



# 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 <https://sso.rajasthan.gov.in> using any web browser.
- Following screen will be displayed. Enter user ID and password.

EMPANELED LIST\_02.07.21.xlsx x Rajasthan Single Sign On (44) x

sso.rajasthan.gov.in/signin

**Rajasthan Single Sign On v20.4**  
One Digital Identity for all Applications

English | हिन्दी

**G2G APPS**  
231

**G2C/ G2B APPS**  
148

**IDENTITIES**  
2,14,37,241

**Login** Registration

Digital Identity (SSOID/ Username)  
Digital Identity (SSOID/ Username) is required

.....

1 5 2 7 0 9 Enter Captcha

Login

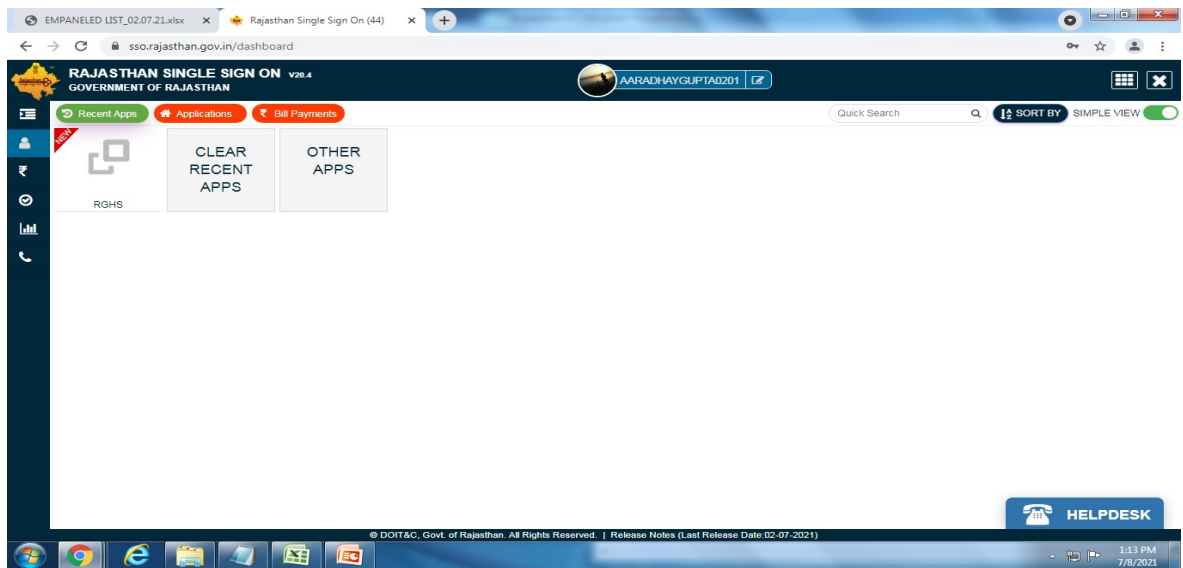
[I Forgot my Digital Identity \(SSOID\). Click Here](#)  
[I Forgot my Password. Click Here](#)  
[I have multiple SSOIDs Click here to merge](#)

UID number is no longer stored in RajSSO system. Instead REFERENCE NO. provided by State's AADHAAR VAULT is stored and is also shown in user's profile. \* As per Policy (w.e.f. 01/03/2017), JanAadhaar/ Bhamashah updation OR one

