Mil: 36833

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

B/49769/AG/ECHS

23 Aug 2021

HQ Eastern Comd (A/ECHS)
HQ Northern Comd (A/ECHS)
HQ Western Comd (A/ECHS)
HQ Central Comd (A/ECHS)
HQ Southern Comd (A/ECHS)
HQ Southwestern Comd (A/ECHS)
ALL Regional Centres

**REIMBURSEMENT MODULE SELF LOGIN AND UPLOAD OF
INDIVIDUAL REIMBURSEMENT CLAIM**

1. Online Bill Processing had been taken up as a pilot project in 2012. Consequently it was operationalised PAN India during 2015. With a Govt mandated Bill Processing Agency UTI-ITSL carrying out verification/scrutiny in the portal subsequent to uploading of bills by the HCOs or by respective parent Polyclinic.
2. With the gained experience of the online bill processing and with feedback received from environment, Central Org ECHS HQ has endeavoured to facilitate the beneficiaries to upload the claim directly in digital form being provided by the BPA. Individual Reimbursement Claim for OPD, IPD and pharmacy can be uploaded on the website: echsbpa.utiitsl.com. The provision of uploading the claims by the beneficiary is intended to ease the procedure by empowering the beneficiaries to upload their claims themselves. The option to submit the claim documents at parent polyclinics will continue to remain for those beneficiaries who are unable to use the facility.
3. Following instructions will be adhered to while submitting the claims :-
 - (a) Separate claim will be submitted for each beneficiary. Combining claims of two beneficiaries together is not permitted as each claim will be uniquely linked to the beneficiary card. For eg claim of ESM and spouse cannot be combined.
 - (b) Hard copies of the documents uploaded alongwith signed contingent bill will be submitted to parent Polyclinic within 15 Days of uploading of Claim Online. The format of the contingent bill can be downloaded and printed from the website or obtained from the polyclinic. Claim will be processed further only on receipt of Hard Copy in parent polyclinic.
4. Detailed guidelines for uploading of the individual reimbursement claims provided by BPA is attached as **Appx.**

5. All command HQ and Regional Centres are requested to disseminate and publicise the facility to the ECHS beneficiaries and their dependants for their benefit. This is expected to ease the procedure for submission of claims as also reduce the footfall at polyclinic.

6. This has the Approval of MD CO ECHS.

(Anupam N Adhulia)
Col
Dir (Med)
for MD ECHS

Copy to :-

MoD (DoESW)
CGDA
UTI-ITSL (BPA)
SDCPL

} - for info pl.

Internal

All Sec - for info
S&A Sec - for uploading on website and issue necessary instr to UTI-ITSL(BPA).

