Empanelment & Disciplinary Committee(EDC) – Disciplinary Actions

Disciplinary Action – Dr YSR AAROGYASRI HEALTH CARE TRUST :

A disciplinary action will be initiated by Dr YSR Aarogyasri Health Care Trust on the hospital, if the hospital founds to be violated the clauses of the MOU between the Trust and Hospital. The action will be initiated based on the recommendation by EDC (Empanelment and Disciplinary Committee).

The following are some of the scenarios which will be referred to EDC for actions:

1. Complaints against a hospital by patients, departments and various stake holders
2. Grievances of patients against hospitals
3. Quality of Treatment
4. Inadequate infrastructure and Specialists which are found in periodic and surprise inspections
5. Performance of Hospitals
6. Medical Audit reports on hospitals
7. Fraudulent claims
8. Any violation of MOU clauses between the Trust and Hospital
   etc…..

Any or some of the above will be referred to the EDC for further actions. The EDC committee therefore studies the cases with relevant evidences & available information and initiate disciplinary actions against the hospitals.

Following are the actions which EDC can initiate against hospitals:

1. General Communication
2. Called for Explanation
3. Issue of Show Cause Notice
4. Stop Payments/Payments On Hold
5. Suspension
6. Continuation of Suspension
7. DE-Empanelment of Specialties
8. DE-Empanelment of Hospital
9. DE-list
10. Release of Stop Payments
11. Revocation

General Communication:

Depends up on the complaint received on the hospital the EDC can issue a general communication notice explaining the violation of the MOU clause. It is not mandatory for the hospital to respond to General Communication. The hospital has to go through the general communication; they may respond or may not respond to general communication. The general communication will be issued to notify the hospital that the trust wants to communicate to the hospital on specific instances.

Process:

•   Empanelment and Disciplinary Committee(EDC) will take the action against hospital depends up on the violation of MOU clauses manually.
•   MC-EDC will update the action taken by the EDC in the system using hospital master along with the detailed description of the clauses violated by the hospital along with the maximum time period the hospital has to respond to the action. Once updated by the MC-EDC the action is initiated against the hospital in the system.
•   A pop up will display in the MEDCO login as 'general communication issued to the hospital please respond'.
•   The hospital should have a provision in empanelment menu to view and respond to General Communication.
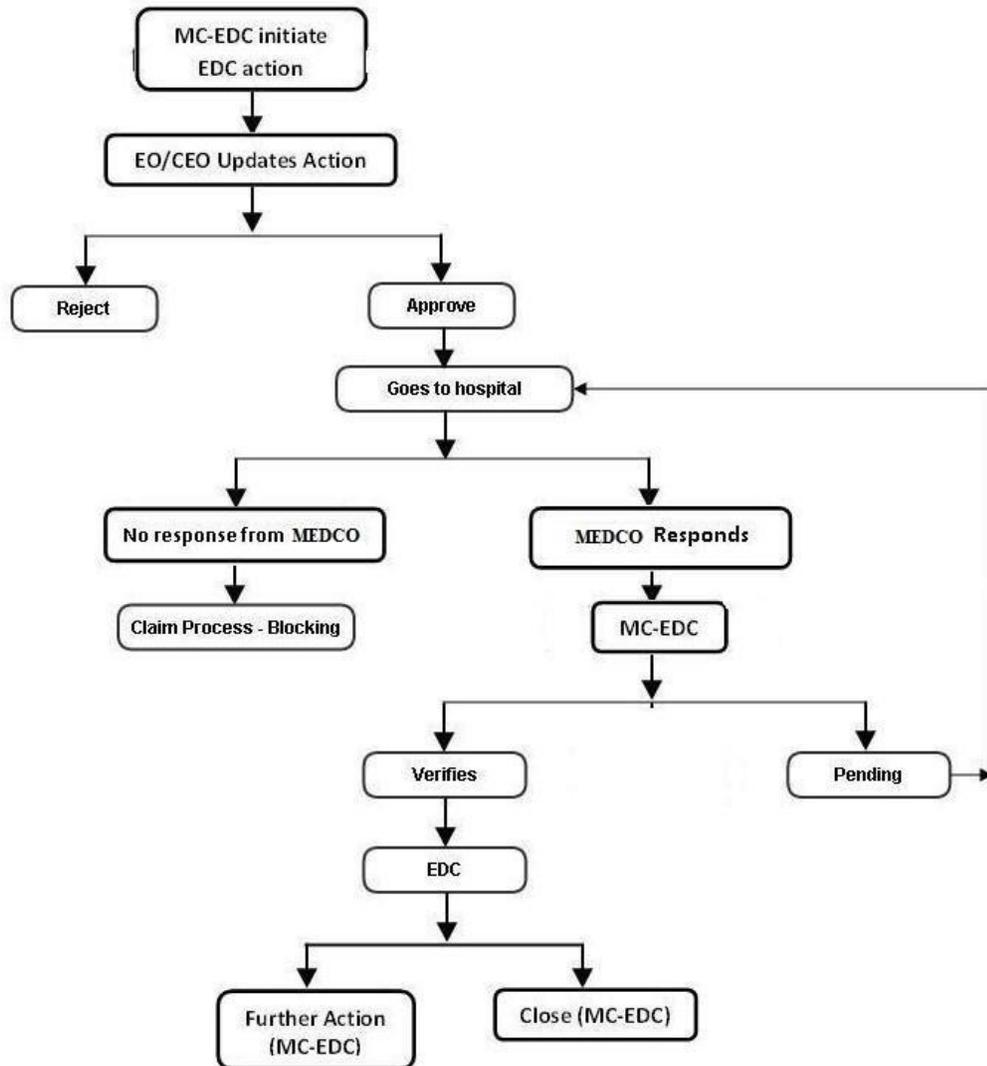•

GENERAL COMMUNICATION WORKFLOW
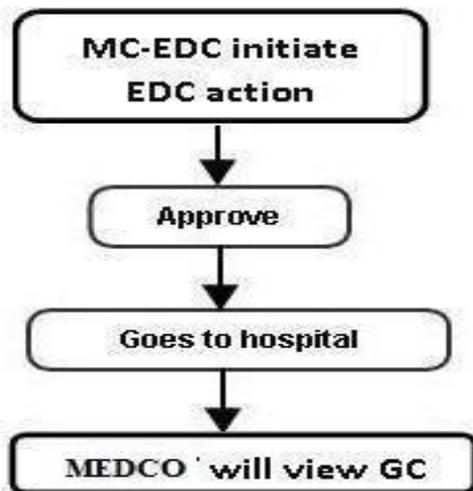
Called for Explanation: Depends up on the complaint received on the hospital the EDC can initiate a call for explanation explaining the violation of the MOU clause. The EDC will seek explanation from the hospital on the complaint received along with evidences if required. The call of explanation will be issued with a time period. If the hospital is not responding for the notice with in the stipulated time the system will block the claim initiation process of the hospital. Once the explanation is received from the hospital the explanation will put forward in the EDC again and will be processed further (Closing the issue or initiating any other action against the hospital) based on the explanation received.