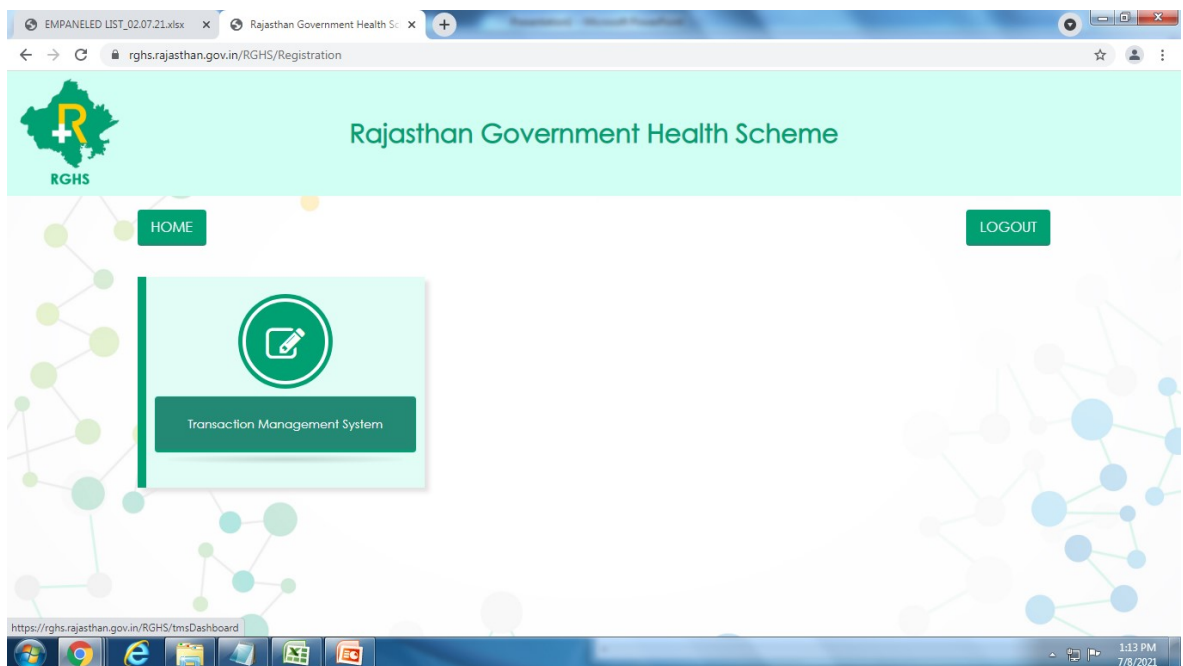
Site designed, developed & hosted by Department of Information Technology & Communication, Government Of Rajasthan  
Helpdesk Details | Website Policies | Password Policy | FAQ | Sitemap  
1,39,68,81,396 3738,334

1:11 PM  
7/8/2021

- 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.



- 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.

Beneficiary Identification System

Admission Type: Select

SUBMIT

Pre Authorization Request form

Authorization Request form

Patient Admission form

Package Add on Change

Patient Discharge & Claim Submission form

Feedback Form

Transaction ID Tracker

Emergency Case Conversion

Query Panel

- 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.

Beneficiary Identification System

Admission Type: Select, Normal, Emergency

SUBMIT

Pre Authorization Request form

Authorization Request form

Patient Admission form

Package Add on Change

Patient Discharge & Claim Submission form

Feedback Form

Transaction ID Tracker

Emergency Case Conversion

Query Panel

- 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

Beneficiary Identification

Admission Type: Normal

Type of ID: Janaadhar/Enrollment ID

Jan Aadhar/Enrollment ID: 9999-TASD-00022

VIEW E-CARD

Gender	Relation	Select Patient	Mobile No.	Day Care/IPD	Applicable Disease for Day Care/Treatment Type	New Born/Infant
male	Spouse	<input type="radio"/>	9799267059	Select		No
male	Self	<input checked="" type="radio"/>	7777777777	IPD	Select Conservative Surgical	No

SUBMIT

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

The screenshot shows the 'Beneficiary Identification' form in the Rajasthan Government Health Scheme system. A green success banner at the top displays a checkmark and the message: 'Please note your TID 202108121733589. Kindly save it for future reference.' Below the banner, there is a 'VIEW E-CARD' button and an 'OK' button. The main form area contains a table with patient details:

Gender	Relation	Select Patient	Mobile No.	Day Care/IPD	Applicable Disease for Day Care/Treatment Type	New Born/Infant
Male	Spouse	<input type="radio"/>	9799267059	Select		No
Male	Self	<input checked="" type="radio"/>	7777777777	IPD	Conservative	No

A 'SUBMIT' button is located at the bottom right of the form.

