

# Rajasthan Government Health Scheme

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Helpline No. 181

# Transaction Management System (Software Application User Guide)

- To enter into software application of TMS, SwasthyaMargdarshak will first login on <a href="https://sso.rajasthan.gov.in">https://sso.rajasthan.gov.in</a> using any web browser.
- Following screen will be displayed. Enter user ID and password.

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- a) User Name : Enter the SSOID on the displayed web address.
- b) Password : Enter your password.
- c) Captcha : Fill the captcha as shown on the screen.
- Following screen will be displayed on successful login.

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• Click on the RGHS icon. Homepage screen of TMS will be displayed.



• Click on the TMS icon. Following screen will be displayed in which below the RGHS logo on the left side are given Modules for further use. Entry has to be made in each module.

## **Beneficiary Identification System**

• First click on the Beneficiary Identification System. Following screen will be displayed.



- Choose from the two options of dropdown menu of "Admission Type"
- a) Normal : If the condition of the patient is normal and is not serious then choose the normal option.
- b) Emergency: If the patient is brought under serious condition and requires immediate treatment and attention then choose emergency option.

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• You have to now identify the beneficiary family and the patient. For this follow the directions as given below:

## • Under 'Normal' Admission:

For RGHS beneficiary or patient beneficiary family identification enter Janaadhar ID/Janaadhar Enrollment Number or RGHS Card Number and click on "Search" button.

On clicking "Search" button all the details of RGHS family along with e-Card will be displayed. Using Select button choose the patient from the displayed RGHS Card details and select the Treatment Type (IPD/ Day care) from the drop down menu.

Note-

- 1) In case of Daycare option also select "Applicable Disease for Day Care".
- 2) When IPD is chosen, the Hospital can choose the Type of Treatment here as Conservative/Surgical.

### New Screenshot

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For both the options a Unique TID (Transaction ID) will be generated which will be displayed in a Pop Up Window as shown below.

## New Screenshot

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## • Under 'Emergency' Admission:

On opting for emergency option the screen will be displayed as shown below and following steps have to be undertaken for TID generation.

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ii. Fill the patient details and for MLC (Medico Legal Case) choose Yes or NO from the drop down and if there is MLC then choose the type (Accident/Poisoning). Then fill the details of the person who has identified the patient and click on "Submit" button. TID will be generated. Note the TID for Further use in "Emergency Case Conversion Form".

### Authorization request form

**Complete filled details of Authorization Request Form will be only submitted to TPA and TPA approval information is not required**. The detail steps of filling Authorization Request Form are as follows:

• Click on the second module of Quick Link i.e. "Authorization Request form". Following screen will be displayed.

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Authorization request page will be displayed. Now from the options in drop down menu of "Search By" choose options:

A) Mobile Number –In case of the availability of Registered Mobile Number in RGHS choose Mobile Number option.

B) Transaction ID (TID) – For normal procedure where TID of the patient is available then choose TID of the patient.

On selection as above the RGHS Card details of the beneficiary will be auto populated and will be displayed on the screen.

## **Conservative Treatment Type**

If the hospital has chosen conservative treatment for the patient, then details such as Doctor Consultation, Ward Selection and ICU requirements must be mentioned before selecting packages.

## New Screenshot

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	Package Selection				
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Query Panel	Search Package by	Q SEARCH PACKAGE			

• Now click on Search Package for selection of package code as written by the doctor and select package name and package code from the drop down option. For conservative treatment, all investigations have been included. Only selected procedures applicable will be shown here.

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#### Surgical Treatment Type

If the hospital has chosen surgical treatment for the patient, then details of treatment are to be filled in by the hospital.

1) If the treatment is for Oncology, details of Surgery grade along with Anasthesia and Room Category should be provided.

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2) If the treatment is not for Oncology, only the specialty type is to be selected. Only the packages applicable to the selected specialty will be displayed in the search.