Process:

•   EDC will take the action against hospital depends up on the violation of MOU clauses manually.

•   MC-EDC will update the action taken by the EDC in the system using hospital master along with the detailed description of the clauses violated by the hospital along with the maximum time period the hospital has to respond to the action. Once updated by the MC-EDC the action is initiated against the hospital in the system.

•   A pop up will display in the MEDCO login as **'Please respond to call for explanation'.**

•   The hospital should have a provision in empanelment menu to respond to Call for explanation..

•   The hospital has to respond to the call for explanation within the maximum time period given by trust to respond. In case if the hospital not responded with in the given time, the claims process of the hospital will get disabled until they respond to the disciplinary action.

•   Once the hospital responds to the call for explanation it will come to MC-EDC for further verification process.

•   MC-EDC should have an option to keep it in pending/verify the details.

•   If MC-EDC keeps it in pending, it will go to hospital again for updation. If MC-EDC verifies it, it will move to EDC for further process. In case if EDC resolves the issue, the issue will be closed there itself and MC-EDC will communicate the EDC decision.

•   There should be a provision for EDC to close the issue/take further action by analyzing the explanation given by the hospital is satisfactory/unsatisfactory.

SHOW CAUSE NOTICE WORKFLOW

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                    ┌─────────────────┐
                    │  MC-EDC initiate │
                    │    EDC action    │
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                    ┌─────────────────┐
                    │ EO/CEO Updates Action │
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              ▼                              ▼
        ┌──────────┐                   ┌──────────┐
        │  Reject  │                   │  Approve │
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                                  ┌─────────────────┐◄─────────────┐
                                  │ Goes to hospital │              │
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              ┌─────────────────────┐        ┌─────────────────┐   │
              │ No response from MEDCO │     │ MEDCO  Responds │   │
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              ┌─────────────────────┐          ┌──────────┐        │
              │ Claim Process - Blocking │      │  MC-EDC  │        │
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                                   │ Verifies │         │ Pending  │─┘
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                   │ Further Action │            │ Close (MC-EDC) │
                   │   (MC-EDC)     │            └──────────────┘
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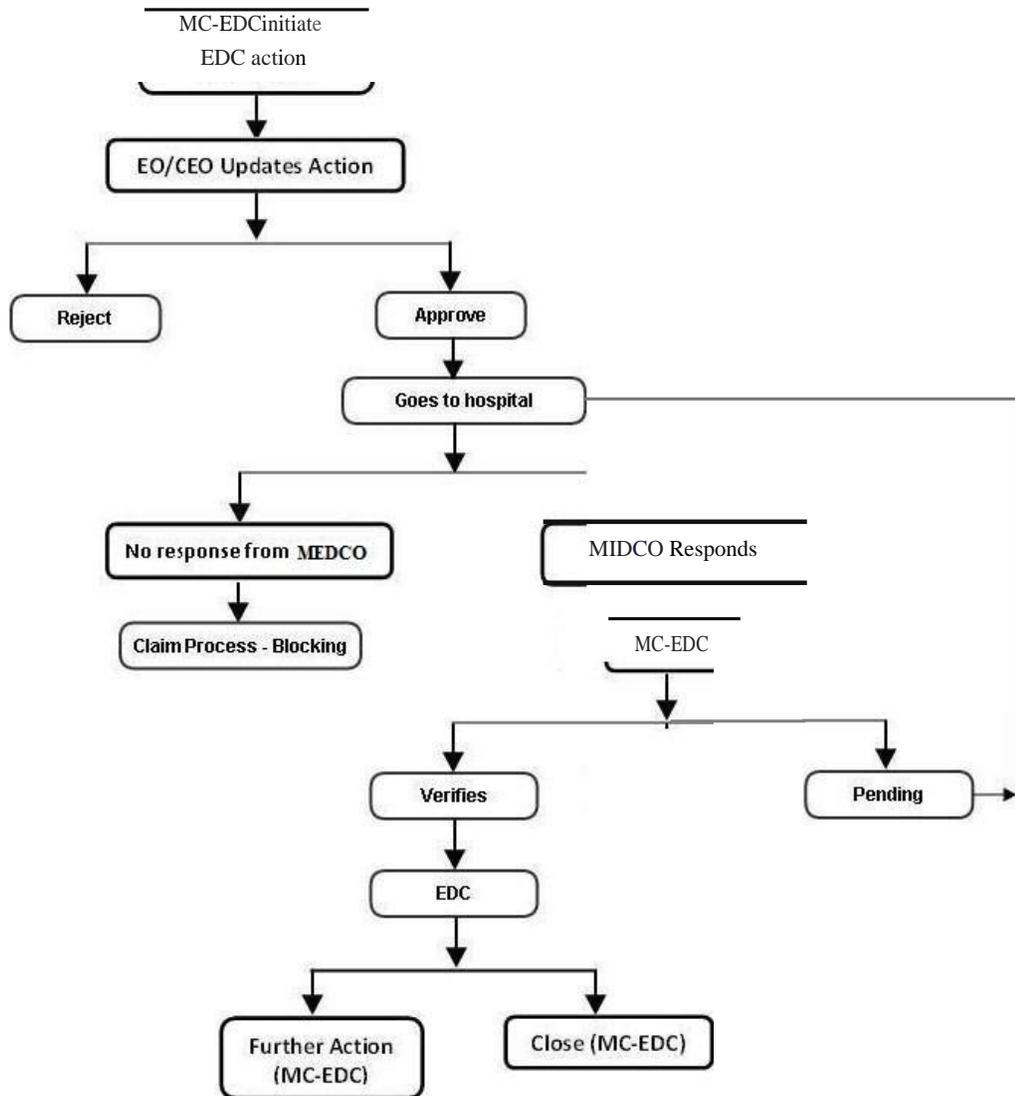
Show Cause Notice:

Depends up on the complaint received on the hospital the EDC can initiate a show cause notice explaining the violation of the MOU clause. The EDC will seek explanation from the hospital on the complaint received along with evidences if required. The show cause notice will be issued with a time period. If the hospital is not responding for the notice within the stipulated time the system will block the claim initiation process of the hospital. Once the explanation is received from the hospital the explanation will put forward to EDC again and will be processed further (Closing the issue or initiating any other action against the hospital) based on the explanation received.