- **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.

The screenshot shows the 'Beneficiary Identification' form for an emergency admission. The 'Admission Type' is set to 'Emergency' and the 'Type of Emergency' is set to 'Contractual'. The form is divided into three main sections:

- Patient Details:** Includes fields for Patient Name, Patient Age, Patient Gender (dropdown), MLC Case (dropdown), and Type of MLC (dropdown).
- Details of person identifying the patient:** Includes fields for Name of the Person, Relationship with Patient, and Contact Number.

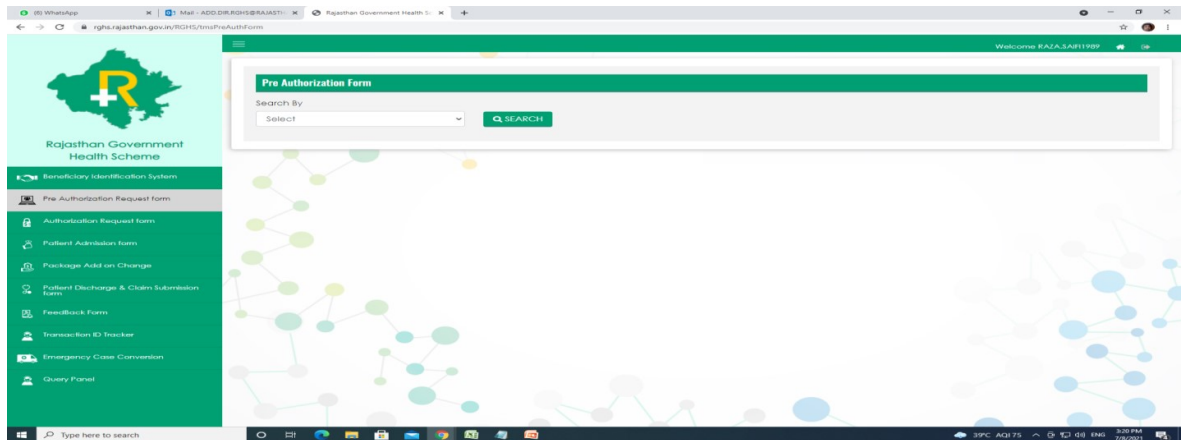
A 'SUBMIT' button is located at the bottom right of the form.

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”.

## Pre-Authorization

Note : This process of Pre-Authorization is not applicable for Government Hospital Units and have to fill the Authorization Request Form directly. 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 is similar to the Pre-Authorization Module.

- Pre-Authorization is essential for all Empanelled Hospitals. And for this click on the second module of Quick Link i.e. "Pre-Authorization". Following screen 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

**Rajasthan Government Health Scheme**

**RGHS Card Details**

RGHS Card No.	RGHS Card Limit	Current Balance
260420211357353640	300000	300000

**Package Selection**

Was a doctor consulted?  Category of Employee  Type of Ward  Is ICU Required

Type of ICU

Search Package by  [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.

## <New Screenshot>

**Package Details**

Package Code	Package Name	Package Rate (Rs.)	GST(18%)	GST Amount	Payable Rate (Rs.)	Delete Record
Total						

**Doctor Details**

Treating Doctor Name  Speciality of Doctor



## 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 Anesthesia and Room Category should be provided.

The screenshot shows the 'Package Selection' form in the RGHS TMS system. The form is divided into several sections:

- Header:** RGHS Card No. (260420211357353640), RGHS Card Limit (300000), and Current Balance (300000).
- Package Selection Section:**
  - Oncology:** A dropdown menu set to 'Yes'.
  - Surgery Grade:** A dropdown menu set to 'Select'.
  - Procedure/ description of Surgery:** A dropdown menu set to 'Select'.
  - Surgery Grade I:** A dropdown menu set to 'Select'.
  - Anesthesia:** A dropdown menu set to 'Select'.
  - Anesthesia Rate:** A text input field.
  - Surgery Charges:** A text input field.
  - LOS:** A text input field.
  - Room Category:** A dropdown menu set to 'Semi Private Ward'.
- Search Section:** A 'Search Package by' dropdown menu set to 'Select' and a 'SEARCH PACKAGE' button.