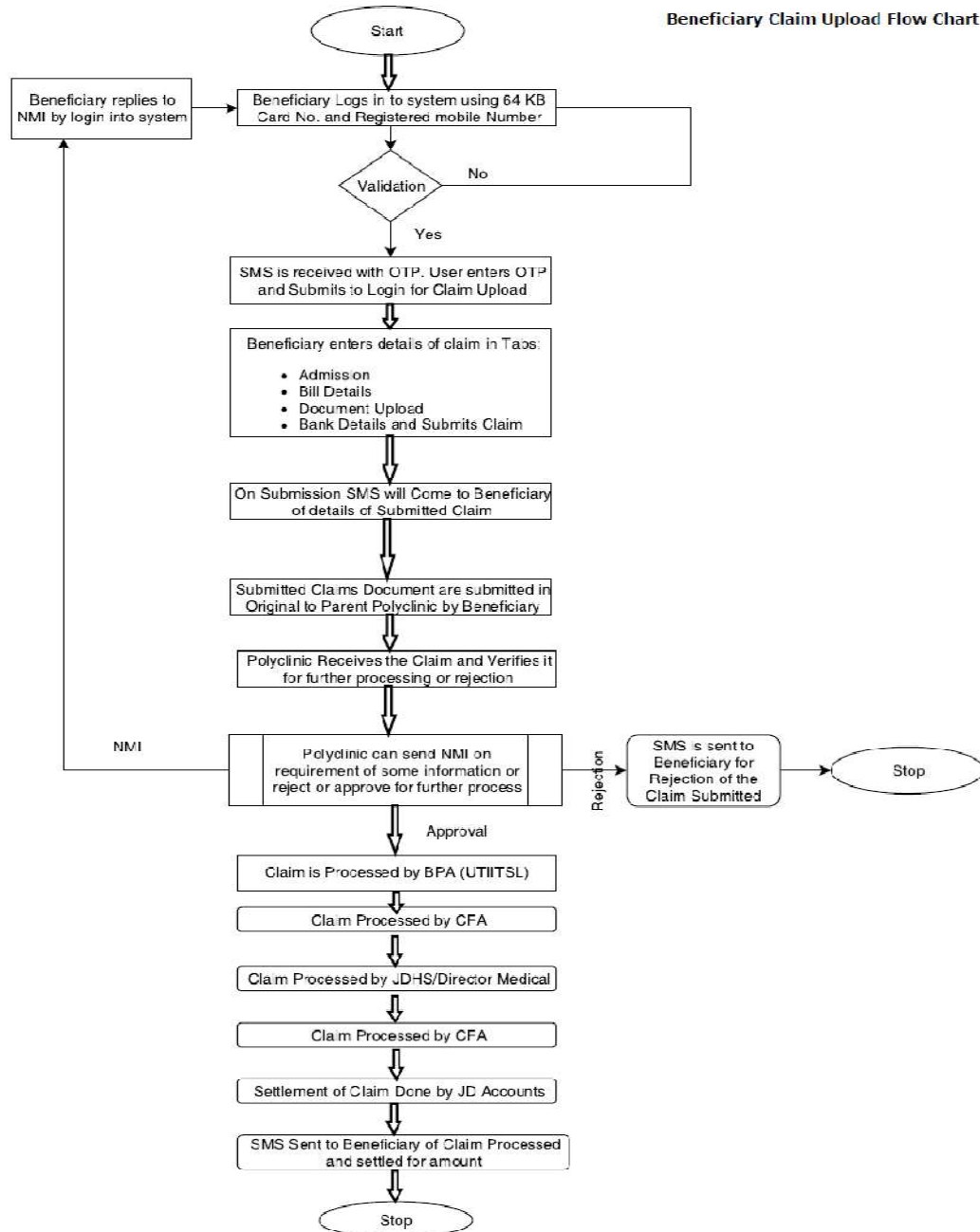


UTI Infrastructure
Technology And
Services Limited

यूटीआई इन्फ्रास्ट्रक्चर टेक्नोलॉजी एण्ड सर्विसेज लिमिटेड
(भारत सरकार की एक कंपनी)

UTI Infrastructure Technology And Services Limited
(A Government of India Company)

Beneficiary Claim Upload Flow Chart



CIN: U65991MH1993GOI072051

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INSTRUCTION FOR USERS FOR UPLOADING OF INDIVIDUAL REIMBURSEMENT CLAIM ON BPA PORTAL OF ECHS

1. Introduction

ECHS beneficiaries should be able to submit their reimbursement claims online through the Bill Processing Agency (BPA) Site (www.echsbpa.utiitsl.com). Beneficiaries can submit reimbursement claims for IPD, OPD, and NA medicines on this URL.

This system will affect two groups of users. The first is the beneficiary of the system, while the second is the polyclinic user (OIC).

2. INSTRUCTIONS FOR THE BENEFICIARY USER

Beneficiaries can upload their reimbursement claims themselves and submit a hard copy of their claim documents to the Parent Polyclinic.

- (a) In Patient Bills (Where patient has undergone Admission in the Hospital for treatment)
 - (b) OPD Bills (OPD Consultation)
 - (c) NA Medicine / Pharmacy Bills
3. The beneficiary must upload the claim by themselves in accordance with the following requirements:
- (a) All documents need to be scanned properly and are clearly readable with all available details on the documents.
 - (b) All documents have to be in the form of PDF format only.
 - (c) The size of a single file should not be more than 2 MB.

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4. Mandatory documents and other documents for various types of beneficiary claims are mentioned against each below as per ECHS claim procedure.