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	Package Code Package Name Package Rate (Rs.) GST (%) GST Amount Payable Rate (Rs.) Delete Record
	Total

## **Package Selection**

• The package details will be displayed in pop up window as shown in the screen below. To include the correct package details, click on 'Add Package'

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			Select Packa	Select Package				
+ ↓ <	Select	Package Code	Package N	ame	Package Rate (Rs.)	1		
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Health Scheme			+ ADD PACKAG	E				
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Patient Discharge & Claim Submission form								
	Package Detail	S						
Emergency Case Conversion	Packa	ge Code	Packaae Name	Package Rate (Rs.)	Pavable Rat	e (Rs.)	Delete Record	
		Total						

- If any package is to be added or changed then click on Add/Change PACKAGE in the quick link and repeat the complete procedure. If any package is wrongly selected, then select the package and go to "Delete Record" and click on the mark so as to remove the package.
- Ensure once again that the packages entered are as per the Doctor's prescription and the total cost of the selected package is less than the available balance in RGHS card.
- Post package details selection all the mandatory documents are required to be uploaded in PDF of size not more than 300 KB for Authorization request form. The list of mandatory and non- mandatory documents is given below.

#### Mandatory Documents

- 1- Doctor's Prescription
- 2- Admission Note
- 3- Investigation Report
- 4- ID Documents
- 5- Consent Form signed by Patient

## Non-Mandatory Documents

- 1- Patient History
- 2- OPD Consultation Paper
- 3- Referral from Ph sician
- 4- Family History of Diseases

## <New Screenshots>

pload Documents				
Mandatory Documents (*,pdf allowed, file size limit 300 kb allowed.)				-
Diagnosis Report				
Choose file	Browse	VIEW		
Admission Note				
Choose file	Browse	VIEW		
nvestigation Report (Only for Investigation Report 1MB allowed.)				
Choose file	Browse	VIEW		
D Documents				
Choose file	Browse	VIEW		
Consent Form signed by Patient				
Choose file	Browse	VIEW	TEMPLATE	

Mandatory Documents		+
Non-Mandatory Documents		-
Patient History(Maximum File Size is 1 MB)		
Choose file	Browse VIEW	
OPD Consultation Paper(Maximum File Size is 1 MB)		
Choose file	Browse VIEW	
Referral from Physician (Maximum File Size is 1 MB)		
Choose file	Browse VIEW	
Family History of Diesease(Maximum File Size is 1 MB)		
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• After uploading the documents click on 'Submit and send To TPA' button. On submission a message of 'Authorization Request Submitted Successfully' will be displayed through a Pop up window check box. Click on OK so that the Authorization Request process is completed. This is shown in the screen as given below.

Treating Doctor Name DR. Mathur DR. Mathur Pre-auth request submitted successfully Uplead Documents Mandatory Documents Mandatory Documents	ty of Doctor 77	
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## Patient Admission Form

Click on the "Patient Admission Form" link on the left side. Enter the TID/ mobile number or paste the same if copied and then click on search button. The following screen will be displayed.

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	Patient Name		Gender			
Authorization Request form			Female			
Patient Admission form	Blood Group		Blood Pressure		Drug Allergy, If Any	
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Package Add on Change	Date of Admission *		Time of Admission *			
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- The details of patient will be displayed automatically like Name, Age, Gender, Blood group. Fill the rest of required fields of 'Blood Pressure' and 'Drug Allergy, If Any'
- Now fill in the date and time of patient admission

Now click 'Submit To TPA' button . A pop window will appear on the screen displaying the Admission number. Save or note this number for future reference.

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# Add or Change Packages

• Using the above submenu facility to add or change package will be available for the treatment of beneficiary patient. For this use TID no. or mobile no. for the verification of the patient and can opt for package add or change option. Complete details will be displayed on the following screen.

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	Add or Change Packages
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Rajasthan Government Health Scheme	
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Authorization Request form	
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Package Add on Change	
Patient Discharge & Claim Submission	

# Patient Discharge

- Patient Discharge is to be filled post treatment of the patient. Ensure the following before filling this form :
  - i- The TID for which the claim is to be submitted should be generated.
  - ii- Patient Admission Form is completely filled.
  - iii- All the investigation reports and necessary documents of the patients are scanned and kept in a folder on the system.
- Now click on the Quick link option 'Patient Discharge' and select Admission number from the drop down and then submit. Following screen will appear;



• Select Admission Number and click on Search button. The details of the patient like name, Date of admission and time will be displayed automated. Now fill in the Date and time of Discharge.

