

Dr YSR Aarogyasri Health Care Trust
(Govt. Of Andhra Pradesh)

Circular

Dr YSR AHCT/Operations/SLA/1684593/2022, Dt: 13.04.2022

Sub: Dr YSRAHCT – Operations – Changes in the SLA duration at Claim Trust
Doctor for regular claim cases – guidelines issued to NWHs – Reg.

Ref: e-file computer no.1684593

It has been observed that, most of the hospitals are updating the pending claim cases within 3 to 4 working days and some hospitals are taking more time to update the claims for the cases which are kept pending by the Trust which is also delaying the claim process and hence Trust has reviewed the existing SLA at all levels.

In this regard, Trust has decided to reduce the SLA period from 14 days to 7 days for CTD claim pending cases including COVID19 for the cases registered from 01.04.2022 onwards. Further, all the cases which are pending beyond 7 days at hospitals will be auto reverted to Trust by 18.04.2022. Hence, all the hospitals are requested to note these changes and update the cases within time. The SLA timelines for auto revert of claims to Trust is as follows:

Sl. NO.	Status	Auto Reverted to Trust
1	Claim Doctor Pending Medco not updated	7 days
2	Claim Trust Doctor Pending not updated	7 days

(This has got the approval of the Chief Executive Officer, Dr YSRAHCT)


Executive Officer (Tech- Operations)

To
The Managing Directors/CEOs/Superintendents/Chairman of all Network hospitals.

Copy to
The General Manager (PMU), Dr. YSR AHCT is requested to implement the changes as per the timelines specified in circular.