

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2294  
TO BE ANSWERED ON 29<sup>TH</sup> JULY, 2022**

**TREATMENT OF AYUSHMAN CARDS HOLDERS**

**2294. SHRIMATI DELKAR KALABEN MOHANBHAI:**

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

- (a) whether proper and adequate treatment is not being provided to the Ayushman Card holders in Government hospitals and they are devoid of treatment/ health facilities in empanelled private hospitals under the said scheme;
- (b) if so, the details thereof along with the reasons therefor;
- (c) whether such a situation is compromising the basic objective of the said scheme, if so, the details thereof; and
- (d) the immediate steps taken to solve the complaints in this regard and to make the Scheme successful?

**ANSWER**

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

(a) to (d): As of 27<sup>th</sup> July 2022, approximately 3.65 crore hospital admissions worth over Rs. 43,140 crore are authorized under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (AB-PMJAY) through a network of 24,834 empanelled healthcare providers (public and private).

As per the terms and conditions of empanelment, hospitals cannot deny treatment to genuine beneficiaries of the scheme. In case of denial of treatment by the empanelled hospital, beneficiaries can lodge grievances on the designated web-based portal or mobile-based application of Central Grievance Redressal Management System (CGRMS). Alternatively, beneficiaries can reach out to NHA's National Call Centre through 24x7 helpline 14555 and register their grievances. Such grievances are resolved in an efficient and transparent manner through a publicly accessible IT platform.

Details of steps taken to improve implementation of AB-PMJAY are at Annexure.

Details of steps taken to improve implementation of AB-PMJAY:Demand Side Interventions

- i. NHA signed Memorandums of Understanding (MoUs) with leading solutions providers such as CSC E-Governance Services India Limited (CSC) and UTI Infrastructure Technology and Services Limited (UTIITSL) to issue Ayushman cards free of cost to SECC 2011 beneficiary undergoing verification for the first time. State/UTs were encouraged to adopt such MoUs for non-SECC beneficiaries in their States.
- ii. “Aapke Dwar Ayushman” (ADA) is a key initiative of NHA that is implemented in mission mode across 10 State/UTs, including focus States such as Bihar, Chhattisgarh, Madhya Pradesh, and Uttar Pradesh. The campaign leveraged a grassroots network of healthcare workers, frontline workers, Panchayati Raj institutions, village level agents from CSC and UTIITSL to mobilize and verify nearly 4.2 crore beneficiaries.
- iii. NHA has reached out to Central Government ministries implementing welfare schemes (Ujjwala Yojana, Awas Yojana) using SECC 2011 database. This was done to use the updated databases of such welfare schemes for better targeting of potential AB-PMJAY beneficiaries.
- iv. NHA has taken steps to increase avenues for Ayushman card generation by onboarding additional agencies for card generation and card approval.
- v. Integration of pan-India Information, Education and Communication (IEC) campaigns of AB-PMJAY with other national flagship schemes.
- vi. NHA has launched the concept of Ayushman Mitra – a rewards and recognition program to transform PMJAY into a Jan Andolan by creating avenues for societal stakeholders to come forward and assist the scheme beneficiaries.

Supply Side Interventions

- i. NHA has developed the concept of a beneficiary facilitation agency to increase the participation of empanelled public hospitals by streamlining the implementation of PMJAY at such hospitals and ensuring adequate attention to AB-PMJAY beneficiaries.
- ii. A dedicated “Hospital Operations” unit has been formed at NHA to engage with healthcare providers and increase their participation under the scheme.
- iii. A focused approach is followed for empanelling majority of 100-bedded hospitals and top corporate hospitals under AB-PMJAY.
- iv. Settlement of claims is one of the key drivers to encourage participation of empanelled hospitals and thereby improve service delivery to beneficiaries. In this regard, NHA has taken several measures to expedite claims adjudication.

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