

Dr. NTR Vaidya Seva Trust

C I R C U L A R

Dr.NTRVST/P&C/CTD/2017, Dt: 23.09.2017

Sub: Dr NTR Vaidya Seva Trust – Operations – Deletion of Claim Trust Doctor (CTD) Role in Claims workflow under Dr NTR Vaidya Seva and Aarogya Raksha. – Intimation - Reg.

Ref: Note orders dated 01.09.2017 of Chief Executive Officer, Dr NTR Vaidya Seva Trust.

It is to inform that it is decided and approved by CEO Sir for deleting the **Claim Trust Doctor (CTD)** Role from the Claims Processing workflow in Dr NTR VS & Aarogya Raksha. As per the orders, CTD Role have been deleted from Claim workflow and deployed online w.e.f 21.09.2017.

As per the modified online workflow of Claims the following changes are to be noted.

- After deletion of CTD, all Claim cases shall be migrated to Claim Head level directly after processing at Panel Specialists level.
- **Two pending options** are being provided at Claim Head level for updating the pending claims at Claim Head level (EO level) each pending with 45 days time limitation (For identity / Designated purpose Pending Options may be named as EO Pending1 and EO Pending2).
- **Enhancement Workflow** – Mapped Enhancement role to all Doctors having “**CH Switch Role**” in place of CTD for processing JEO level Enhancements. (At present Enhancement workflow at JEO level existing in “**CTD switch role**”)
- **Follow Ups Claims** – CH Follow up Claims are mapped to JEO / EO level after Followup – Dy.E.O level.

Hence all the Senior Officials, Doctors are requested to note the above changes and process the cases accordingly and the GM-FOSS is hereby informed to communicate to all the Network Hospitals for information.


EO (Ops)


Chief Executive Officer

To

All the Trust Doctors, Dr NTR Vaidya Seva

Copy To,

The GM-FOSS for communication.