Process:

• Empanelment and Disciplinary committee(EDC) will take the action against hospital depends up on the violation of MOU clauses.

• MC-EDC will update the action taken by the EDC in the system using hospital master along with the detailed description of the clauses violated by the hospital and forward it to CEO/EO along with the maximum time period the hospital has to respond to the action.

• CEO/EO updates the action in the hospital master work list. Once updated by the CEO/EO the action is initiated against the hospital in the system.

• A pop up will display in the MEDCO login as **'Please respond to show cause notice'.**

• The hospital should have a provision in empanelment menu to respond to the show cause notice.

• The hospital has to respond to the show cause notice within the maximum time period given by trust to respond. In case if the hospital is not responded with in the given time, the claim process of the hospital will get disabled until they respond to the disciplinary action.

• Once the hospital responds to the show cause notice it will come to MC-EDC for further verification process.

• MC-EDC should have an option to keep it in pending/verify the details.

• If MC-EDC keeps it in pending, it will go to hospital again for updation. If MC-EDC verifies it, it will move to EDC for further process. In case if EDC resolves the issue, the issue will be closed there itself from MC-EDC role.

• There should be a provision for EDC to close the issue/take further action by analysing the explanation given by the hospital is satisfactory/unsatisfactory.

SHOW CAUSE NOTICE WORKFLOW

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            MC-EDCinitiate
             EDC action
                 │
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      ┌──────────────────────┐
      │  EO/CEO Updates Action│
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   │ Reject │        │ Approve  │
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                 │  Goes to hospital │                 │
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  │ No response from  │   │ MIDCO Responds│             │
  │ MEDCO            │   └──────────────┘              │
  └──────────────────┘          │                       │
          │                    MC-EDC                    │
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  ┌──────────────────┐   ┌───────┴────────┐             │
  │ Claim Process -  │   ▼                ▼             │
  │ Blocking         │ ┌────────┐    ┌──────────┐       │
  └──────────────────┘ │Verifies│    │ Pending  │───────┘
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                       ┌───────┐
                       │  EDC  │
                       └───────┘
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          ┌──────────────┐  ┌──────────────┐
          │Further Action│  │ Close (MC-EDC)│
          │  (MC-EDC)    │  └──────────────┘
          └──────────────┘
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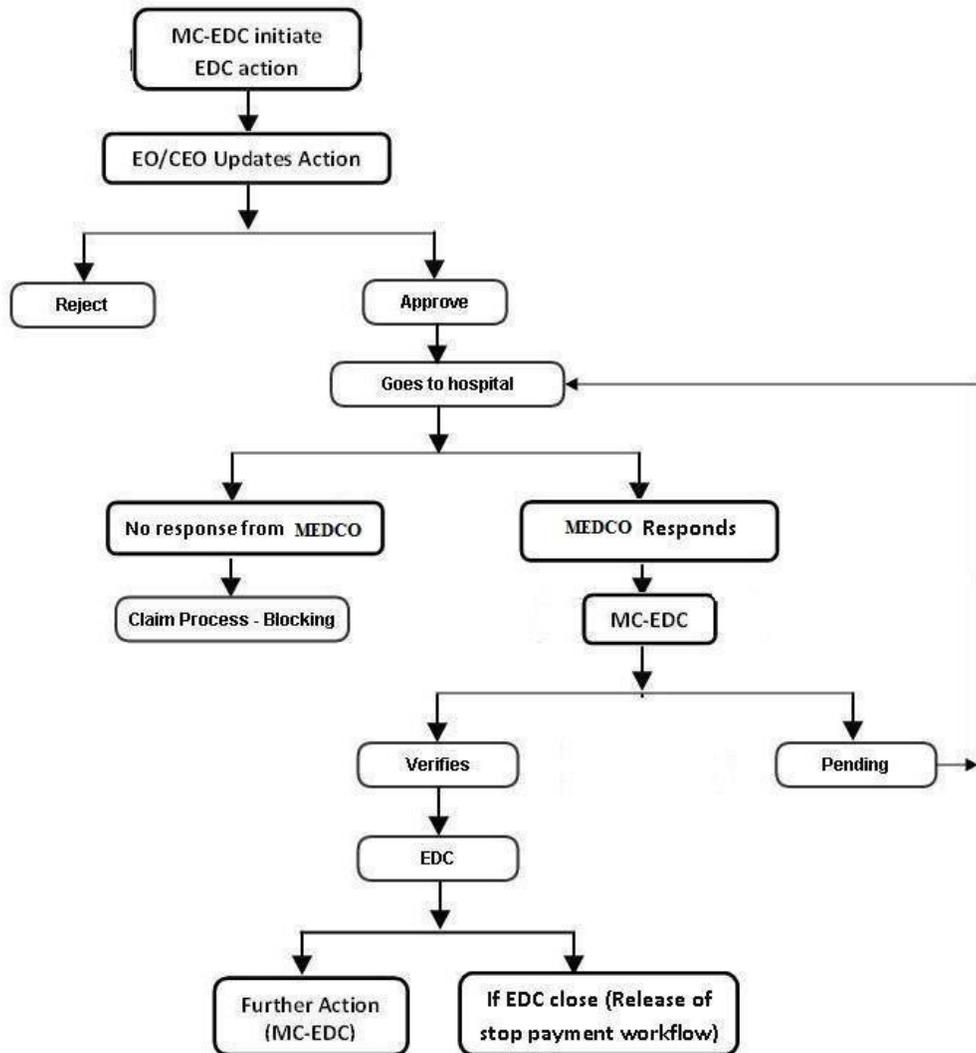
Stop Payments/Payments On Hold:

Depends up on the complaint received on the hospital the EDC can initiate a payment on hold action explaining the violation of the MOU clause against the hospital. The EDC will seek explanation from the Hospital on the complaint received along with evidences if required. Once the payment on hold action is initiated against the hospital, the system will not allow the user to make payments for the hospital. All the cases in account verified status will not come in payment screen. Once the explanation is received from the hospital the explanation will put forward to EDC again and will be processed further (Release of Payments) based on the explanation received.

