



# Ahmedabad Hospitals & Nursing Homes Association

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5<sup>th</sup> August 2022

## PRESS RELEASE

### **AHNA to withhold cashless facilities for public sector companies' health insurance holders from 8<sup>th</sup> August 2022 to 15<sup>th</sup> August 2022**

In a press release, Ahmedabad Hospitals & Nursing Homes Association has informed that since the public sector insurance companies have failed to resolve the grievances raised by the association multiple times, all AHNA facilities will withhold cashless facilities from 8<sup>th</sup> August 2022 to 15<sup>th</sup> August 2022 (Both days inclusive).

The public sector insurance companies whose insurance holders will not be able to avail cashless facilities are as under:

- 1) New India Assurance Co. Ltd.
- 2) National Insurance Co. Ltd.
- 3) United India Insurance Co. Ltd.
- 4) Oriental Insurance Co. Ltd.

On the contrary, the problems have increased over a period. This attitude not only shows a complete apathy towards solving the problems faced by the hospitals, but also shows their insincerity in resolving grievances.

The problems represented to the insurance companies are mainly for better services to our patients who have taken the health insurance policy from the Public Sector Insurance companies. Time and again AHNA has represented that with the charges that these companies pay them, it is not possible to maintain the high safety standards, quality of treatment, and that is the major grievance.

Overall, complete lack of interest by the public sector insurance companies, leads us to believe that they are not interested in providing quality care to the insured patients.

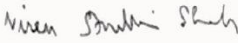


AHNA has put forward the following demands from the public sector insurance companies:

- 1) **PPN Rates:** The rates of PPN procedures that have been given to the hospitals are too low to provide quality care to the patients. We have reworked on the rates based on all complexities & have provided a list to the insurance companies. These rates should be implemented for all the member hospitals with immediate effect.
- 2) **Immediate revision of charges of all hospitals as per health inflation index (6% as of now):** Since the Insurance companies have failed in revising the rates on a regular basis, keeping in line with the inflation rate (Health Inflation Index) in the country, charges should be revised for all hospitals at 6% per annum from the date last renewal was done.
- 3) **No individual negotiations** should be done with any hospitals henceforth and the charges should be revised every year keeping in mind the health inflation index.
- 4) **Resolve Patients' grievances in reimbursement of claims:**
  - a) Deduction of equipment charges in complex surgeries
  - b) Deduction of assistant charges in complex surgeries
  - c) Non-payment of certain latest medicines in treatment of cancer
  - d) Non-payment of advance investigation charges for the management of diseases

- e) Raising unjustifiable queries by non-qualified doctors of TPAs to delay the reimbursement claims.
- 5) **SPOC Window for Grievance redressal:** The Single Point of Contact Window for Grievance redressal for Providers, is required. Assign a dedicated phone no., person or email id in each PSU insurance company.
- 6) **Implement all decisions taken in the last meeting** with all Heads of insurance companies immediately. The list includes:
  - a) Lack of transparency in finalising hospitals as a Network provider hospital. **Empanel all hospitals**
  - b) Lack of transparency in deciding charges for various network hospitals.
  - c) Delayed payments of bills beyond 7 days as stipulated in agreement.
  - d) Deduction of payments after the amount authorised by insurance/TPA
  - e) Other points as informed multiple times.

AHNA alleged that these companies are not paying attention to the health insurance services. Patients who suffered from Covid and had their health insurance from public sector insurance companies have got huge deductions from their claims and most of them have filed cases against these insurance companies.

AHNA officials also informed that if the insurance companies do not resolve the grievances, we will have to resort to longer suspension of cashless facilities in coming days

 <b>Dr. Viren Shah</b> Secretary	 <b>Dr. Anish Chandarana</b> Vice-President	 <b>Dr. Bharat Gadhavi</b> President
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