

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

**LOK SABHA  
UNSTARRED QUESTION NO. 1423  
TO BE ANSWERED ON 10<sup>TH</sup> FEBRUARY, 2023**

**HEALTHCARE IN REMOTE REGIONS**

**1423. SHRI SAPTAGIRI SANKAR ULAKA:**

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

- (a) the details of steps taken by the Government to ensure availability of decent medical facilities in remote regions of the country;
- (b) the current status of the implementation of Ayushman Bharat Scheme;
- (c) whether the Government is aware of the problems in the scheme being faced due to its complex software and if so, the remedial steps taken in this regard; and
- (d) whether Ayushman Bharat health scheme covers the lodging and boarding charges required for the attendant accompanying the patient during the treatment period of the beneficiary and if not, the reasons therefor?

**ANSWER  
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND  
FAMILY WELFARE  
(DR. BHARATI PRAVIN PAWAR)**

(a) to (d): Under National Health Mission (NHM), support is provided to all States/UTs for creation of health infrastructure in all areas including remote and border areas as per Indian Public Health Standards norms. Ministry of Health and Family Welfare has developed eSanjeevani, a telemedicine application, which provides doctor to doctor (HWC module) and patient to doctor consultation services (OPD module). This application works on a hub and spoke model. At hub level, a specialist doctor provides services to Health and Wellness Centers (HWCs) in rural areas. As on 31.01.2023, a total of 1,56,412 AB-HWCs have been operationalized across the country. Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) launched on 23.09.2018 is the world's largest health protection scheme which provides health coverage of Rs. 5 lakh per beneficiary family per annum for secondary and tertiary care hospitalizations corresponding to 1,949 treatment procedures across 27 specialties to approximately 10.74 crore poor and vulnerable families identified on the basis of select deprivation and occupational criteria in rural and urban areas respectively as per SECC database of 2011.

As of 02<sup>nd</sup> February 2023, a total of 23.07 crore Ayushman cards have been created against the verified beneficiaries and over 4.34 crore hospital admissions worth Rs. 51,749.40 crore have been authorized through a network of 26,049 empanelled health care providers including 14,200 private hospitals. To enable an effective roll-out of AB-PMJAY across the nation, robust technology platforms have been adopted. Key initiatives taken to enhance IT systems are at Annexure.

A number of healthcare benefits viz. medical examination, treatment and consultation, pre-hospitalization up to 3 days, medicine and medical consumables, non-intensive and intensive care services, diagnostic and laboratory investigations, medical implantation services (where necessary), accommodation benefits, food services, post-hospitalization follow-up care up to 15 days, are provided to the beneficiaries under the scheme across the country. The services under AB-PMJAY are patient-centric.

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Key initiatives taken to enhance IT systems under AB-PMJAY:

- i. **Beneficiary Identification System (BIS 2.0):** BIS 2.0 is enabled with features like access to village-wise data that helps in beneficiary mobilization at ground level, open BIS which allows self / assisted verification and eliminates unnecessary intermediaries.
- ii. **PM-JAY Mobile Application:** Beneficiary verification and card creation have been enabled on PM-JAY mobile application.
- iii. **Transaction Management System (TMS 2.0):** Revamping of Transaction Management System (TMS 2.0) to improve in-patient registration, pre-authorisation, admission, initial diagnosis, follow up, claims management and payments.
- iv. **National Portal, Dashboard & Analytical Solution:** Analytical dashboards have been developed which monitor the status of implementation of AB PM-JAY based on Key Performance Indicators (KPIs) and generate reports for the same.
- v. **Health Claims Exchange Platform (HCEx):** HCEx platform has been launched to connect hospitals to insurance companies and State governments.

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