(a) IPD Reimbursement

- ECHS Card Copy
- Emergency certificate from Hospital
- EIR (Emergency Intimation Report)
- Discharge Summary
- Contingent Bill
- Final Bill with detailed break up
- Reports
- Copy of cancelledcheque. Required only first time the claim is uploaded
- Advance payment receipt for above one lakh claim amount
- Case Specific documents (if any)

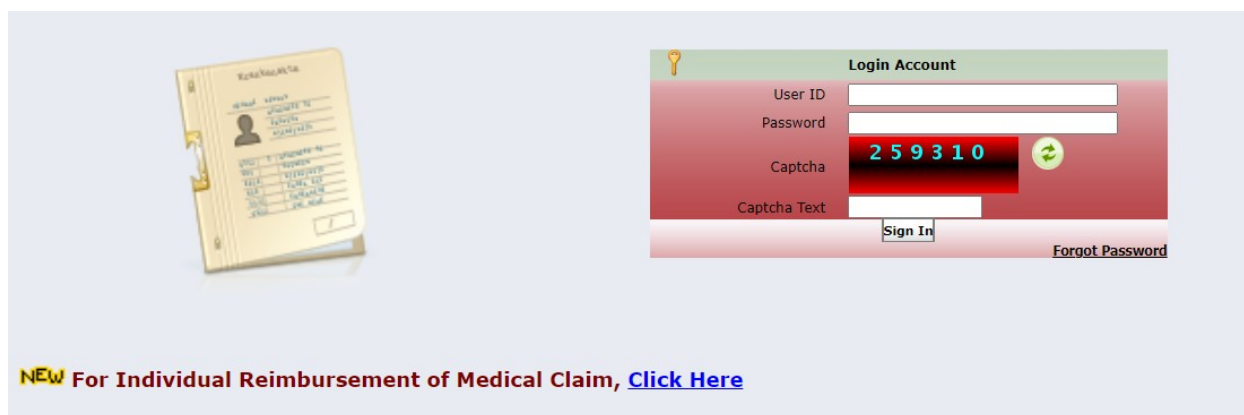
(b) OPD Reimbursement

- ECHS Card Copy
- Prescription for investigation
- Sanction letter for Investigation
- Bill
- Reports
- Copy of cancelledcheque. Required only first time the claim is uploaded

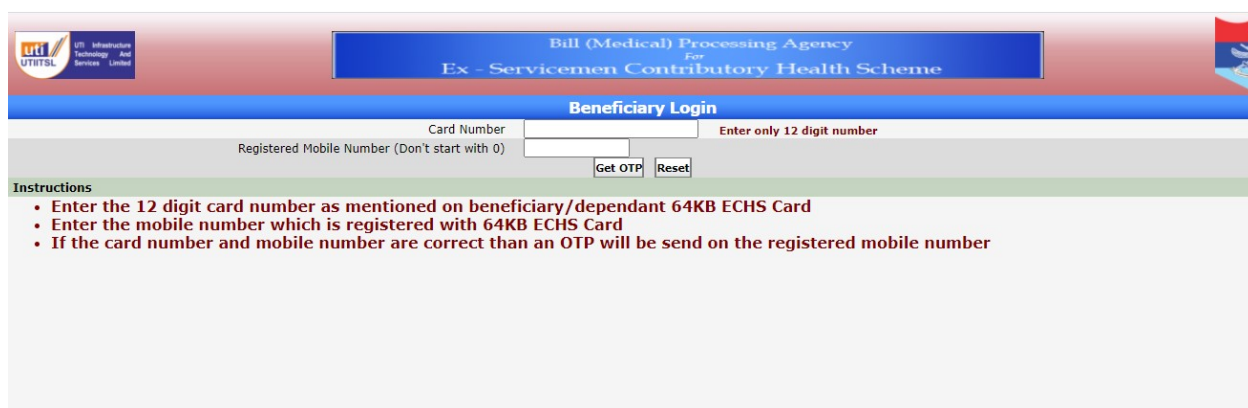
(c) NA / Pharmacy Reimbursement

- ECHS Card Copy
- Prescription
- Bill
- Copy of cancelled cheque. Required only first time the claim is uploaded
- NA Certificate

5. In order to upload the Claim in the system a scanned copy of all the documents in pdf format of file size less than 2 MB should be kept handy.
6. After having the scanned copy of all the documents following are the steps to upload the Claim in the system:
 - Visit the Website <https://www.echsbpa.utiitsl.com>
 - Click the link



- After clicking the link following screen will come. Enter the Card No. and Mobile number registered with 64 KB Card to get OTP and login.



