

GOVERNMENT OF RAJASTHAN  
**Office of Project Director, Rajasthan Government Health Scheme**  
(Rajasthan State Health Assurance Agency)

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No:- F1(250)RGHS/Hospital emp.Correspondance/24-25

Date:-

**GUIDELINES FOR RGHS EMPANELED HOSPITALS**

In view to upgrade the RGHS portal and for seamless functioning of various modules for beneficiary and empaneled hospitals, certain features will be incorporated in Beneficiary Identification system (BIS) and Transaction Management System (TMS) on RGHS portal. All empaneled hospitals may kindly note the following under given modules:

**A. Beneficiary Identification System (BIS)**

- RGHS application will require live photographs of beneficiary in case of IPD / Daycare/ OPD during Beneficiary Identification System (BIS). The Live photograph will be reflected on prescription in case of OPD TIDs.
- New BIS cannot be generated under OPD if the patient is having an active admission (IPD / Daycare) in any other / same facility. OPD TID cannot be generated if the OPD wallet balance is below INR 135 in case of Private Hospital.
- New BIS cannot be generated under IPD/ Daycare if the patient is having:
  - Pre-Auth Approved and admission not done at any other / Same facility,
  - if the patient is having active admission in any other facility (Admission Done but Discharge not done by other / same) facility.
- In case of OPD, The BIS transaction ID will be auto deleted from RGHS system if the draft OPD details are not saved within 72Hrs. of TID Creation.
- In case of IPD / Daycare, the BIS transaction ID will be auto deleted from RGHS system if the Pre-Auth Request is not raised by hospital within 72Hrs. of TID Creation.
- The OPD TID should not be generated by an empanelled hospital, for a treating doctor, who is on official leave for that particular day/s.
- Last 5 Transactions in last 30 days (IPD / OPD / DayCare) availed by same patient along with details of Facility Name, TID No., Package codes, OPD Date / IPD & Day Care – Admission & Discharge Date) can be viewed by the hospital.

**Signature valid**



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Designation: Project Director  
Date: 2024.11.28 15:05:03 IST  
Reason: Approved

## B. Pre-Authorization Request

- The TID will be automatically deleted from RGHS system in case the patient admission is not done on RGHS portal within 72 hours of Pre-Auth Approval Date & Time.
- New Pre-Auth cannot be generated if the patient is having
  - Pre-Auth Pending at TPA level,
  - Pre-Auth is Approved & admission not done at any other / Same facility,
  - Admission is done but discharge is not done at any other / same facility

## C. Patient Admission

- A live photograph will be captured at Patient Admission which will automatically have a Stamp for TID No., Capture Date & Time. This will also be shown to TPA & CU at the time of Claim Processing.
- System will show Pre-Auth Request Date & Time as well as Pre-Auth Approved Date & Time.
- The Patient Admission Date and Time cannot be older than Pre-Auth Approval Date and Time.
- The Patient Admission Time cannot be more than current time.
- IPD / DayCare - New Admission cannot be generated if the patient is having
  - Admission done but discharge is not done at any other / same facility.

## D. Patient Discharge

- For Patient Discharge, following the existing page will be divided in two parts as mentioned below:
  - Live Patient Photograph Capturing (Discharge Date, Time will be automatically filled by system based on live photograph data), & Discharge Type (To be done immediately during physical discharge of Patient)
  - Discharge Documents (can be submitted with 72 hours from discharge date and time)
- Discharge must be mandatorily done on RGHS portal on same date as physical discharge of patient from the facility.
- A live photograph will be captured at Patient discharge which should automatically have a Stamp for TID No., Capture Date & Time. This shall also be shown to TPA & CU at the time of Claim Processing.
- On Patient Discharge Page, System will show Pre-Auth Request Date & Time as well as Pre-Auth Approved Date & Time.
- In case of surgical cases, the Date of Discharge should not be more than Admission Date + highest LoS (Length of Stay) of Package/s selected and In case of Medical Management cases, Admission Date + LoS (Length of Stay) of Pre-Auth Package + LoS of Days approved for extended stay.

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Designation: Project Director  
Date: 2024.11.28 15:05:03 IST  
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- The Date of Discharge should be between Admission Date & Time and current date & Time.
- The Admission and Discharge date cannot same in case of Normal Discharge type.
- The date & time of discharge cannot be less than admission date and time or Same.

**The emergency cases have been given relaxation wherever possible from the above mentioned updates.**

It may be noted that in near future, RGHS application will require Aadhaar based biometric authentication of beneficiary in case of IPD / Daycare/ OPD during BIS so kindly make arrangements for the necessary hardware for the same.

Also, IT Functionalities of creating BIS, Admission and Discharge using **RGHS connect Mobile Application** along with facility to capture live photographs for all active hospital users will also be implemented soon.

Kindly ensure as above prior to claim submission.

This bears approval from cometent authority.

(Shipra Vikram)  
**Project Director(RGHS)**  
Jaipur  
Date:-

No:- F1(250)RGHS/Hospital emp.Correspondance/24-25

Copy to following for information and attend the meeting:-

1. PS to Secretary Finance (Exp) Department
2. PS to CEO, RSHAA
3. JS, Finance (Insurance) Department
4. JS, Finance (Rules) Department
5. All RGHS empaneled Hospitals.
6. TPA, MD India to kindly note for further necessary action.

(Shipra Vikram)  
**Project Director(RGHS)**  
Jaipur

**Signature valid**

Digitally signed by Shipra Vikram  
Designation: Project Director  
Date: 2024.11.28/15:05:03 IST  
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