	Patient Discharge & Claim Submi	ssion Form		
	Search By	Admission Number		
1.1	Admission Number	✓ 2021080746764	Q SEARCH	
Rajasthan Government Health Scheme				
Beneficiary Identification System	Patient Nataile			
Pre Authorization Request form	Patient Name	Gender	Admission No	
Authorization Request form	Anjali Mathur	Female	2021080746764	
Palient Admission form	Date of Admission	Time of Admission	Date of Discharge 08-07-2021	
Package Add on Change	08.07.2021	02:37 PM		
	Time of Discharge	Patient Discharge Status	Treating Doctor Name	
Patient Discharge & Claim Submission form	03:54 PM	() Normal	Dr. Mathur	
FeedBack Form				
Transaction ID Tracker				
Emergency Case Conversion	Auth Packages		Final Packages used for Treatment	
Query Panel	Package Code Po	ackage Name Package Rate (Rs)	Package Code Package Name Package	e Rate (Rs)
	194 Extraction of I	modeled tooth under LA 212	186 Extraction of imposted tooth under L4	212

- In the displayed screen select the option in patient discharge status. There are five options given: 1- Normal 2- Referred 3- Death 4- LAMA/DAMA and 5- Absconding, Select one option from these.
- Authorization Package and Final Package will also be displayed automated. Fill in the remarks column for the add or change in package if any.
- For Claim submission upload the documents in the system as given below

## Mandatory Documents for Discharge

- 1- Patient Discharge Summary
- 2- Patient Feedback Form
- 3- Treatment Note
- 4- Final Bill & Bifurcation of Final Bill if any
- 5- Copy of the Detailed Bill paid by Beneficiary Investigations Report
- 6- Copy of the Non-Admissible Bills collected from Beneficiaries
- 7- OT note whenever Surgery done
- 10- Implant Invoices and Implant Stickers

Non-Mandatory Documents for Discharge

1- Histopathology report where ever required

schargeLiaimSubmission		
Upload Documents		
Mandatory Documents for Discharge and Claim Submission (Only pdf allowed, max size 300KB.)		
Patient Discharge Summary		
Choose file	Browse	
Patient Feedback Form	No file chosen	
Choose file	Browse	
Treatment/Surgery		
Choose file	Browse	
Final Bill dully signed by Beneficiaries		
Choose file	Browse	
Bifurcation of Final Bill		
Choose file	Browse	
Copy of the Detailed Bill paid by Beneficiary		
Choose file	Browse	
Investigations Report		
Choose file	Browse	
Copy of the Non-Admissible Bills collected from Beneficiaries		
Choose file	Browse	
Non-Mandatory Documents for Discharge and Claim Submission (Only pdf allowed, max size 300KB.)		

Ensure that all mandatory documents are uploaded . Now click on submit button. Claim will be submitted to TPA.

## Patient Claim Submission Form

Once a patient has been discharged, the hospital must come to the Claim Submission Form to submit the final claim to TPA.

The claim submission form provides the final break up of the bill, along with details about room rent, accommodation, ventilator charges, medicines expense and any other packages, as applicable.

It is mandatory for the hospitals to submit the claim submission form. If for any TID, the claim submission form is not submitted, the claim will not be sent to TPA.

Click on the Quick link option 'Patient Claim Submission' and select Status from the drop down and then submit.

- a) If "New" is selected, all claims will show up for patients who have been discharged but the claim has not been submitted.
- b) If "Submitted: is selected, all claims for patients who have been discharged and whose claim have been submitted will appear.