Beneficiary Login

Card Number Enter only 12 digit number

Registered Mobile Number (Don't start with 0)

[Get OTP](#) [Reset](#)

Instructions

- Enter the 12 digit card number as mentioned on beneficiary/dependant 64KB ECHS Card
- Enter the mobile number which is registered with 64KB ECHS Card
- If the card number and mobile number are correct than an OTP will be send on the registered mobile number

- Enter the OTP received on mobile number.

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- After login click the Member Claim> New Claim as shown in the Screen below.
Select the type of Reimbursement and submit

Menu	Type of Reimbursement
Member Claims	☒ Out-Patient ☐ Pharmacy ☐ In-Patient
New Claim Claims Pending for Submission NMI Claims	Submit

- Following screen appears with the Patient Details as pre-filled which cannot be modified. Click on the Tab OPD Details/IPD Details/Pharmacy Details as per the reimbursement type selected in the previous screen.

Member Claims	Claim ID /Patient Name	New Member Claim	Claim Type	Out-Patient
New Claim Claims Pending for Submission NMI Claims	Patient Details OPD Details Bill Details ESM Bank Details	Card Details * Card ID: XXXXXXXXXXXX * Service No.: XXXXXXXX * Name Of ESM: XXXXXXXXXXXX * Service: Navy * Rank: Hony Sub Lt (IN) * Card Type: Pensioner * Category: Semi-Private Personal Information * Relation with Card Holder: Spouse Gender: Female * Patient Name: KAMALA VERMA * Age: 64 * Address: NEW COLONY BARROD * City: BEHROR Pincode: 301020 * State: Rajasthan Email: XXXXXXXXXXXX@MAIL.COM * Mobile (Don't start with 0): XXXXXXXXXXXX OR Phone:		

- Click the OPD Details Tab and fill details of Bill Details, and ESM Bank details.

Menu	Member Bill Submission
New Claim Claims Pending for Submission NMI Claims	Claim ID /Patient Name: New Member Claim Claim Type: Out-Patient Patient Details OPD Details Bill Details ESM Bank Details Help Type Of Claim: Out-Patient Hospital/Diagnostic Center Name: _____ OPD Visit Date: _____ * Hours: _____ * Mins: _____ Reason Of OPD Visit: _____

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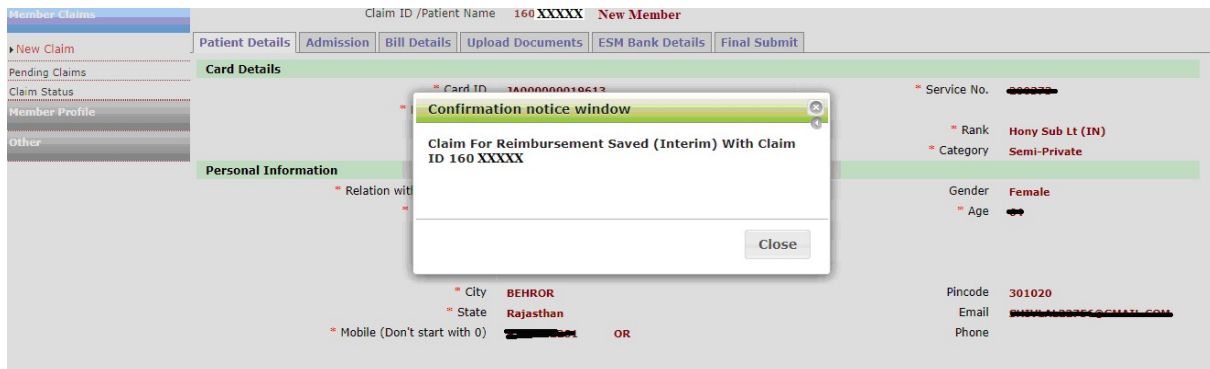
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Once all the details are filled user has to click the button “Save and Continue”. This click will save the claim with Interim Claim ID.

➤ Following screen will appear:



➤ The claim is saved after the above process and claim submission can be resumed after login again as given above. And Click Pending Claims under Menu Member Claims. On clicking the Claim ID it will open the same page for uploading the pending claim.

