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Central Organisation ECHS
Adjutant General's Branch
Integrated HQ of MoD (Army)
Maude Lines
Delhi Cantt- 110 010

B/49779-Outsourcing/AG/ECHS

22 Aug 2017

M/s UTI-ITSL


UTI Bhawan, Plot No.3, Sector 11
CBD Belapur, Navi Mumbai
Maharashtra - 400 614

All Regional Centres, ECHS
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**DISPOSAL OF 'NEED MORE INFO' (NMI) CASES IN ONLINE PROCESSING OF
EMPANELLED HOSPITALS BILLS**

1. Further to our following letters:-
 - (a) B/49779-Outsourcing/AG/ECHS dated 20 Jun 2017.
 - (b) B/49779-Outsourcing/AG/ECHS dated 24 Jul 2017.
2. The online bill processing was initiated for efficient and timely settlement of hospitals claims while maintaining transparency between the ECHS beneficiaries, Hospitals, BPA and Central Org ECHS. However of late, it has been observed that empanelled hospitals are not responding to the queries raised by the BPA within stipulated time frame, thereby, delaying the final settlement of claims.
3. In the view of the above, as a special measure, a waiver window for claims awaiting waiver for delay in NMI submission was provided in Feb 2016 and now from 15 Jul 2017 to 15 Sep 2017. However, it has been observed that there are still numerous NMI cases present in the system which are beyond first waiver window of Feb 2016.
4. In order to clear the pendency in the system and to address all legitimate pending cases, it has now been decided to extend the waiver window upto 30 Sep 2017 **for all the NMI cases** in the system. Efforts must be made by all the Regional Centres for intimation to all empanelled hospitals regarding extension of waiver window.
5. Further, with respect to grant of extension of waiver window upto 30 Sep 2017, the policy on disposal of NMI cases issued vide this organisation letter dated 24 Jul 2017 will now be effective from **01 Oct 2017** instead of 16 Sep 2017.

6. One time delay condonation for late submission of physical bills and associated documents is also given whenever online bills have been uploaded.
7. Bills will be cleared on '**merit**' and on principle of financial integrity.
8. UTI-ITSL to amend the disclaimer accordingly being displayed on the hospital login as per this organisation letter dated 20 Jun 2017.
9. This has the approval of MD ECHS.


 (BR Salgotra)
 Lt Col
 Offg Dir (Stats & Automation)
 for MD ECHS

Copy to:

Office of US(WE)
 (Deptt of ESM Welfare)
 D (Res/WE)
 New Delhi - 110001

- For information please.

UTI-ITSL
 153/1, Above Farico Show Room
 First Floor, Old Madras Road
 Halasuru, Bangalore - 560008

- For information and necessary action.

Internal:

Dir (Med)

Dir (Ops & Coord)

Dir (P&FC)

Dir (C&L)

- For info and necessary action.