



# VALLABHBHAI PATEL CHEST INSTITUTE

University of Delhi, P.O. Box No. 2101

Delhi-110 007

VPCI/Admn.II/AB PM-JAY/2026/ 217


07 May, 2026

## CIRCULAR

**Subject: Commencement of Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB PM-JAY) operation at VCH, VPCI**

This is for information to all that V.P. Chest Institute is commencing **Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AM PM-JAY)** operations w.e.f. **11<sup>th</sup> May, 2026 (Monday)** in **Viswanathan Chest Hospital (VCH)**, VPCI, University of Delhi, Delhi.

This issues with the approval of the Competent Authority.

  
Assistant Registrar  
(Admn-III)

To:

- All Faculty & Staff

Copy to

- P.S. to Director – for kind information of the Director, VPCI
- P.A. to Deputy Registrar – for information of the Deputy Registrar, VPCI
- Prof. Mandira Varma Basil, Medical Superintendent (AB PM-JAY)
- All HoD's – with copy of Standard Operating Procedure (SOP)
- Prof. Vishal Bansal, Chairman, AB PM-JAY
- Dr. Ravishankar N., Nodal Officer, AB PM-JAY
- AR-I, AR-II & AR-III, VPCI
- Website Division – for uploading on the website of the Institute
- All Notice Boards
- Master copy



# VALLABHBHAI PATEL CHEST INSTITUTE

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Standard Operating Procedure (SOP) for Operation of Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB PM-JAY) at Viswanathan Chest Hospital (VCH), Vallabhbhai Patel Chest Institute (VPCI), University of Delhi, Delhi

## PROCESS FLOW OF AB PM-JAY

### Identification of beneficiaries in Beneficiary Identification System (BIS) Platform

- Visit <https://beneficiary.nha.gov.in/>, login as operator, fill captcha, enter registered mobile number, Authentication Mode – AADHAR OTP, enter OTP and fill captcha to login.
- If the patient already possesses an Ayushman card, its functionality is verified.
- If the patient does not have an Ayushman card, it is generated by conducting E-KYC using Aadhaar OTP/fingerprint/iris scan, or face authentication.
- Beneficiary form is completed, declaration is obtained from the patient/attendant, and the form is handed over to the treating doctor for package and procedure code selection based on the diagnosis.

### Beneficiary Registration in Transaction Management System (TMS)

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- Visit <https://provider.nha.gov.in/>, fill captcha, enter registered mobile number, Authentication Mode – AADHAR OTP, enter OTP and fill captcha to login.
- Details of the beneficiary are retrieved by entering the PM-JAY ID of the beneficiary.
- Beneficiary verification is conducted through finger print/IRIS/face authentication.
- All relevant details including address, patient information are provided and mobile number verification via OTP is done.
- Patient registration process is completed by clicking the “Register” button.
- After successful patient registration, a stamp is affixed on the yellow card and IPD booklet to facilitate easy identification of the beneficiary.

#### **Pre-authorization in Transaction Management System (TMS)**

- Visit <https://provider.nha.gov.in/>, fill captcha, enter registered mobile number, Authentication Mode – AADHAR OTP, enter OTP and fill captcha to login.
- Beneficiary is located by searching in “Preauthorization Pending” in the dashboard.
- Following details are entered:
  - ❖ Medical Information – general findings, family history, personal history.
  - ❖ Admission Information – date of admission, date of surgery (if applicable), type of facility (ward/ICU).
  - ❖ Treatment Details –
    - Diagnosis.

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- Speciality.
- Procedure.
- Uploading relevant Investigations - Radiological reports – X-Ray, CT, Ultrasound, ECHO etc, Investigation reports, Clinical notes, hospital card, AADHAR card, PM-JAY card, Beneficiary form, Patient photo – taken at Ayushman Kendra or ward/ICU (if patient is critically ill).
- Care team details.

- System autogenerates package cost, incentive amount and total cost.
- "Preview & Validate" is selected to check the entered details.
- If entered details are correct then "Initiate Pre-authorization" is selected.
- Pre-authorization approval comes within six hours.

### **Initiate Enhancement in Transaction Management System (TMS)**

Enhancement request (extension of stay or additional procedures) is submitted 24 hours after the initial pre-authorization. The extension of stay can be added for a maximum of 5 days at a time.

- Visit <https://provider.nha.gov.in/>, fill captcha, enter registered mobile number, Authentication Mode – AADHAR OTP, enter OTP and fill captcha to login.
- Beneficiary is located by searching in "Under Treatment" in the dashboard.
- "Initiate Enhancement" is selected.
- A new procedure can be added or stratification and no. of days for the existing procedure may be changed.
- Validate & Preview -->Submit enhancement.

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## Patient discharge and claim submission in Transaction Management System (TMS)

- Visit <https://provider.nha.gov.in/>, fill captcha, enter registered mobile number, Authentication Mode – AADHAR OTP, enter OTP and fill captcha to login.
- Beneficiary is located by searching in "Under Treatment" in the dashboard.
- "Ready for Discharge" is selected.
- Type of discharge is specified – Normal Discharge, LAMA, DAMA, Death.