Menu		Member Reimbursement Pending								
Member Claims		Current Page								
		Sr.	ID	Region	Hospital	Patient	Type	Claim Amt	Mobile No.	Days
New Claim		Re-imbursement								
Pending Claims		1	160 XXXXX	Jaipur	Echs Polyclinic - Behror	Kamala Verma	Emer.	0	XXXXXXXXXX	0
Claim Status		2	160 XXXXX	Jaipur	Echs Polyclinic - Behror	Kamala Verma	Emer.	0	XXXXXXXXXX	0
Member Profile		3	160 XXXXX	Jaipur	Echs Polyclinic - Behror	Kamala Verma	Emer.	0	XXXXXXXXXX	0
Other		4	160 XXXXX	Jaipur	Echs Polyclinic - Behror	Kamala Verma	Emer.	0	XXXXXXXXXX	0
		5	160 XXXXX	Jaipur	Echs Polyclinic - Behror	Kamala Verma	Emer.	0	XXXXXXXXXX	0
		6	160 XXXXX	Jaipur	Echs Polyclinic - Behror	Kamala Verma	Emer.	0	XXXXXXXXXX	0
		7	160 XXXXX	Jaipur	Echs Polyclinic - Behror	Kamala Verma	Emer.	0	XXXXXXXXXX	0
		8	160 XXXXX	Jaipur	Echs Polyclinic - Behror	Kamala Verma	Emer.	100	XXXXXXXXXX	0
		9	160 XXXXX	Jaipur	Echs Polyclinic - Behror	Kamala Verma	Emer.	0	XXXXXXXXXX	0

➤ Go to Upload Document Tab and upload the required documents for the claim to be processed. All supporting documents need to be uploaded here without missing any document.

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Member Claims	Claim ID /Patient Name	XXXXXXXXXXXX	Claim Type	Out-Patient																																			
New Claim	Patient Details	OPD Details	Bill Details	Upload Documents																																			
Claims Pending for Submission	☐ * ECHS Card Copy 1 ☐ * Prescription Slip 1 ☐ Sanction/Waiver letter ☐ * Bill Details 1 ☐ * Medical Reports 1 ☐ * Cancelled Cheque (Reimbursement) 1 ☐ Contingent Bill ☐ Others 1 Choose File No file chosen Upload (File size limit)																																						
NMI Claims	<table border="1"> <thead> <tr> <th>Sr</th> <th>Document Type</th> <th>File Name</th> <th>File Size</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>ECHS Card Copy</td> <td>16086674_S_ECHS Card.pdf</td> <td>43 KB</td> <td>20/08/2021 10:05:37</td> </tr> <tr> <td>2</td> <td>Medical Reports</td> <td>16086674_S_Medical Reports.pdf</td> <td>43 KB</td> <td>20/08/2021 10:05:44</td> </tr> <tr> <td>3</td> <td>Prescription Slip</td> <td>16086674_S_Prescription Slip.pdf</td> <td>43 KB</td> <td>20/08/2021 10:05:52</td> </tr> <tr> <td>4</td> <td>Cancelled Cheque (Reimbursement)</td> <td>16086674_S_Cheque.pdf</td> <td>43 KB</td> <td>20/08/2021 10:05:59</td> </tr> <tr> <td>5</td> <td>Bill Details</td> <td>16086674_S_Bill.pdf</td> <td>43 KB</td> <td>20/08/2021 10:06:08</td> </tr> <tr> <td>6</td> <td>Others</td> <td>16086674_S_EIR.pdf</td> <td>43 KB</td> <td>20/08/2021 10:09:23</td> </tr> </tbody> </table>				Sr	Document Type	File Name	File Size	Date	1	ECHS Card Copy	16086674_S_ECHS Card.pdf	43 KB	20/08/2021 10:05:37	2	Medical Reports	16086674_S_Medical Reports.pdf	43 KB	20/08/2021 10:05:44	3	Prescription Slip	16086674_S_Prescription Slip.pdf	43 KB	20/08/2021 10:05:52	4	Cancelled Cheque (Reimbursement)	16086674_S_Cheque.pdf	43 KB	20/08/2021 10:05:59	5	Bill Details	16086674_S_Bill.pdf	43 KB	20/08/2021 10:06:08	6	Others	16086674_S_EIR.pdf	43 KB	20/08/2021 10:09:23
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- After this click the tab ESM Bank Details and enter the account details. The account details needs to be filled for the first time for a card holder. For next submission of the claim it will be pre-filled and if the user wants to modify it they can do by clicking the check box for changing the bank details.