- 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.

## 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'

- 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 Pre Authorization. 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 Physician
- 4- Family History of Diseases

<New Screenshots>

The screenshot shows the 'Upload Documents' form with a green header. The 'Mandatory Documents' section is expanded, showing a list of required documents with 'Choose file' buttons, 'Browse' buttons, and 'VIEW' buttons. A 'TEMPLATE' button is also visible.

Mandatory Documents (* .pdf allowed, file size limit 300 kb allowed.)		
Diagnosis Report	<input type="text" value="Choose file"/>	<input type="button" value="Browse"/> <input type="button" value="VIEW"/>
Admission Note	<input type="text" value="Choose file"/>	<input type="button" value="Browse"/> <input type="button" value="VIEW"/>
Investigation Report (Only for Investigation Report 1MB allowed.)	<input type="text" value="Choose file"/>	<input type="button" value="Browse"/> <input type="button" value="VIEW"/>
ID Documents	<input type="text" value="Choose file"/>	<input type="button" value="Browse"/> <input type="button" value="VIEW"/>
Consent Form signed by Patient	<input type="text" value="Choose file"/>	<input type="button" value="Browse"/> <input type="button" value="VIEW"/>
		<input type="button" value="TEMPLATE"/>

Non-Mandatory Documents(\*.pdf allowed, file size limit 300 kb)

The screenshot shows the 'Upload Documents' form with a green header. The 'Non-Mandatory Documents' section is expanded, showing a list of optional documents with 'Choose file' buttons, 'Browse' buttons, and 'VIEW' buttons. A 'SUBMIT & SENT TO TPA' button is visible at the bottom right.

Non-Mandatory Documents		
Patient History (Maximum File Size is 1 MB)	<input type="text" value="Choose file"/>	<input type="button" value="Browse"/> <input type="button" value="VIEW"/>
OPD Consultation Paper (Maximum File Size is 1 MB)	<input type="text" value="Choose file"/>	<input type="button" value="Browse"/> <input type="button" value="VIEW"/>
Referral from Physician (Maximum File Size is 1 MB)	<input type="text" value="Choose file"/>	<input type="button" value="Browse"/> <input type="button" value="VIEW"/>
Family History of Disease (Maximum File Size is 1 MB)	<input type="text" value="Choose file"/>	<input type="button" value="Browse"/> <input type="button" value="VIEW"/>

- After uploading the documents click on 'Submit and send To TPA' button. On submission a message of 'Pre Authorization Request Submitted Successfully' will be displayed through a Pop up window check box. Click on OK so that the Pre Authorization Request process is completed. This is shown in the screen as given below.

The screenshot displays a web browser window with the URL `rghts.rajasthan.gov.in/REGHQ/tpa/PreAuthForm`. The page features a green header bar with the text "Doctor Details". Below this, there is a form section with a green box containing a white checkmark and the text "Pre-auth request submitted successfully". An "OK" button is visible below the message. The form also includes an "Upload Documents" section with a table of mandatory documents. The table has columns for document type, file name, and actions (Browse and View). The documents listed are: Diagnosis Report (1.pdf), Admission Note (1.pdf), Investigation Report (1.pdf), ID Documents (1.pdf), and Consent Form signed by Patient (1.pdf). A "Non-Mandatory Documents" section is also present, with a note that PDF files are allowed and have a size limit of 300 kb. A "SUBMIT & SEND TO TPA" button is located at the bottom right of the form. The browser's taskbar at the bottom shows the Windows logo, a search bar, and various application icons. The system tray on the right indicates a temperature of 39°C, an AQI of 75, and the date and time as 2:14 PM on 16/03/2021.