Process :

• Empanelment and Disciplinary committee (EDC) will take the action against hospital depends up on the violation of MOU clauses.

• MC-EDC will update the action taken by the EDC in the system using hospital master along with the detailed description of the clauses violated by the hospital and forward it to CEO/EO.

• CEO/EO updates the action in the hospital master work list. Once updated by the CEO/EO the action is initiated against the hospital in the system.

• A pop up will display in the Mithra and MEDCO login as the payments are kept on hold to the hospital and asking the hospital to respond onto the disciplinary action.

• The hospital should have a provision in empanelment menu to respond.

• Once the hospital responds to the stop payment notice it will move to MC-EDC for further verification process.

• MC-EDC should have an option to keep it in pending/verify the details.

• If MC-EDC keeps it in pending, it will go to hospital again for updation. If MC-EDC verifies it, it will move to EDC for further process. In case if EDC resolves the issue, the issue will be closed as per release of stop payment workflow.

• There should be a provision for EDC to close the issue/take further action by analyzing the explanation given by the hospital is satisfactory/unsatisfactory.

STOP PAYMENTS WORKFLOW

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                    ┌──────────────────┐
                    │  MC-EDC initiate │
                    │    EDC action    │
                    └────────┬─────────┘
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                    ┌──────────────────┐
                    │ EO/CEO Updates   │
                    │     Action       │
                    └────────┬─────────┘
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              ┌──────────────┴──────────────┐
              ▼                             ▼
         ┌─────────┐                  ┌──────────┐
         │ Reject  │                  │ Approve  │
         └─────────┘                  └────┬─────┘
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                                  ┌──────────────────┐◄──────────────┐
                                  │  Goes to hospital │               │
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            ┌───────────────────────┐        ┌─────────────────────┐ │
            │ No response from MEDCO │        │   MEDCO Responds     │ │
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            ┌───────────────────────┐          ┌──────────────┐      │
            │ Claim Process -Blocking│          │   MC-EDC     │      │
            └───────────────────────┘          └──────┬───────┘      │
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                                   ┌──────────┐          ┌──────────┐│
                                   │ Verifies │          │ Pending  ├┘
                                   └────┬─────┘          └──────────┘
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                                   ┌──────────┐
                                   │   EDC    │
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            ┌──────────────────┐              ┌─────────────────────────┐
            │  Further Action  │              │ If EDC close (Release of │
            │    (MC-EDC)      │              │  stop payment workflow)  │
            └──────────────────┘              └─────────────────────────┘
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<u>**Release of Stop Payments:**</u>

The release of payments action can be performed only once the hospitals payments are kept on hold. Once received response from the hospital for payments kept on hold, the explanation will be referred to EDC.EDC thus discuss the explanation received and found satisfactory, then EDC will take a decision to release the payments to the hospitals. Once the action is performed the 'account verified status' cases will appear in the payment screen allowing to make payments for the hospitals.

NOTE: *NWH do not have any provision to respond to* <u>**Release of Stop Payments**</u>*, can only view the details.*

Process :

- Empanelment and Disciplinary Committee (EDC)will recommend for release of the payments based on the response received by the hospital.
- MC-EDC will update the action taken by the EDC in the system using hospital master along with the detailed description and forward it to CEO/EO .
- CEO/EO updates the action in the hospital master work list. Once updated by the CEO/EO the payments will be released and the cases will appear in the payment screen.
- The hospital will not have a provision to respond for release of payments. They can only view the details.
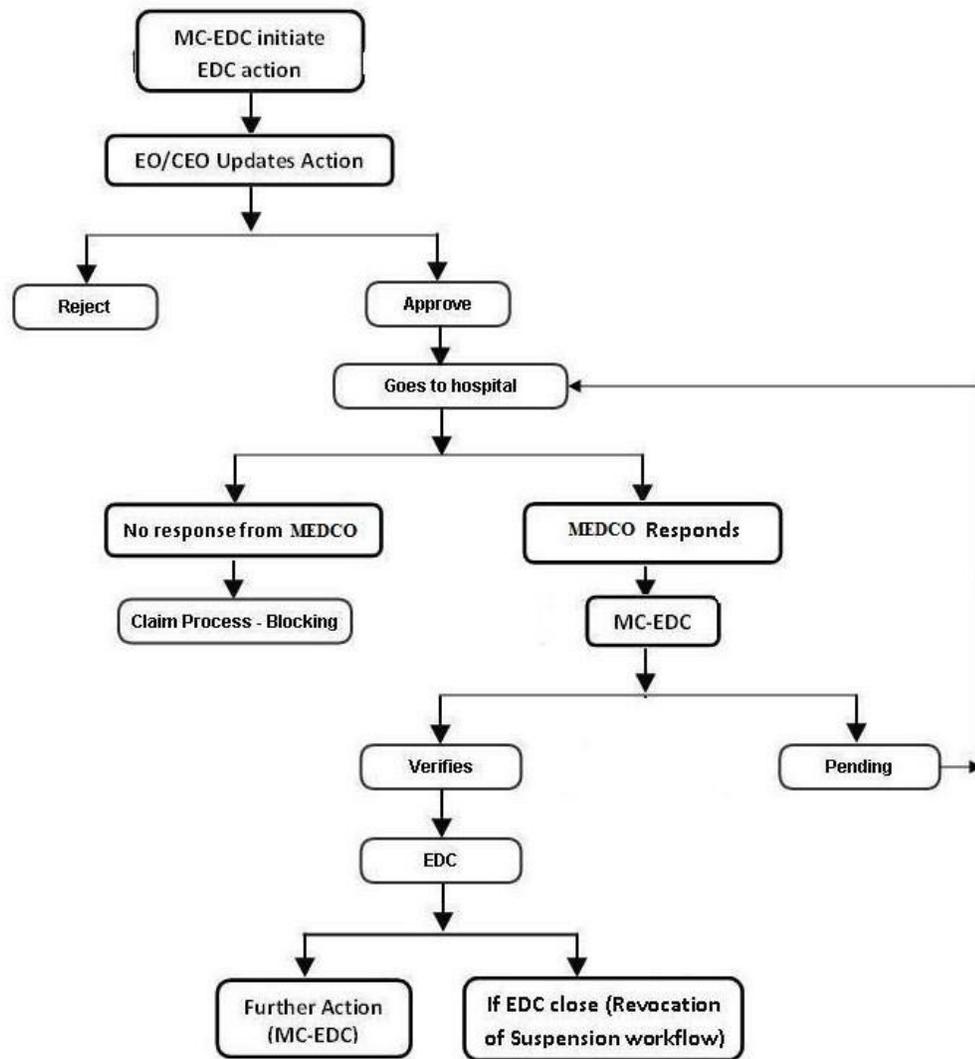
RELEASE OF STOP PAYMENTS WORKFLOW
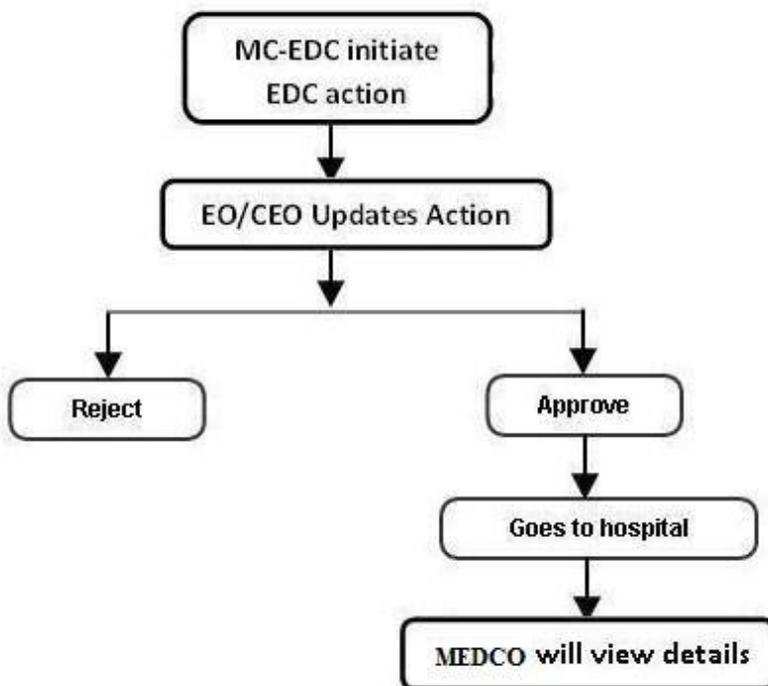
Suspension from the Scheme: Depends up on the complaint received on the hospital the EDC can initiate a suspension explaining the violation of the MOU clause against the hospital. The EDC will seek explanation from the hospital on the complaint received along with evidences if required. Once the suspension action is initiated against the hospital, the system will block Mithra to register new patients from the time of suspension. Once the explanation is received from the hospital the explanation will put forward to EDC again and will be processed further(Revoking the suspension/Continuation of suspension/Delist) based on the explanation received.