Menu	Member Bill Submission
Member Claims	Claim ID /Patient Name XXXXXXXXXXXX Claim Type Out-Patient
New Claim	Patient Details OPD Details Bill Details Upload Documents ESM Bank Details Final Submit
Claims Pending for Submission	☐ Tick the box for changing the bank details Bank Name Axis Bank Branch Vashi IFSC Code UTIB0000072 MICR Code 400000722 Name As Appearing In Bank Account XXXXXXXXXXXX Account Number XXXXXXXXXXXX Confirm Account Number XXXXXXXXXXXX
NMI Claims	

- After filling all the details go to the Final Submit tab. Download the contingent bill in the pre-filled format and take the print out of it to be submitted with Hard Copy of the original bill to the Polyclinic. Read the disclaimer and select the check box and Click Final Submit button to submit the claim fully and note the Claim ID for checking its status.

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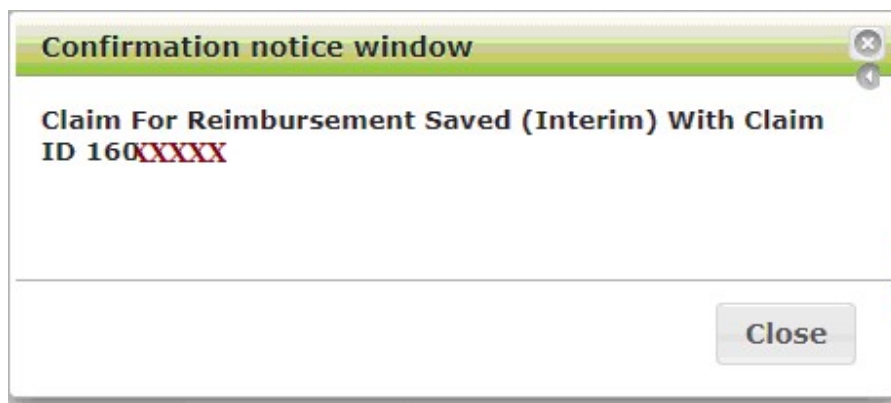
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Menu		Member Bill Submission	
Member Claims	Claim ID / Patient Name XXXXXXXXXX	Claim Type	Out-Patient
New Claim	☐ By clicking on this box I agree to the terms and condition mentioned below I hereby certify that the above information and the documents uploaded are true and correct to the best of my knowledge. I understand that a false statement or any forged documents may lead to rejection of the claim submitted for reimbursement.		
Claims Pending for Submission	Download Contingent Bill		
NMI Claims	1) Download the contingent bill and take printout of it 2) Fill up the relevant details 3) Submit the hard copy of the contingent bill to the polyclinic.		
	Final Submit		

➤ A final message will come on screen like this.



To check the status of the Claim:

Go to www.echsbpa.utiitsl.com/ECHS and click Beneficiary Claim Status

Menu	
External Links	
Ex-Servicemen Health Scheme	
ECHS SOP	
Beneficiary Claim Status	
Hospital Details	
Beneficiary Login	



Login Account	
User ID	
Password	
Captcha	758231
Captcha Text	
Sign In	
Forgot Password	

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(भारत सरकार की एक कंपनी)

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Enter the Service No. and Claim ID, CAPTCHA Text and Submit.