Mandatory Documents(*.pdf allowed, file size limit 300 kb)		
Diagnosis Report	1.pdf	Browse View
Admission Note	1.pdf	Browse View
Investigation Report	1.pdf	Browse View
ID Documents	1.pdf	Browse View
Consent Form signed by Patient	1.pdf	Browse View

Non-Mandatory Documents(\*.pdf allowed, file size limit 300 kb)

OK

TEMPLATE

SUBMIT & SEND TO TPA

## Patient Admission Form

- Patient Admission form can be only filled when the generated TID gets the "Pre Authorization Approval" status.

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.

The screenshot shows a web browser window with the URL [rghs.rajasthan.gov.in/RGHS/patientAdmission](https://rghs.rajasthan.gov.in/RGHS/patientAdmission). The page has a green header with the text "Welcome RAJA3AR11989". On the left is a sidebar menu for the "Beneficiary Identification System" with options: Pre Authorization Request form, Authorization Request form, Patient Admission form (highlighted), Package Add on Change, Patient Discharge & Claim Submission form, Feedback Form, Transaction ID Tracker, Emergency Case Conversion, and Query Panel. The main content area is titled "Patient Admission Form" and contains a search section with a dropdown menu set to "Transaction Id" and a text input field containing "2021070814252661". A green "SEARCH" button is next to the input field. Below the search section is the "Patient Details" form. It includes fields for Patient Name, Gender (set to Female), Blood Group (set to AB+), Blood Pressure, Drug Allergy, If Any, Date of Admission (set to 08-07-2021), and Time of Admission (set to 02:36 PM). A green "SUBMIT" button is at the bottom right of the form. The browser's taskbar at the bottom shows the time as 2:38 PM on 7/8/2021.

- If the TIDCase Status is "Pre Authorization Approved" then 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.

**Rajasthan Government Health Scheme**

Welcome RAJA\_SAR11989

**Patient Admission Form**

Search By  
Transaction Id

Please note your Admission No.  
2021080757112

**Patient Details**

Patient Name: Anuj Savena  
Gender: Male  
Blood Group: B+  
Blood Pressure:   
Drug Allergy, If Any:   
Date of Admission: 08-07-2021  
Time of Admission: 05:02 PM

**Beneficiary Identification System**

- Pre Authorization Request form
- Authorization Request form
- Patient Admission form
- Package Add on Change
- Patient Discharge & Claim Submission form
- Feedback Form
- Transaction ID Tracker
- Emergency Case Conversion
- Query Panel

**ADD OR CHANGE PACKAGES**

Search By  
Select

**ADD OR CHANGE PACKAGES**

39°C AQI 75 4:00 PM 7/8/2021

## 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.

**Rajasthan Government Health Scheme**

Welcome RAJA\_SAR11989

**Add or Change Packages**

Search By  
Select

**ADD OR CHANGE PACKAGES**

**ADD OR CHANGE PACKAGES**

39°C AQI 75 4:00 PM 7/8/2021

## Patient Discharge

- Patient Discharge is to be filled post treatment of the patient. Ensure the following before filling this form %&
  - i- The TID status for which the claim is to be submitted should be Pre-Authorization Approved.
  - 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;

The screenshot shows a web browser window displaying the 'Rajasthan Government Health Scheme' website. The main heading is 'Patient Discharge & Claim Submission Form'. Below this, there is a 'Search By' dropdown menu with options: 'Select', 'Mobile Number', 'Transaction Id', and 'Admission Number'. The 'Admission Number' option is currently selected. A green 'SEARCH' button is located to the right of the dropdown. The left sidebar contains a list of links: 'Beneficiary Identification System', 'Pre Authorization Request form', 'Authorization Request form', 'Patient Admission form', 'Package Add on Change', 'Patient Discharge & Claim Submission form', 'Feedback Form', 'Transaction ID Tracker', 'Emergency Case Conversion', and 'Query Portal'. The background of the page features a network diagram with green and blue nodes.