Process:

• Empanelment and Disciplinary committee(EDC) will take the action against hospital depends up on the violation of MOU clauses.

• MC-EDC will update the action taken by the EDC in the system using hospital master along with the detailed description of the clauses violated by the hospital and forward it to CEO/EO along within the maximum time period the hospital has to respond to the action.

• The CEO/EO updates the action in the hospital master worklist. Once updated by the CEO/EO the action is initiated against the hospital in the system.

• A pop up will display in the Mithra and MEDCO login as the hospital is suspended and no more patients can be registered in the hospital and the asking the hospital to respond on the disciplinary action.

• The hospital should have a provision in empanelment menu to respond.

• Once the hospital responds to the suspension notice it will move to MC-EDC for further verification process.

• MC-EDC should have an option to keep it in pending/verify the details.

• If MC-EDC keeps it in pending, it will go to hospital again for updation. If MC-EDC verifies it, it will move to EDC for further process. In case if EDC resolves the Issue, the issue will be closed through MC-EDC----->CEO/EO role.

• There should be a provision for EDC to close the issue/take further action by analyzing the explanation given by the hospital is satisfactory/unsatisfactory.
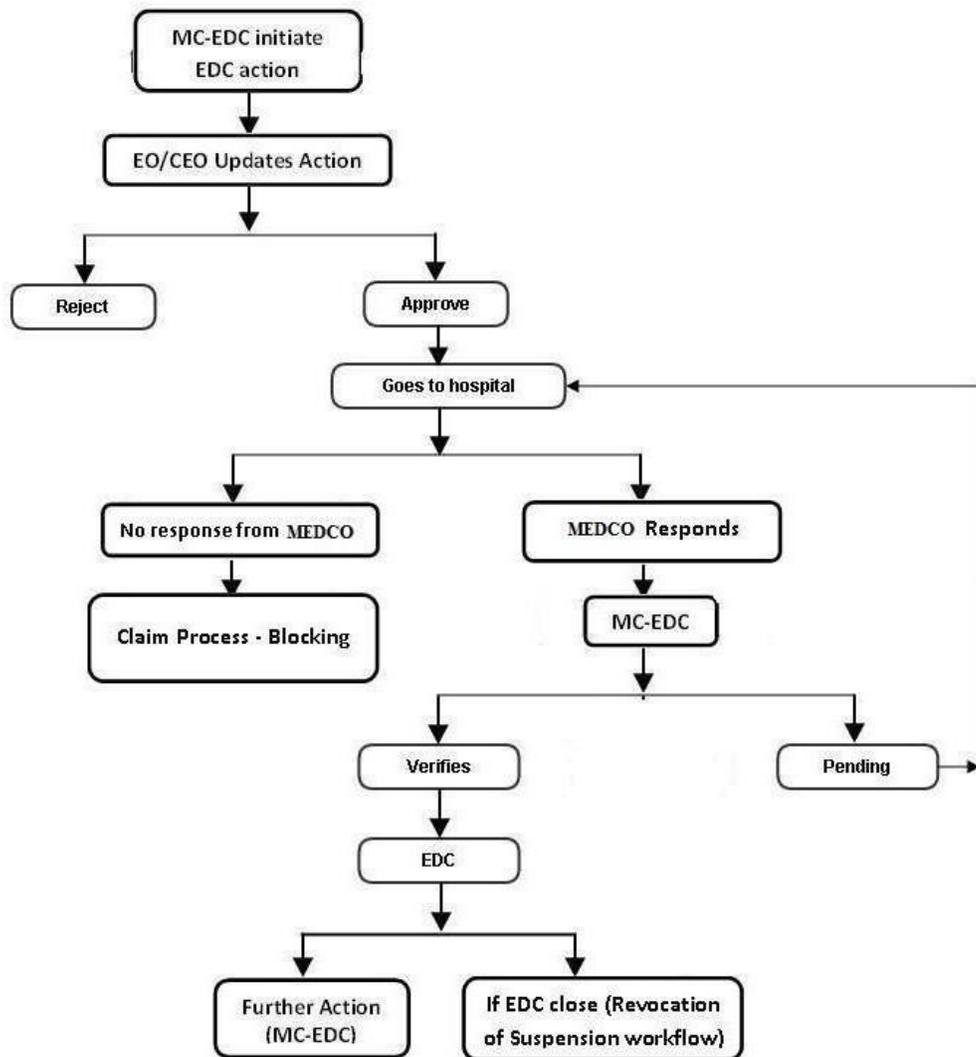
SUSPENSION WORKFLOW