### Normal discharge

- Select Discharge Stage – after treatment/surgery.
- Specify Discharge Date.
- Specify Treatment/Surgery Date.
- Upload in-treatment patient photo.
- Upload Discharge Summary.
- Upload Feedback Form/Mangalkamna Patra.
- Whether the hospital has provided the medicines during the treatment/for post-operative care – Y/N.

### LAMA

- Select LAMA stage - before treatment or surgery/after treatment or surgery.
- Specify Treatment /Surgery Date.
- Specify LAMA Date.
- Upload in-treatment patient photo.

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- Whether the hospital has provided the medicines during the treatment/for post-operative care – Y/N.

### DAMA

- Select DAMA stage - before treatment or surgery/after treatment or surgery.
- Specify Treatment/Surgery Date.
- Specify Discharge Date.
- Upload in-treatment patient photo.
- Upload Feedback Form/Mangalkamna Patra.

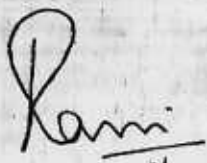
### Death

- Select Death stage - before treatment or surgery /during treatment or surgery /after treatment or surgery.
- Specify Death Date.
- Upload Hospital Death Certificate.
- Upload Clinical Notes/Death Summary.
- Upload Mortality Audit Report.

Patient verification is conducted through finger print/IRIS/face authentication (if applicable).

### CLAIM SUBMISSION

- Visit <https://provider.nha.gov.in/>, fill captcha, enter registered mobile number, Authentication Mode – AADHAR OTP, enter OTP and fill captcha to login.
- Beneficiary is located by searching in "Claims to be Submitted" in the dashboard.
- Upload the following;

