

Rajasthan State Health Assurance Agency
Swasthya Bhawan, Tilak Marg, Jaipur

No.F1008(146)/AB-MGRSBY/ RFP/2020-21/ 700

Dated: 18-6-2020

Responses to queries

Pre-proposal conference was held on 16th June, 2020 at 4:00 pm as per schedule in Swasthya Bhawan Jaipur and also online for those unable to attend in person on the RFP published by RSHAA for selection of Insurance Company for Ayushman Bharat-Mahatma Gandhi Rajasthan Swasthya Bima Yojana vide no. F-1008(146)III Phase/2020-21/671 dated 11.06.20. Representatives of following Insurance Companies attended the conference:-

Attended from Swasthya Bhawan Jaipur:-

1. New India Assurance Company Limited
2. National Insurance Company Limited
3. Bajaj Alliance GIC limited
4. Star Health Insurance Limited

Attended online:-

1. United India Insurance Company Limited
2. Reliance General Insurance Company Limited
3. Aditya Birla Insurance Company Limited

During pre-proposal conference queries were discussed in detail and responses were given to the bidders by members of RFP committee and State Unit of RSHAA. Details of queries raised and responses given is as below:-

S. No	Query	Raised by	Response
1	TAT for cases of pre_authorization	New India Assurance Company limited	Claim management guidelines that are mentioned in these documents are indicative.

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		<p>Reliance General Insurance Company Limited</p> <p>Star Health Insurance Company Limited</p>	<p>RSHAA will issue final guidelines with signing of agreement. However, it is to be clarified that TAT for processing pre_authorization approval by Insurance Company is as below:-</p> <p>1. 6 hours in case of emergency</p> <p>2. 12 hours in case of normal cases.</p> <p>Other time lines will be issued in the guidelines for Claim Management.</p>
2	<p>Volume 2</p> <p>Clause 12.1 a (iv)</p> <p>As per the clause - "An amount of 1 % of the premium to be paid shall be deducted from the premium paid as per the schedule for purposes of carrying out IEC, monitoring and evaluation activities by RSHAA. This amount shall be included in the administrative cost."</p> <p>(1) We understand that 1% of annual premium to be deducted for carrying out aforesaid activities, please confirm.</p> <p>(2) As per the tender- For the purpose of IEC, monitoring and evaluation, 1 % of the premium payable every quarter shall be deducted. (clause 4,</p>	<p>Reliance General Insurance Company Limited</p> <p>Star Health Insurance Company Limited</p>	<p>IEC and monitoring & Evaluation will be undertaken by RSHAA therefore this amount shall be deducted from the premium every quarter from the premium payable to IC.</p>

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	<p>vol 2)</p> <p>(3) We suggest to remove the clause and allow IC to manage the IEC activities, monitoring and evaluation activities.</p>		
3	<p>Volume 2 Ann. 2.4</p> <p>Volume 3 Schedule 4</p> <p>Guidelines for Identification of AB-MGRSBY Beneficiary Family Units</p> <p>(1) Request Clarity on Registration Process of the beneficiaries. Is the Beneficiary Identification Software used to identify beneficiary / register beneficiary of NHA or is there any other software.</p> <p>(2) Whether the enrolled beneficiaries have registration/ enrolment card as like PMJAY card/Golden card or is there any other card to identify the beneficiary.</p> <p>(3) If there is a different card in the scheme - is it family card with unique number to family unit or its an individual card with unique number to the enrolled beneficiary.</p>	<p>Reliance General Insurance Company Limited</p>	<p>This is clarified that there is no separate registration process in scheme for beneficiaries. Any NFSA or eligible SECC beneficiary family can be benefitted under the scheme provided identity and eligibility of the family is linked with Jan Adhaar card. Guidelines that are mentioned in these documents are indicative. RSHAA will issue final guidelines with signing of agreement.</p>

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	<p>(4) The registrations/golden card generation will be done only at the hospitals or at District Kiosks. Please also elaborate the role of District Kiosks.</p> <p>(5) Is there any 'registration drive' planned in the scheme.</p> <p>(6) At the time of enrolment/registration any Registration fee is to be collected by the Hospital / enrolment centre/ registration centre from Beneficiary family / members , if yes kindly share the process.</p>		
4	<p>IT platform to process Pre auth and Claim processing</p> <p>Which IT platform would be used by AB - MGRSBY, is it TMS (NHA) or any other State owned a separate IT platform.</p> <p>If its State owned separate IT platform Is used then how the portability cases would be processed.</p>	Reliance General Insurance Company Limited	RSHAA may use IT platform either of NHA or state owned. It will be intimated to selected bidder in due course of time.
5	<p>Reporting Requirements</p> <p>(1) All the details and MIS are available in TMS.</p>	Reliance General Insurance Company Limited	Details of the reports are given under point 14 of volume 3 "Reporting Requirements". Details of webportal will be conveyed to the

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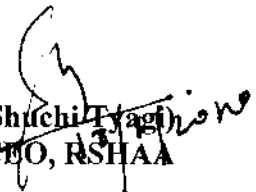
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	(2) In case still IC need to upload the details on SHAA;s webportal then kindly provide the details of it.		selected bidder in due course of time.
6	Call Centre Services (1) Please elaborate the requirement of call centre and how many lines would be operational. (2) Is it mandatory to have call centre in Rajasthan or it can be established anywhere.	Reliance General Insurance Company Limited Star Health Insurance Company Limited	For early disposal of pre_auth requests related to emergency cases bidder has to keep a dedicated number where hospital/patient can contact in need. Based on the call load selected bidder will be required to enhance the number/s.
7	EHCP IT Infra (1) Request clarity on the cost of IT infra deployment in Public Hospitals, who would be bearing it. (2) Please elaborate what are all the types of IT infra required.	Reliance General Insurance Company Limited	Insurance Company will have no bearing of IT infra in public or private EHCPs. Every EHCP will arrange for this on their own.
8	Differential/incentivised pricing During the policy period if number of empanelled private hospitals in any of the backward district goes higher than 10 then whether that district move out of the incenvization category.	Reliance General Insurance Company Limited	In such situation RSHAA reserves the power to exclude any district/s.
9	Implementation of Scheme in clusters	Reliance General Insurance Company Limited Star Health Insurance Company Limited	Scheme is not to be implemented in clusters. RSHAA is inviting one bid from bidders for entire state.

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10	The package rates reserved for public EHCP and details of packages with differential pricing has not been provided under Ann. 2.3.	Star Health Insurance Company Limited	Ann 2.3 of Vol.2 and Schedule 3 of vol.3 includes list 57 packages (with rates thereof) reserved for Govt. EHCPs. Differential pricing is applicable on all packages.
11	Clarification regarding minimum number of beds for single speciality hospital to empanel under the scheme, doctor/nurse to bed ratio, norms for HDU etc.	New India Assurance Company limited	Details will be issued in the Guidelines for empanelment/ de-empanelment of hospitals.
12	Process of disciplinary proceedings and de-empanelment What if the EHCP found involved in irregularities other than the mentioned 5 types?	New India Assurance Company Limited	In such cases RSHAA reserves the right to take necessary action against hospital.

All the guidelines mentioned in the RFP are indicative and RSHAA will issue final guidelines to the selected bidder at the time of signing of agreement.


 (Shuchi Tyagi)
 CEO, RSHAA