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→ C	in/RGHS/patientClaimSubmission				Q	☆ <b>□</b> ∰	2 🗢	* 🖨
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4	=				Welcome A	ARADHAYGUPTA0201	-	
	Patient Claim Submis	sion Form						
	Search by		Status					
	Status	~	Select Status	Y Q SEARCH				
Delether Courses			New Submitted					
Health Scheme	No records Found							
Beneficiary Identification								
Authorization Request form								
Authorization Request form								
Authorization Request form Patient Admission form Add or Change Packages	5.							
Authoritzation Request form Patient Admission form Add or Change Packages	É.							
Authoritzation Request form Patient Admission form Add or Change Packages Patient Discharge Patient Claim Submission form								
Authoritzation Request form  Patient Admission form  Add or Change Packages  Patient Discharge  Patient Claim Submission form  FeedBack Form		-						

## The following screen will appear when you click on Search.

S Rajasthan Government Health S: x +						0	ō
← → C & ghs:rajasthan.gov.in/R	GHS/patien:ClaimSubmis	sion			Q 🕁	🕫 🚳 📕 🏟	* 🖨
👖 Apps 📧 SB&M. NANDE CA. 🛛 📥 Sharii	ng Lirk Validat 🔇 Huma	an Resources L 🗥 Red	mine				🔠 Reading
	= Patient Claim Su	bunission Form			Welcome AARADH	iayguptaczot 🙀	* *
	Search by Status	~	Status Select Status	✓ Q SEARCH			
Rajasthan Government Health Scheme	22						
Reneticiary Identification	Claim list						
Authorization Request form	Export to Excel					Search:	
Patient Admission form	S. No.	Transaction Id	Patient Name	RGHS Card Number	Adminssion Date	Discharge Dat	le l
Add or Change Packages	1	2021081217392894	Geeta Ghoghra	260420211357353640	01-08-2021	12-08-2021	
💡 Palient Discharge	Showing 1 to 1 of 1	1 entries				Provious 1	Noxt
Patient Claim Submission form							
B Feedback Form		1					0
Imassaction ID intracker							
P Type here to search	0	H 🕥 👩	é 🛚 🛤 🗴	I 🤐 🥲 🙀 🗖		^ <u>⊊</u> ∎ <)) <u> // ,</u>	5:57 PM

Select the Transaction ID and the detailed final bill breakup will be shown. Hospital should update all the values and click on Submit to send the claim form to TPA.

Rajasthan Government Hea	alth Sc 🗙 🕂				0	-	٥
→ C 🔒 rghs.raj	jasthan.gov.in/RGHS/patientClaimSubmission		Q &	•	Л		* 3
Apps 💼 ISB&M, NANDE	E CA 👝 Sharing Link Validat 📀 Human Resources L 🏠 Redmine					1	🛛 Read
			Welcome AAR/	ADHAYGUPTA	0201	ж	
	View Find	al Claim Amount	×				
Patient Claim Submis	Rajasthan Gover	nment Health Scheme					
	2021081217392894						
	Final Calculations for Treatment						
Claim list	Item	Amount					
Export to Excel	Investigation / Package / Implant / Oncology (Package Wise	Break Up)		Search	c 📃		
		0		Direct			
5. NO.	Hospitalization Details			Discr	arge	Dale	
	No of Days Hospitalized	11	-	12-	-08-20	21	
Showing 1 to 1 of 1 ent	Room Rent	O		Prev	rious	1	Next
	Total Accommodation Charges	0				_	
	No of Doctor Visits	σ					

# Feed Back Form

Patient is required to give feedback on discharge by filling in feed back form.

<ul> <li>G is rghs.rajasthan.gov.in/RGHS/tmsFe</li> </ul>	sedBack					<b>†</b>
~					Welcome RAZA.SAIF11989	<b>a</b> e
	Feedback Form					
			Transfer Int			_
	Sedicit by			0.000		
	Iransaction ia	•	20210/0814252661	Q SEARCH		
Rajasthan Government						
Health Scheme						
Pre Authorization Request form	Beneficiary Details					
	TID No		Patient Name	Date of Admission	View Feedback	
	202107081425266	1	Aniali Mathur	08-07-2021	Q VIEW FEEDBACK FORM	
				00072027		
rockoge Add orr critange						
Patlent Discharge & Claim Submission form						
FeedBack Form						
Transaction ID Tracker						-
	0-0					
						-
scFeedBack.htm						Show al
						COLUMN AND A

• FeedBack Form will be displayed on clicking the view button in which the details of the patient will be auto populated and will be displayed on the feedback form. Click on the print button to get a print out of the same and get it filled by the patient . It is necessary to upload the feedback form.

