



Rajasthan Government Health Scheme

Hospital Empanelment FAQs

- Q.1 How to go for Hospital empanelment under RGHS?
A. Private Hospitals/HCNP who wish to empanel under RGHS will have to apply through online application.
- Q.2 Do the already empanelled private Hospitals have to apply again on RGHS portal?
A. Already empanelled private Hospitals do not need to apply again on RGHS portal as per the FD order No. F. 6(2) FD/Rules/2020 Pt. II dt. 28th April 2021 but in order to join in under RGHS, the Hospitals have to submit duly signed Consent form via email (add.dir.rghs@rajasthan.gov.in).
- Q.3 How to apply for fresh empanelment under RGHS?
A. Private Hospitals have to first login using SSO ID. Now Click HCNP Request form to fill the profile details and then click submit button. The Profile will be viewed by the RGHS team and an approval/rejection message will be received by the applicant on the registered email id /contact no. Once approved the applicant can now login using SSO ID to have an access to the HCNP-EM (Health Care Network Provider- Empanelment Module) for filling the complete application form. The EOI / guidelines for filling the online application form is available on RGHS web portal.
- Q.4 Can the application be saved mid-way?
A. Using the 'Next' button that appears at the bottom of each page, the application be will be auto-saved.
- Q.5 Can the previously filled data be retrieved later?
A. Yes, the previously filled application can be retrieved if the same username and password is entered to retrieve the previously filled application.
- Q.6 Can the filled application can be viewed before submission?
A. Yes, by clicking on 'Preview' button complete filled application can be seen and can be Printed using control Print option.
- Q.7 What is the mode of transfer of application fees for empanelment?
A. The payment of application fee by the Hospital/HCNP will be through RGHS application.
- Q.8 Can a speciality Hospital apply for Hospital empanelment for any other speciality?
A. Yes, already empanelled speciality Hospital can apply online for empanelment under RGHS for another speciality.

Q.9 What is the process of empanelment?

A. Online proposals submitted by the Hospitals for empanelment will be screened by Hospital Benefits Empowered Committee (HBEC), Finance Department, GoR. Approval/ Rejection of the proposal will be notified to the applicant through email.

Q.11 What is the estimated time for getting approval /rejection of empanelment under RGHS?

A. The approval /rejection of proposals for empanelment is a time bound online process based on automated system and the Hospital will be informed of the final decision within 30 days of the submission of application and the notification of the same will be sent on registered email ID of the Hospital.

Q.12 What will be the process ahead of receiving the approval/rejection notification message?

A. If the proposal for empanelment is approved then the concerned Hospital has to download the MoA on RGHS portal using the registered SSO login ID. The Hospital/HcNP will then have to upload the signed MoA copy on RGHS portal and will also have to submit the hard copy at the Office of Director, Department of State Insurance and Provident Fund, 2-2 Bima Bhawan, JaiSingh Highway, Bani Park, Jaipur-302016. The MoA copy duly signed by Director, SIPF will be uploaded and can be viewed by the Hospital.

Q.13 How will the newly empanelled Hospitals will go for Claim Submission?

A. All the empanelled Hospitals can login using SSO ID and on clicking RGHS icon, can have an access to Transaction Management System(TMS) on RGHS portal. Claim can be then submitted online using TMS.

Q.14 What is the process of Claim approval & payment submitted by the Hospitals?

A. The Claims submitted by the Hospitals will be examined by TPA and will then be forwarded to the Claim unit of RGHS for final approval and payment.

Q.15 What will be the basis of payment of Claims submitted by the Hospitals?

A. The payment of claims submitted by the Hospitals will be as per the RGHS package rates.

