

**GOVERNMENT OF TAMIL NADU
TAMIL NADU HEALTH SYSTEMS PROJECT**

From

To

Mr. Pankaj Kumar Bansal, I.A.S.,
Special Secretary to Govt.
Health & Family Welfare Department &
Project Director,
Tamil Nadu Health Systems Project,
DMS Annex Building,
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The project Manager, (CMCHIS),
United India Insurance CO. Ltd.,
Om Sakthi Towers,
226, Kilpauk Gardan ROAD,
Kilpauk, Chennai-10.

Letter No. 5950/TNHSP/Ins/2011, dt.04.10.2013

Sir,

Sub: Tamil Nadu Health Systems Project – Chief Minister's
Comprehensive Health Insurance Scheme – Guidelines for
cancellation in CMCHIS communicated- Reg

The Guidelines for cancellation in CMCHIS is communicated for
information and necessary action.

Encl: Guidelines


For Project Director

Copy to:

M/S T.T.K.Health Care. TPA. P.Ltd.
Chennai.
O/o the Project Manager,(CMCHIS),
United India Insurance Co. Ltd.,
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M/S MEDI ASSIST India.
TPA P.Ltd.,Chennai.
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M/S MD India. Health Care Services, TPA. P.Ltd., Chennai.
O/o The Project Manager,(CMCHIS),
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Guidelines for cancellation in CMCHIS

1. Cancellation is permissible only for patient conditions and care to be taken by insurance company to authenticate correct cancellation before permitting cancellation.
2. If procedure authorized (preauth approved) is already done/being in the same hospital then this is not permissible for cancellation once pre-auth is raised.
3. In case where death ensues or takes place, preauth should not be allowed for cancellation and appropriate procedures followed including referral to Mortality and morbidity committee.
4. Cancellation other than in the format approved by TNHSP should not be allowed, including those without consent/signature in cancellation forms.
5. It is mandatory for validators to talk to patients before giving cancellations otherwise it is liable for abuse.
6. Claims shall not be permitted to be cancelled if treatment has ^{taken} place, otherwise declaration of non collection of money by hospital is mandatory.
7. Non availability of records is not a base for cancellation and these cases should not be permitted to be cancelled under claims, otherwise certificate of non treatment is mandatory by insurance company.
8. Cancellations by claims head ⁱⁿ violation of above conditions are not permissible.
9. If it is found that cancellations have taken place without informing to the patient then as per insurance act action to be taken on hospital/individuals on case to case basis .

W. Fabian
6/10/13

For Project Director.