Beneficiary Reimbursement Claim Status Query	
* Service Number	Enter just numeric part of the service number. For eg. if it is 'AB78698N' just enter 7869
Criteria	☒ Claim ID ☐ Card ID
* Claim ID	
Captcha	777530
* Captcha Text	
Submit	
* Indicated mandatory fields - Please note that search will be based on the service number and card number as entered by polyclinic at the time of submission of claim	

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दूरभाष: 022-67931010 • फेक्स: 022-67931099
ई-मेल: mumbai@utiitsl.com

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INSTRUCTION FOR POLYCLINIC USER (OIC POLYCLINIC)

The Polyclinic user (OIC Polyclinic) will receive the documents of the claims submitted online by the beneficiary for the reimbursement. After the receipt of the claim document the documents need to be verified in the system against the hard copy submitted and soft copy uploaded in the system. The Contingent bill submitted in Hard Copy along with the Claim documents need to be scanned and digitally signed and uploaded in the claims documents during the verification and upload of the claim. On successful verification the claim will move to the Bill Processing Agency (UTIITSL) for the processing of the claim, if Need More information is required in the submitted document then user will select the status as "Need More Info" and enter the related remark and submits the claim and, rejected bills will stop there itself and beneficiary will be informed through SMS for the rejection of the Claim submitted.

User will go the link Member Claim> Receive Document. Enter the Claim ID and Member Card number (Only numeric part) and search or if Claim ID is not known click blank search (searching without entering anything). This will give the list of the Claim(s). User has to select the claim and submit for receiving the claim. User will go to the link Member Claim > Receipt of Claim and generate the receipt of the claim by entering the Claim ID. This receipt acknowledgement will be given to the beneficiary on receipt of the claim of the bills.

(a) Receiving of Documents

Click the link Member Claim> Receive Documents and enter the search button after entering the details or blank search. List of submitted beneficiary claims will be listed. Select the Check Box and enter the remark and status to receive the claim.

CIN: U65991MH1993GOI072051

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Menu	Document Receiving
Intimation	Current Page
Activities	Claim ID
MIS Reports	Card Id (just enter the number)
Reimbursement	Search
Member Claims	
Receive Documents	
Document Verification	
Other	

Fig a.1

Intimation	Claim List Filter Current Page						
Activities	Sr.	Claim ID	Hospital	Card ID	Patient Name	Select	Received On
MIS Reports	Re-imbursement						
Reimbursement	1	16 XXXXXX	Echs Polyclinic - Behror	JA000000019613	Member Name	☐	Not Received
Member Claims	2	16 XXXXXX	Echs Polyclinic - Behror	JA000000019613	Member Name	☐	Not Received
Receive Documents	3	16 XXXXXX	Echs Polyclinic - Behror	JA000000019613	Member Name	☐	Not Received
Document Verification	4	16 XXXXXX	Echs Polyclinic - Behror	JA000000019613	Member Name	☐	Not Received
Other	5	16 XXXXXX	Echs Polyclinic - Behror	JA000000019613	Member Name	☐	Not Received
	6	16 XXXXXX	Echs Polyclinic - Behror	JA000000019613	Member Name	☐	Not Received
	7	16 XXXXXX	Echs Polyclinic - Behror	JA000000019613	Member Name	☐	Not Received
	8	16 XXXXXX	Echs Polyclinic - Behror	JA000000019613	Member Name	☐	Not Received
	9	16 XXXXXX	Echs Polyclinic - Behror	JA000000019613	Member Name	☐	Not Received
	10	16 XXXXXX	Echs Polyclinic - Behror	JA000000019613	Member Name	☐	Not Received
	11	16 XXXXXX	Echs Polyclinic - Behror	JA000000019613	Member Name	☐	Not Received

Fig a.2

(b) Verification of Documents

This allows the user to open the documents by clicking on the File Name of the document, select verify, and select remarks for all documents.

Menu	Member Document Verification
Intimation	Current Page
Activities	Claim ID
MIS Reports	Card Id (just enter the number)
Reimbursement	Search
Member Claims	
Receive Documents	
Document Verification	
Other	

Fig b.1

CIN: U65991MH1993GOI072051

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Fig b.2

Fig b.3

Fig b.4

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यूटीआई इन्फ्रास्ट्रक्चर टेक्नोलॉजी एण्ड सर्विसेज लिमिटेड
(भारत सरकार की एक कंपनी)

UTI Infrastructure Technology And Services Limited
(A Government of India Company)

Select the status (Approved, Need More Info or Rejected) and enter the remarks, then submit the claim verification.

If approved, it will go to the BPA (UTIITSL) for processing, for Need More info it will go to the beneficiary with the remarks, however, if rejected, it will stop here and an SMS will be sent to the beneficiary informing them about the rejection.

***** End*****

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