1. Enrolment Clarity, Schedule states that 42 lakh Families in the State, Balance from SECC & State Data to be enrolled by the State (Onus on ISA), we need a Clarity on Numbers to be enrolled. Will it be Inclusive in the FEE to be Quoted, are we allowed to collect Rs 30 Per family? :-

    SHA reply - BIS registration, Empanelment of Health Care providers, Capacity building and IEC activities are the responsibilities of the SHA and not TPA/ISA.

2. What is the actual family size:-

    SHA reply - Reply given in 1.

3. Claims Data & Incident rate :-

    SHA reply - Claims data uploaded in etender website

4. Per claim will it be on Claims approved, rejected , processed Need more information cases as well

    SHA reply - All the valid claims raised by the hospitals will be considered (including paid and rejected).

5. Software of PMJAY to be Used- TMS

    SHA reply – TMS provided by National Health Authority

6. Clarification on Manpower – Let us have specific District wise manpower and on claims processors

    SHA reply - Enough numbers so that the KPIs are within the limits specified. PPD and CPD team need not be stationed in the State. Supporting documents regarding HR deployment have to be submitted by TPA/ISA as and when called for by SHA.

7.   Last Financial year would be 2018-19

    SHA reply - Due to Covid-19, FY 16-17, 17-18 and 18-19 report may be uploaded. Declaration may be provided to submit the report when called for by SHA.

8. POA can it be replaced by Authorisation letter

    SHA reply - Declaration may be submitted by bidders that the document will be submitted post lockdown.

9. Documents Required :- True Certified copies , who to certify

    SHA reply – Certified by authorized personnel of the organisation