

**GOVERNMENT OF INDIA**  
**MINISTRY OF HEALTH AND FAMILY WELFARE**  
**DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1718**  
**TO BE ANSWERED ON 10<sup>TH</sup> DECEMBER, 2024**

**DELAYED REIMBURSEMENTS TO HOSPITALS UNDER AB-PMJAY**

**1718. SMT. PRIYANKA CHATURVEDI:**

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:

- (a) whether it is a fact that reimbursements under Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) have been delayed for public hospitals;
- (b) if so, the number of cases since 2018, State-wise and year-wise;
- (c) the impact of these delays in care for patients; and
- (d) the measures taken by Government to provide timely reimbursements to hospitals?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND  
FAMILY WELFARE  
(SHRI PRATAPRAO JADHAV)**

(a) to (d): Under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (AB-PMJAY), claims are settled by respective State Health Agencies under the State Government. Claims are auto assigned for processing on First In First Out (FIFO) basis on the Transaction Management System (TMS). Timely settlement of claims is one of the key parameters against which scheme performance is measured. The status of claim settlement under the scheme is constantly monitored to ensure that claims are settled within defined turnaround time and review meetings are organized regularly to take stock of the progress with regards to the claims.

Several other measures have been taken up for timely claims settlements, which are as follows:

- i. Beneficiary facilitation agencies are given responsibility to ensure timely submission of claims by collecting and compiling necessary documents, uploading claims on the Transaction Management System (TMS) and addressing discrepancies to minimize rejections. They coordinate pre-authorization processes and assist in resolving queries in the claim process.
- ii. A hospital-specific toll-free number (14413) has been set-up to address the concerns of hospitals on a real-time basis.
- iii. Capacity building activities are organized for efficient claims settlement.
- iv. District Implementation Units (DIUs) have been set-up to regularly visit empaneled hospitals to understand the issues faced by beneficiaries and hospitals.