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                    ┌─────────────────────┐
                    │   MC-EDC initiate    │
                    │     EDC action       │
                    └─────────────────────┘
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                    ┌─────────────────────┐
                    │  EO/CEO Updates Action │
                    └─────────────────────┘
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              ▼                                  ▼
        ┌──────────┐                      ┌──────────┐
        │  Reject  │                      │ Approve  │
        └──────────┘                      └──────────┘
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                                    │  Goes to hospital │◄──────────┐
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            │ No response from MEDCO │             │  MEDCO  Responds │
            └──────────────────────┘              └──────────────────┘
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            ┌──────────────────────┐                   ┌──────────┐
            │ Claim Process - Blocking │               │  MC-EDC  │
            └──────────────────────┘                   └──────────┘
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                                    ┌──────────┐               ┌──────────┐
                                    │ Verifies │               │ Pending  │──┘
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                                    │   EDC    │
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            ┌──────────────────────┐        ┌──────────────────────────┐
            │   Further Action     │        │ If EDC close (Revocation  │
            │    (MC-EDC)          │        │  of Suspension workflow)  │
            └──────────────────────┘        └──────────────────────────┘
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Continuation of Suspension: For initiating the continuation of suspension action the **hospital current status should be in Suspension.** After receiving the explanation from the hospital, the explanation will be referred to EDC. The EDC will discuss the explanation and in case if the explanation is not satisfactory the EDC will initiate the continuation of suspension action against the hospital. The system will block the Mithra to register new patients from the time of suspension. Once the explanation is received from the hospital the explanation will put forward to EDC again and will be processed further (Revoking the suspension/Continuation of suspension/Delist) based on the explanation received.

NOTE: *Cont. of Suspension can be issued only when the status of the hospital is Suspended.*

Process :

•   Empanelment and Disciplinary committee(EDC) will take the action against hospital after analyzing the explanation submitted by the hospital.

•   MC-EDC will update the action taken by the EDC in the system using hospital master along with the detailed description of the clauses violated by the hospital and forward it to CEO/EO along with the maximum time period the hospital has to respond to the action.

•   CEO/EO updates the action in the hospital master worklist. Once updated by the CEO/EO the action is initiated against the hospital in the system.

•   A pop up will display in the Mithra and MEDCO login as the hospital is suspended and no more patients can be registered in the hospital and the asking the hospital to respond on the disciplinary action.

•   The hospital should have a provision in empanelment menu to respond.

•   Once the hospital responds to the cont. of suspension notice it will move to MC-EDC for further verification process.

•   MC-EDC should have an option to keep it in pending/verify the details.

•   If MC-EDC keeps it in pending, it will go to hospital again for updation. If MC-EDC verifies it, it will move to EDC for further process. In case if EDC resolves the issue, the issue will be closed through MC-EDC**--->**CEO/EO role.

•   There should be a provision for EDC to close the issue/take further action by analyzing the explanation given by the hospital is satisfactory/unsatisfactory.

CONTINUATION OF SUSPENSION WORKFLOW

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                    ┌─────────────────────┐
                    │   MC-EDC initiate    │
                    │     EDC action       │
                    └─────────────────────┘
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                    ┌─────────────────────┐
                    │ EO/CEO Updates Action│
                    └─────────────────────┘
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              ┌───────────────┴───────────────┐
        ┌──────────┐                    ┌──────────┐
        │  Reject  │                    │ Approve  │
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                                    ┌─────────────────┐◄──────────────┐
                                    │ Goes to hospital │               │
                                    └─────────────────┘               │
                          ┌─────────────────┴─────────────────┐       │
              ┌───────────────────────┐            ┌───────────────────┐
              │ No response from MEDCO │            │  MEDCO  Responds   │
              └───────────────────────┘            └───────────────────┘
                          │                                  │
              ┌───────────────────────┐            ┌──────────────┐
              │ Claim Process - Blocking│           │   MC-EDC     │
              └───────────────────────┘            └──────────────┘
                                           ┌───────────┴───────────┐
                                   ┌──────────────┐        ┌──────────────┐
                                   │   Verifies   │        │   Pending    │──┘
                                   └──────────────┘        └──────────────┘
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                                   ┌──────────────┐
                                   │     EDC      │
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                          ┌───────────────┴───────────────┐
              ┌───────────────────┐          ┌──────────────────────────┐
              │  Further Action   │          │  If EDC close (Revocation │
              │    (MC-EDC)       │          │   of Suspension workflow) │
              └───────────────────┘          └──────────────────────────┘
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Revocation of the hospital: Revocation is nothing but making the hospital active from suspension or continuation of suspension status. Once the EDC receives the reply from the hospital, the response will be placed in the EDC meeting and in case if the response of the hospital is satisfactory, then the EDC will decide to revoke the suspension of hospital and permit the hospital to treat the patients from the date of revocation online. From that day, Mithra of that hospital can register new patients.

Process :

• Empanelment and Disciplinary Committee(EDC) will revoke the suspension based on the response received by the hospital.
• MC-EDC will update the action taken by the EDC in the system using hospital master along with the detailed description and forward it to CEO/EO for further updation.
• CEO/EO updates the action in the hospital master work list. Once updated by the CEO/EO the revocation will be done online in the system.
• The hospital will not have a provision to respond to revocation. They can only view the details.