- 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 Submission Form**

Search By: Admission Number: 2021080746764 [SEARCH]

**Patient Details**

Patient Name: Anjali Mathur Gender: Female Admission No: 2021080746764  
 Date of Admission: 08.07.2021 Time of Admission: 02:37 PM Date of Discharge: 08-07-2021  
 Time of Discharge: 03:54 PM Patient Discharge Status: Normal Treating Doctor Name: Dr. Mathur

**Auth Packages**

Package Code	Package Name	Package Rate (Rs)
186	Extraction of Impacted tooth under LA	212

**Final Packages used for Treatment**

Package Code	Package Name	Package Rate (Rs)
186	Extraction of Impacted tooth under LA	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 duly signed by Beneficiaries Bifurcation of Final Bill
- 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

**Upload Documents**

Mandatory Documents for Discharge and Claim Submission (Only pdf allowed, max size 300KB.)

Patient Discharge Summary	Choose file	Browse
Patient Feedback Form	Choose file	Browse
Treatment/Surgery	Choose file	Browse
Final Bill duly 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.)

**SUBMIT**

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

### Patient Claim Submission Form

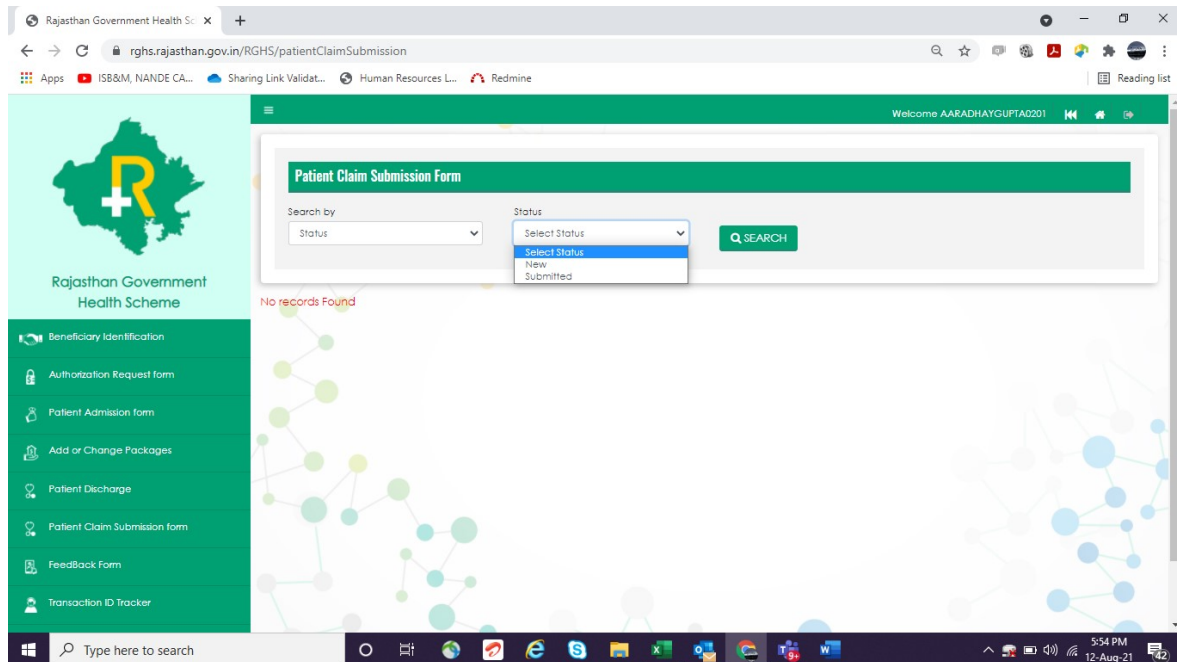
Once a patient has been discharged, the hospital must come to the Claim Submission Form to submit the final claim to TPA.

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.