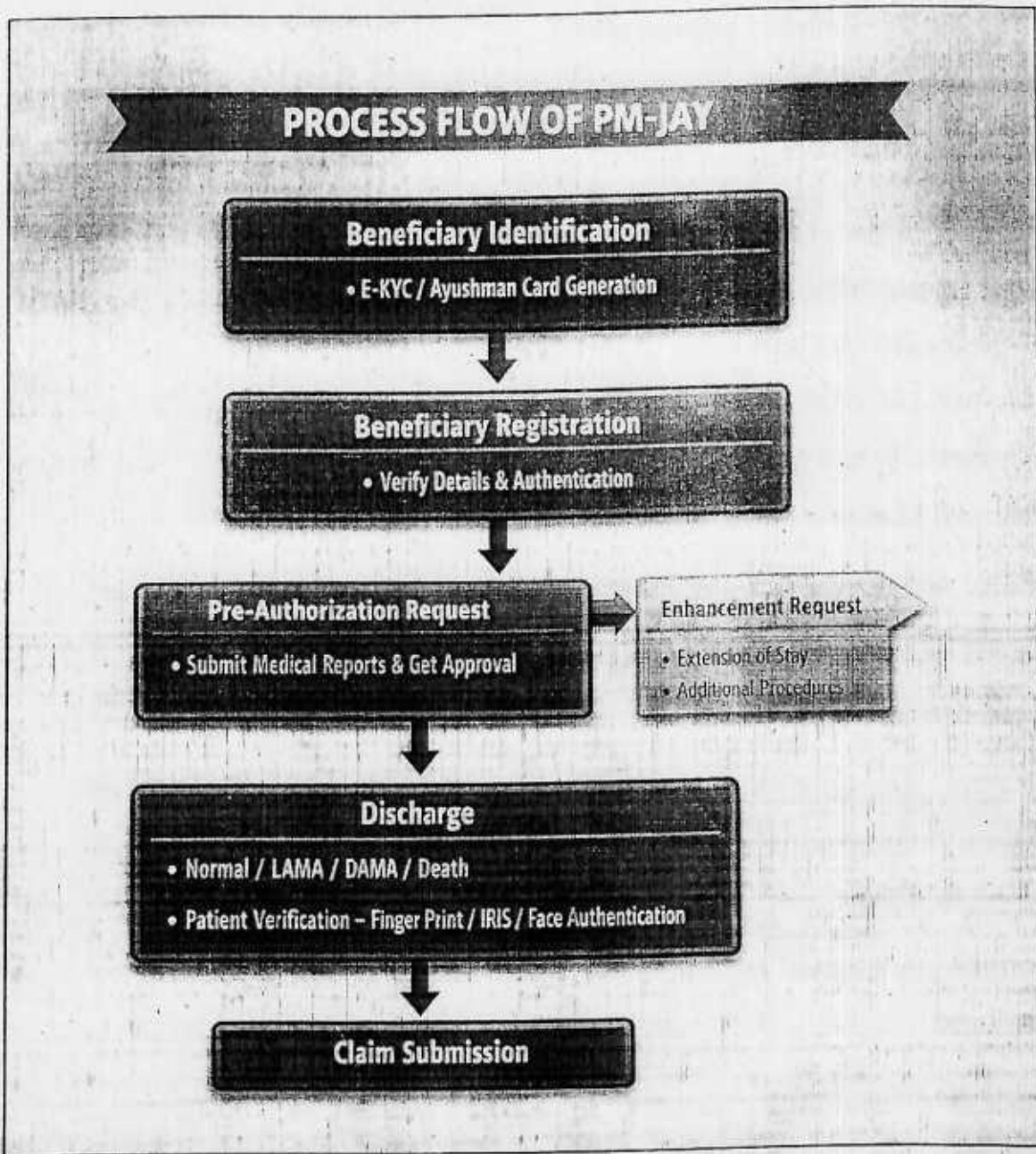


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- Reports of all the investigations performed during the hospital stay.
- Discharge Summary/Death Summary (Which ever applicable).
- Treatment details – drug chart, vital chart.
- In-treatment Patient Photo (not required for death).

☐ Preview & Claim -->Submit claim



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## PM-JAY OPERATION TEAM

1. Pradhan Mantri Arogya Mitra (PMAM).
2. Patient Care Manager (PCM).
3. Nursing Officer.
4. Treating doctor.
5. Pharmacy.
6. Nodal Officer.

## ROLE AND RESPONSIBILITIES

### PMAM

- First contact person of AB PM-JAY scheme, back bone of the scheme.
- Interact with patients, explain the scheme to the patients and identify the beneficiaries.
- Software use – handle BIS and TMS.
- Ensure that all documents/records are verified diligently before uploading into TMS.
- Coordinate with PCM, Nodal Officer, Nursing Officers and Treating Doctors.

### PATIENT CARE MANAGER (PCM)

- Responsible for day-to-day functioning of Ayushman Bharat Kendra/Office.
- Supervise and monitor the work of PMAM's.
- Responding to queries raised by Pre-Authorization and Claims Panel Doctors (by consulting treating doctor).
- Handle complaints and bring them into the notice of the Nodal Officer.

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- Maintain all relevant details of entitled beneficiaries.
- Follow up all cases end to end till claims are settled and payment is received.
- Prepare daily and monthly report and submit it to Nodal Officer.

#### **NURSING STAFF**

- Ensure that AB PM-JAY beneficiaries receive prescribed medicines and other consumables as per the approved package.
- Maintaining/documenting the details of all investigations performed for AB PM-JAY beneficiaries.
- Affixing the AB PM-JAY beneficiary stamp on all the investigation forms of AB PM-JAY beneficiaries.

#### **TREATING DOCTOR**

- Select the appropriate package and procedure code.
- If any AB PM-JAY beneficiary is transferred from the general ward to the ICU or vice versa, the Treating Doctor should write a transfer note in the patient's treatment file and inform the Nursing Staff on duty. The Nursing Staff then informs the PMAM, who then updates the change in the Transaction Management System (TMS).
- When the discharge of an AB PM-JAY beneficiary is planned, the Treating Doctor should inform the Nursing Officer one day in advance, to facilitate the Nursing Officer to coordinate with the Pharmacist for arranging the post-discharge medicines.
- Help answering the queries raised during pre-authorization and claim settlement.

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## PHARMACY

- Ensure the timely availability of requisite medicines and other consumable items for AB PM-JAY beneficiaries.
- Procure unavailable items through local purchase.
- Maintain proper records of medicines and other consumables provided to AB PM-JAY beneficiaries.

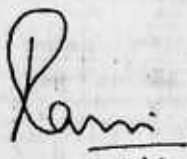
## NODAL OFFICER

- Responsible for the smooth implementation of the scheme.
- Co-ordinate with PCM, PMAM, Nursing Staff and Treating Doctors.
- Co-ordinate with NHA for rectifying technical issues (if any).
- Handle grievances.
- Overall supervision.

## IMPORTANT NOTE

### 1. Dispensing of Post-Discharge Medicines for AB PM-JAY patients for a duration prescribed by the treating doctor:

- For patients discharged during working days and hours (9:00 AM to 5:30 PM), the Pharmacist shall be responsible for dispensing the post-discharge medicines.
- For discharges occurring during post-working hours, weekends, or general holidays, the Duty Nurse shall be responsible for dispensing the post-discharge medicines. Further, the Duty Nurse shall report the details of such dispensing to the Pharmacist on the next working day, to ensure proper documentation and entry in records.

  
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**2. Non-approval of pre-authorization request:**

If pre-authorization approval is not obtained, the patient should make the payment for the investigations conducted prior to submission of the pre-authorization request, as well as charges applicable for continued stay. Alternatively, the patient may present a valid Ration Card or BPL Card for verification, if available.

**3. Authorized Centers for Outsourced Investigations:**

For investigations not available at VCH, VPCI, only the following diagnostic centers authorized by VPCI are to be approached for tests for AB-PMJAY beneficiaries:

1. Dr. Madhu MRI Path lab.
2. North Delhi Advanced Diagnostics and MRI centre.
3. Tirsa Health Care.