							<b>n</b>
Palient Admitutan form							
Pockage Add on Change							
Patient Discharge & Claim Submission			RAJASTHAN Government Her	alth Schem	0		
Feedback Form			राजक्यान सरकार स्वास्थ्य	पोजना			
			Patient Feedback Form (रोगी	प्रतिक्रिया प्रय	(স)		
Transaction ID Tracker			Patient/ beneficiary Details(रोगी,	/लाभार्थी विवय	रण)		
Emergency Case Convenion	Patient name(रोगी का नाम)		TID No.	Admission No			
Query Panel	An(all	Mathur	2021070814252661		2021080746	764	
	Entitlement		Case Type (केस प्रकार)		Admission Date(भर्ती दिनांक)		
	Grade	A	Normal		08-07-2021		
	RGHS Category(RGHS श्रेणी)		Discharge Date(डिस्चार्ज की दिनांक)				
	Servin	g Employees (prior to 01-01-2004)					
	Booker	1 Package Details					
	Packag	e Code- 186					
1	Kindly or कृषमा निव	wer the following by ticking in the column as ब्र के उत्तर दिये गये कॉलम में चिहित कर हा/जहीं में अप	nd submit your honest feedback. ली प्रतिष्ठिमा देवें ।				
	S.N. (18781.)	Your experience with HCNP (एम.सी.एन.पी के साथ आपके अनुभग))		YES (हर्ग)	No (गही)	if no then specify (यदि नहीं तो विवरण दें)	
	1	Are you satisfied with the facilities given under $\delta \eta$	the scheme-RGHS(मस आप RGHS में दी गई युविधाओं संतुष्ट				
	2	Did your admission process take place accord के अनुसार हुई हेर)	Bing to the RCHS scheme (वया आपनी धर्मी प्रक्रिप RCHS				
		the second se					

## Transaction ID Tracker

• Transaction ID Tracker can be used to check in the TID status. On clicking Transaction ID Tracker following screen will be displayed. Enter the TID date and click on search button.



#### **Emergency Case Conversion**

- Click on Emergency Case Conversion from quick link to convert 'Emergency Admission' into Normal Admission. Using this option the case status of the patient is required to be converted.
- In Emergency Admission, Generated TID number or mobile number or Janaadhar number can be used as one of the option for beneficiary or patient identification and the case status can be converted. For this the process will be entirely same as for the process of Normal admission.

→ C a rghs.rajasthan.gov.in/RGHS/tmsEmi	ergencyConversion				育
	=				Welcome RAZA-SAIF11989 🗰
	Emergency Case Conversion				
	Search By	Transaction Id			
	Transaction Id	✓ 2021070814491061	Q SEARCH		
Rajasthan Government Health Scheme					
Beneficiary Identification System					
Pre-Authorization Request form		021070814491061	XYZ	35	Male
Authorization Request form					
Patient Admission form					
Package Add on Change	Beneficiary Identification System				
Patient Discharge & Claim Submission form	Type of ID	JanAadhar/EnrollmentID			
FeedBack Form	Janaadhar/Enrollment ID	✓ 0000-1111-95699	Q SEARCH		
Transaction ID Tracker					
Emergency Case Convenion					
Guery Panel		~			

## Query Panel

• To know about any Query related to your hospital click on the Query panel on the left side. Following screen will be displayed:



• From the Drop Down Menu select either status or TID option. The details of the query will be displayed on the screen.

Target Turn-Around-Time							
Claim Su	bmission by Hospi	3 days					
Claim Ac	ljudication and pay	30 days					
cases							
Request	reconsideration	after	request	for	7 days		
reconside	eration						
Claim	reconsideration	after	request	for	7 days		
reconside	eration						