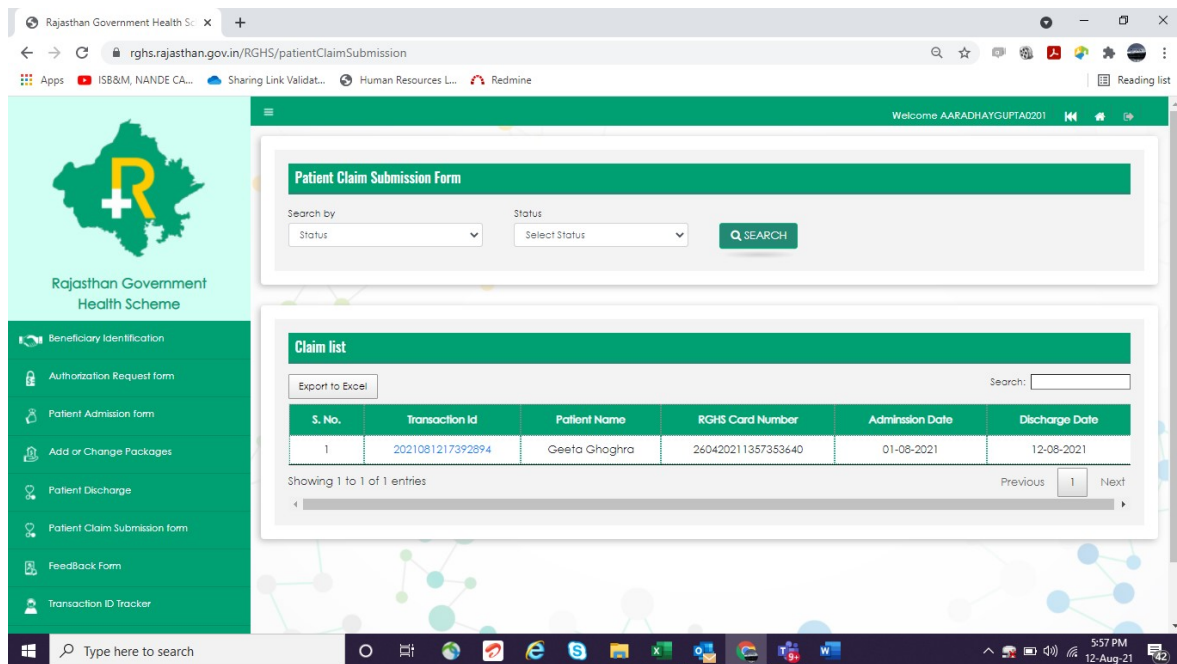
It is mandatory for the hospitals to submit the claim submission form. If for any TID, the claim submission form is not submitted, the claim will not be sent to TPA.

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

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



The following screen will appear when you click on Search.



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 Health Scheme

View Final Claim Amount

Transaction Id : 2021081217392894

Final Calculations for Treatment

Item	Amount
Investigation / Package / Implant / Oncology (Package Wise Break Up)	0
<b>Hospitalization Details</b>	
No of Days Hospitalized	11
Room Rent	0
Total Accommodation Charges	0
No of Doctor Visits	0
Doctor Visit/Consultation Charges	0

Discharge Date: 12-08-2021

Previous 1 Next

## Feed Back Form

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

Rajasthan Government Health Scheme

Feedback Form

Search By: Transaction Id 2021070814252661

SEARCH

Beneficiary Details

TID No	Patient Name	Date of Admission	View Feedback
2021070814252661	Anjali Mathur	08-07-2021	VIEW FEEDBACK FORM

- 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.

RAJASTHAN Government Health Scheme  
राजस्थान सरकार स्वास्थ्य योजना  
Patient Feedback Form (रोगी प्रतिक्रिया प्रपत्र)

PRINT

Patient name (रोगी का नाम)		TID No.	Admission No
Anjali Mathur		2021070814252661	2021080746764
Entitlement	Case Type (केस प्रकार)	Admission Date (भर्ती दिनांक)	
Grade A	Normal	08-07-2021	
RGHS Category (RGHS श्रेणी)	Discharge Date (डिस्चार्ज की दिनांक)		
Serving Employees (prior to 01-01-2004)			
Booked Package Details			
Package Code- 186			

Kindly answer the following by ticking in the column and submit your honest feedback.  
कृपया निम्न के उत्तर देने में सहित कर दें/नहीं में अपनी प्रतिक्रिया दें।

S.N. (क्रम)	Your experience with HCNP (एच सी एन पी के साथ आपके अनुभव)	YES (हाँ)	No (नहीं)	If no then specify (यदि नहीं तो विवरण दें)
1	Are you satisfied with the facilities given under the scheme-RGHS (राजस्थान RGHS में से कि गई सुविधाओं से संतुष्ट हैं?)			
2	Did your admission process take place according to the RGHS scheme (आप अपनी भर्ती प्रक्रिया RGHS के अनुसार हुई है?)			
3	Did you get the entitlement benefits as per the RGHS card (आप अपनी RGHS कार्ड की पर सुविधाएं प्राप्त करें?)			