NOTE: *Revocation can be done only in case of Suspension/Cont. of Suspension in order to activate the hospital.*

REVOCATION WORKFLOW
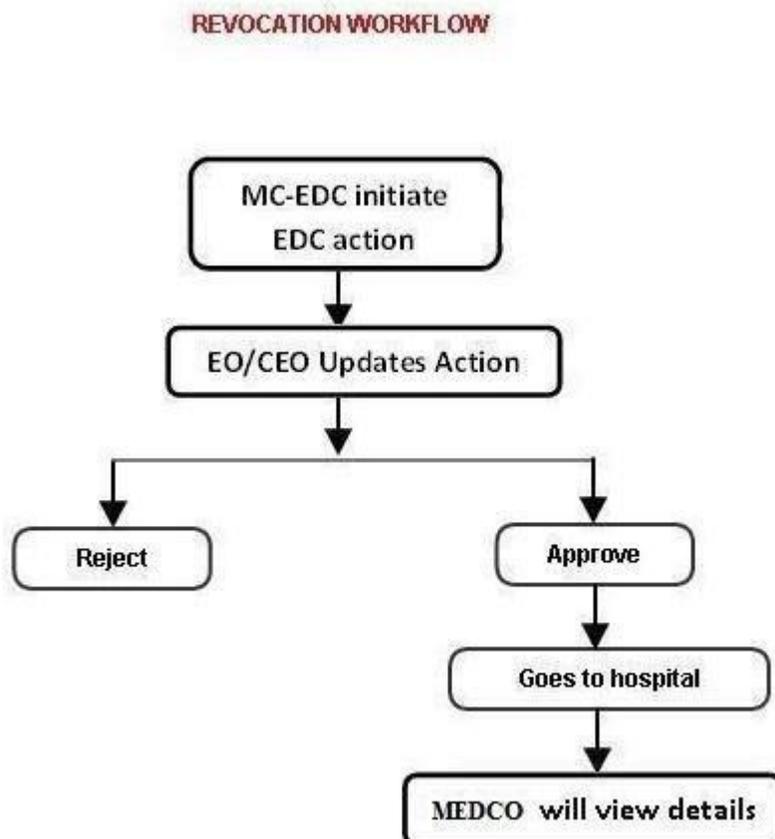
DE-empanelment of Specialties: In case the hospital found lacking in the infrastructure & manpower available for treating the patients in any particular category as per the guide lines of the schemes, the EDC will take disciplinary actions to deactivate those respective specialties for the hospital under the scheme. Once the hospital is DE-empanelled for such specialties the hospital cannot raise preauthorization for patients under such specialty. Normally these kind of actions will be taken on the hospitals based on the inspection reports from general, routine and specific inspection reports. The hospital will not have a provision to respond to DE-empanelment of specialties, they can only view the details of disciplinary action. If the hospital wants to empanel for the DE-empanelled specialty the hospital has to apply through addition of specialties functionality.

Process:

•   Empanelment and Disciplinary Committee(EDC) will take the action against hospital depends up on the violation of MOU clauses.
•   There should be provision to select the Specialty by procedure type (Surgical/Medical). All the specialties empanelled will be displayed to the user with check boxes.
•   MC-EDC will update the action taken by the EDC in the system using hospital master along with the detailed description of the clauses violated by the hospital, the specialties to be DE-empaneled and forward it to CEO/EO .
•   CEO/EO updates the action in the hospital master work list. Once updated by the CEO/EO the action is initiated against the hospital in the system.
•   A pop up will display in the Mithra and MEDCO login as the hospital specialties are DE-empaneled and hospital will not be allowed to raise pre-auth for those specialties.
•   The hospital will not have a provision to respond to de-empanelment disciplinary action. They can only view the details.
•   Once the hospital is DE-empanelled for specialties, the system will not allow the hospital to raise pre authorizations under such specialty in the scheme.
•   In case if the hospital wants to treat patients, they have to apply for addition of specialties through 'Addition of specialties' module

DE-empanelment of Hospital: De empanelment will be performed if the hospitals express their inability to continue in the scheme due to a valid reason like lack of infrastructure or manpower for treating the patients in the hospital. Depends up on the request received from the hospital,EDC will take actions to deactivate the entire hospital under the scheme. Once the hospital is DE-empanelled cannot register any new cases into the hospital.

NOTE: *NWH do not have any provision to respond to DE-empanelment, can only view the details.*