## 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.

The screenshot shows the 'Transaction ID Tracker' web application. On the left is a green sidebar with the 'Rajasthan Government Health Scheme' logo and a list of menu items: Beneficiary Identification System, Pre Authorization Request Form, Authorization Request Form, Patient Admission Form, Package Add on Change, Patient Discharge & Claim Submission Form, Feedback Form, Transaction ID Tracker (highlighted), Emergency Case Conversion, and Query Portal. The main content area has a header 'Transaction ID Tracker' and a search form with a date picker set to 'July 2021' and a 'SEARCH' button. Below the search form is a calendar view for July 2021. The background features a network diagram with blue and green nodes.

## 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.

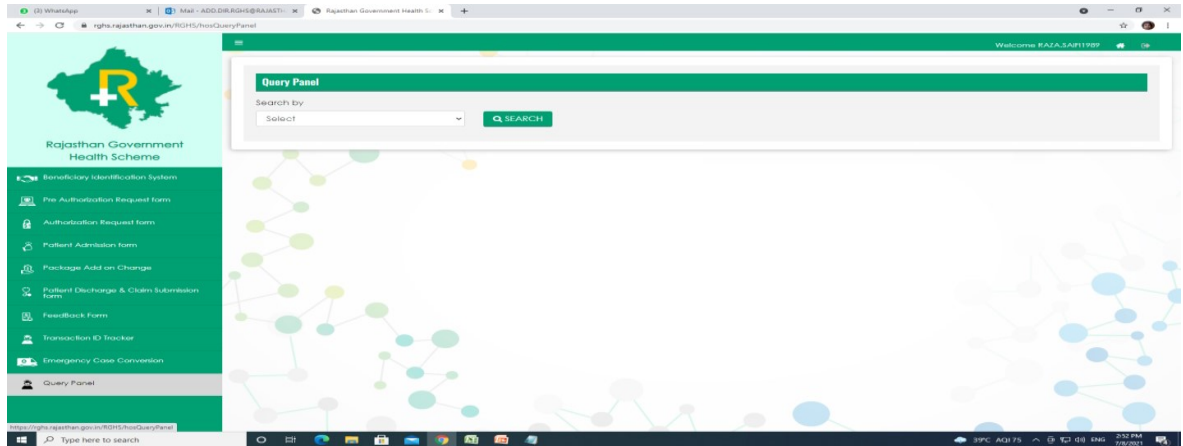
The screenshot shows the 'Emergency Case Conversion' web application. The left sidebar is identical to the previous screen, with 'Emergency Case Conversion' highlighted in the menu. The main content area has a header 'Emergency Case Conversion' and a search form with a dropdown menu set to 'Transaction Id' and a text input field containing '2021070814491061', followed by a 'SEARCH' button. Below the search form is a table with the following data:

Transaction ID	Name	Age	Gender
2021070814491061	XYZ	35	Male

Below the table is another search form titled 'Beneficiary Identification System' with a dropdown menu set to 'Janaadhar/Enrollment ID' and a text input field containing '0000-1111-9569', followed by a 'SEARCH' button. The background features a network diagram with blue and green nodes.

## 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	
Pre-authorization approval	24 hours
If Pre-authorization is not approved within 24 hours	Auto Approval(Online Mode)
Day Care auto approval	4 hrs
Claim Submission by Hospital	3 days
Claim Adjudication and payment for portability cases	30 days
Request reconsideration after request for reconsideration	7 days
Claim reconsideration after request for reconsideration	7 days
Pre-authorization approval in Emergency Cases	Auto Approval