DE-EMPANELMENT WORKFLOW

```
        ┌─────────────────────┐
        │   MC-EDC initiate    │
        │      EDC action      │
        └─────────────────────┘
                   │
                   ▼
        ┌─────────────────────┐
        │ EO/CEO Updates Action│
        └─────────────────────┘
                   │
         ┌─────────┴──────────────┐
         ▼                        ▼
   ┌──────────┐            ┌──────────────┐
   │  Reject  │            │   Approve    │
   └──────────┘            └──────────────┘
                                  │
                                  ▼
                          ┌──────────────┐
                          │Goes to hospital│
                          └──────────────┘
                                  │
                                  ▼
                     ┌────────────────────────┐
                     │ MEDCO will view details │
                     └────────────────────────┘
```
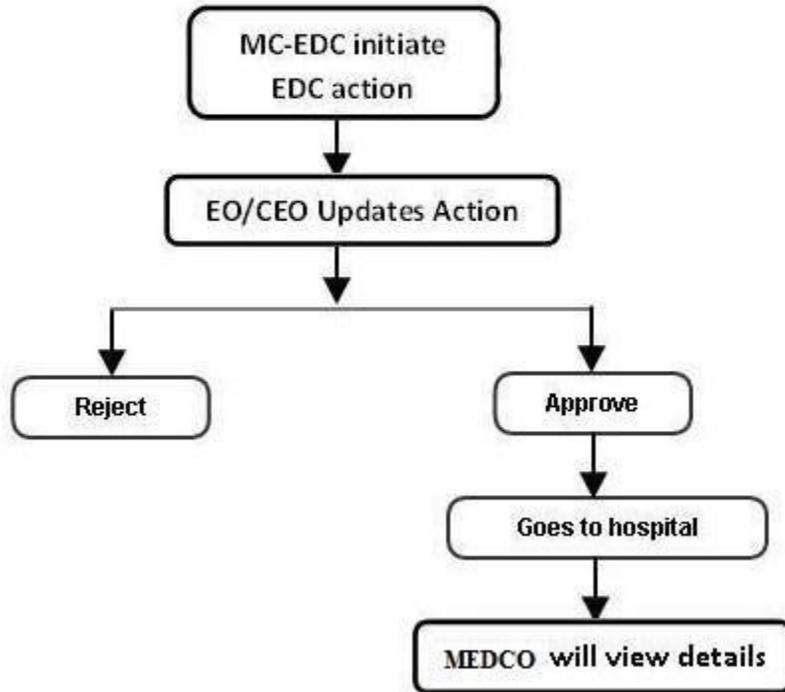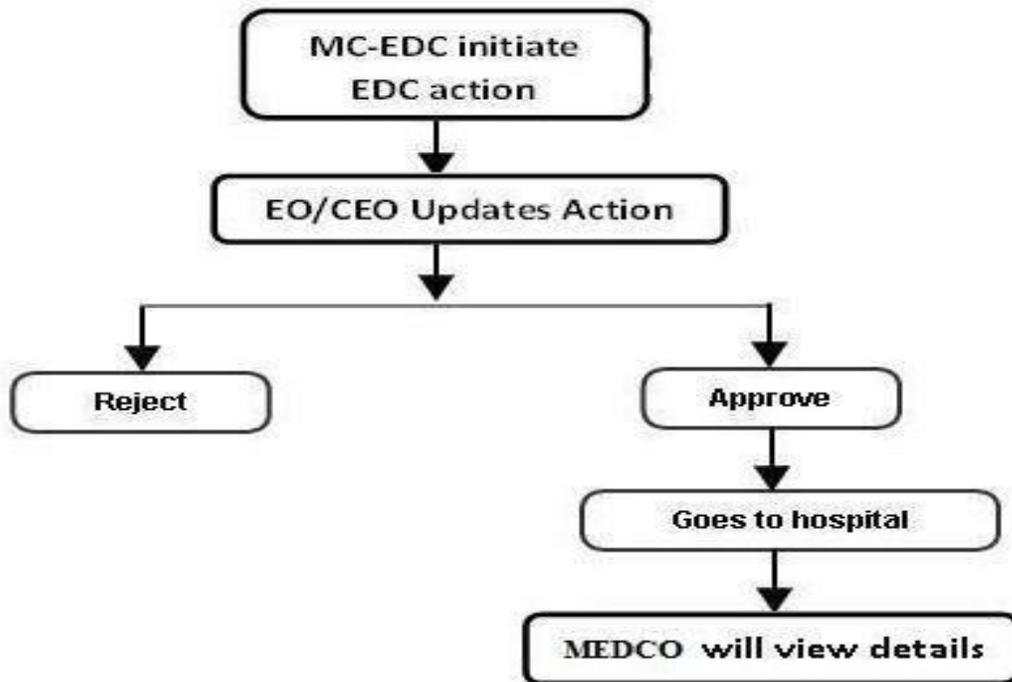
DE-list:

Depends up on the complaint received on the hospital, EDC can initiate a delist action explaining the violation of the MOU clause. Once the delist action is initiated against the hospital, the system will block Mithra to register new patients from the time of delist. The hospital will not have a provision to respond to delist, they can only view the details of disciplinary action. Once the hospital is delisted, the hospital cannot be part of the scheme for a minimum period of 2 years . After 2 years, the hospital can apply for empanelment as a fresh hospital through Empanelment process from the same application.

Process :

• Empanelment and Disciplinary Committee(EDC) will take the action against hospital depends up on the violation of MOU clauses.
• MC-EDC will update the action taken by the EDC in the system using hospital master along with the detailed description of the clauses violated by the hospital and forward it to CEO/EO for further action.
• CEO/EO updates the action in the hospital master worklist. Once updated by the CEO/EO the action is initiated against the hospital in the system.
• A pop up will display in the Mithra and MEDCO login as the hospital is delisted and no more patients can be registered in the hospital.
• The hospital will not have a provision to respond to delist disciplinary action. They can only view the details.
• Once the hospital is delisted, the hospital cannot come into the scheme for the next 2years .
• After 2 years the hospital has to apply a fresh as a newhospital.

NOTE: NWH do not have any provision to respond to DE-list, can only view the details.

DE-LIST WORKFLOW

```
              ┌─────────────────────┐
              │   MC-EDC initiate   │
              │     EDC action      │
              └─────────────────────┘
                         │
                         ▼
              ┌─────────────────────┐
              │ EO/CEO Updates Action│
              └─────────────────────┘
                         │
          ┌──────────────┴──────────────┐
          ▼                             ▼
   ┌─────────────┐              ┌─────────────┐
   │   Reject    │              │   Approve   │
   └─────────────┘              └─────────────┘
                                       │
                                       ▼
                                ┌──────────────────┐
                                │ Goes to hospital │
                                └──────────────────┘
                                       │
                                       ▼
                            ┌──────────────────────────┐
                            │ MEDCO  will view details │
                            └──────────────────────────┘
```

Levy of fine:

In cases where all the payments have been released to the NWHs, a penalty shall be levied on the NWH for violations attracting action at Term 8.4 (i).

i)   Exemplary costs: The EDC may impose levy fine against the erring NWHs for the following acts of omissions and or commissions of NWH and its personnel.

   - Collection of money either in cash or kind from Aarogyasri patients.

   - Deficiency in services by the NWH and its personnel.

ii)   The EDC shall follow the principles of natural justice while levying fines against the NWHs.

iii)   Quantum of fine:

   - The fine will be determined as per the reasonable value of omission and or commission determined by the EDC may extend up to 10 times of its said value.
   - The amount of the fine ordered by EDC panel while pronouncing orders may be remitted by the NWHs or its personnel in Aarogyasri Account. In case the erring NWH against whom the fine is imposed fails to pay then such a NWH may forthwith be 'Delisted' without any notice or intimation.

Disciplinary Actions -Scenario

S. No.	Disciplinary Action	Hospital Should Respond	Hospital Status	Restricted Process
1	General Communication	Yes/No	can be issued under any status	-
2	Called for Explanation	Yes	can be issued under any status	Claims Process
3	Issue of Show Cause Notice	Yes	can be issued under any status	Claims Process
4	Stop Payments/Payments On hold	Yes	can be issued under any status	Claims Process
5	Suspension	Yes	can be issued under any status	Claims Process
6	Continuation of Suspension	Yes	Suspension	Claims Process
7	DE-Empanelment of Specialties	No	can be issued under any status	Preauth Process
8	DE-Empanelment of Hospital	No	can be issued under any status	-
9	DE-list	No	can be issued under any status	-
10	Release of Stop Payments	No	Payments On hold	-
11	Revocation	No	Suspension/Cont. Of Suspension	-