



You



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10/24/21 Anupam N
R-531

Central Organisation ECHS
 Adjutant General's Branch
 Integrated Headquarters
 Ministry of Defence (Army)
 Thimayyaling,
 Near Gopinath Circle,
 Delhi Cantt-110010

19 Nov 2021

049769/AG/ECHS

HQ Southern Command (A/ECHS)
 HQ Eastern Command (A/ECHS)
 HQ Western Command (A/ECHS)
 HQ Northern Command (A/ECHS)
 HQ Central Command (A/ECHS)
 HQ South Western Command (A/ECHS)
 All Regional Centres

**REIMBURSEMENT MODULE SELF LOGIN AND UPLOAD OF
 INDIVIDUAL REIMBURSEMENT CLAIM**

1. Further to CO ECHS letter No 049769/AG/ECHS dt 23 Aug 2021 on the subject.
2. Certain changes have been made in the software to clear the pending individual bills for self uploading by the ECHS beneficiary.
3. Provisions have been made to allow ECHS beneficiaries to upload upto 08 (eight) Pharmacy bills, 04 (four) OPD bills and 4 (four) IPD bills per month.
4. The above provisions will be effective from 19 Nov 2021 onwards.
5. The contents of this letter may pl be widely disseminated to all concerned.
6. This has the approval of MD ECHS.

Anupam
 (Anupam N Adhulia)
 Col
 Dir (Med)
 For MD ECHS

Tele: 26823475
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Central Organisation ECHS
Adjutant General's Branch
Integrated Headquarters
Ministry of Defence (Army)
Trinamoyam,
Near Coimbatore Circle,
Delfi Camp, 110010

8/18/2021/AG/ECHS

23 Aug 2021

HQ Eastern Command (A/ECHS)
HQ Northern Command (A/ECHS)
HQ Western Command (A/ECHS)
HQ Central Command (A/ECHS)
HQ Southern Command (A/ECHS)
HQ South Western Command (A/ECHS)
ALL Regional Centres

**REIMBURSEMENT MODULE SELF LOGIN AND UPLOAD OF
INDIVIDUAL REIMBURSEMENT CLAIM**

1. Online Bill Processing had been taken up as a pilot project in 2012. Consequently it was operationalised PAN India during 2015 with a Govt. nominated Bill Processing Agency UTI-FISL carrying out verifications/auditing in the portal subsequent to uploading of bills by the FCOs or by respective parent Polyclinics.
2. With the gained experience of the online bill processing and with feedback received from environment, Central Org ECHS HQ has endeavoured to facilitate the beneficiaries to upload the claim directly in digital form being provided by the BPA. Individual Reimbursement Claim for OPD, IPD and pharmacy can be uploaded on the website: echspa.upital.com. The provision of uploading the claims by the beneficiary is intended to ease the processing by empowering the beneficiaries to upload their claims themselves. This option in itself the claim documents at parent polyclinics will continue to remain for those beneficiaries who are unable to use the facility.
3. Following instructions will be adhered to while submitting the claims...
 - (a) Separate claim will be submitted for each beneficiary. Combining claims of two beneficiaries together is not permitted as each claim will be uniquely linked to the beneficiary card. For eg claim of BSM and spouse cannot be combined.
 - (b) Hard copies of the documents uploaded alongwith signed contingent bill will be submitted to parent Polyclinic within 15 Days of uploading of Claim Online. The format of the contingent bill can be downloaded and printed from the website or obtained from the polyclinic. Claim will be processed further only on receipt of Hard Copy in parent polyclinic.
4. Detailed guidelines for uploading of the individual reimbursement claims provided by BPA is attached as Appx.

5 All command HQ and Regional Centres are requested to disseminate and publicise the facility to the ECMS beneficiaries and their dependants for their benefit. This is expected to ease the procedure for submission of claims as also reduce the footfall at paycelline.

8 This has the Approval of MD CO ECMS.

(Signature)



(Anupam N Adharia)
Col
Dir (Med)
for MI: ECMS

Copy to :-

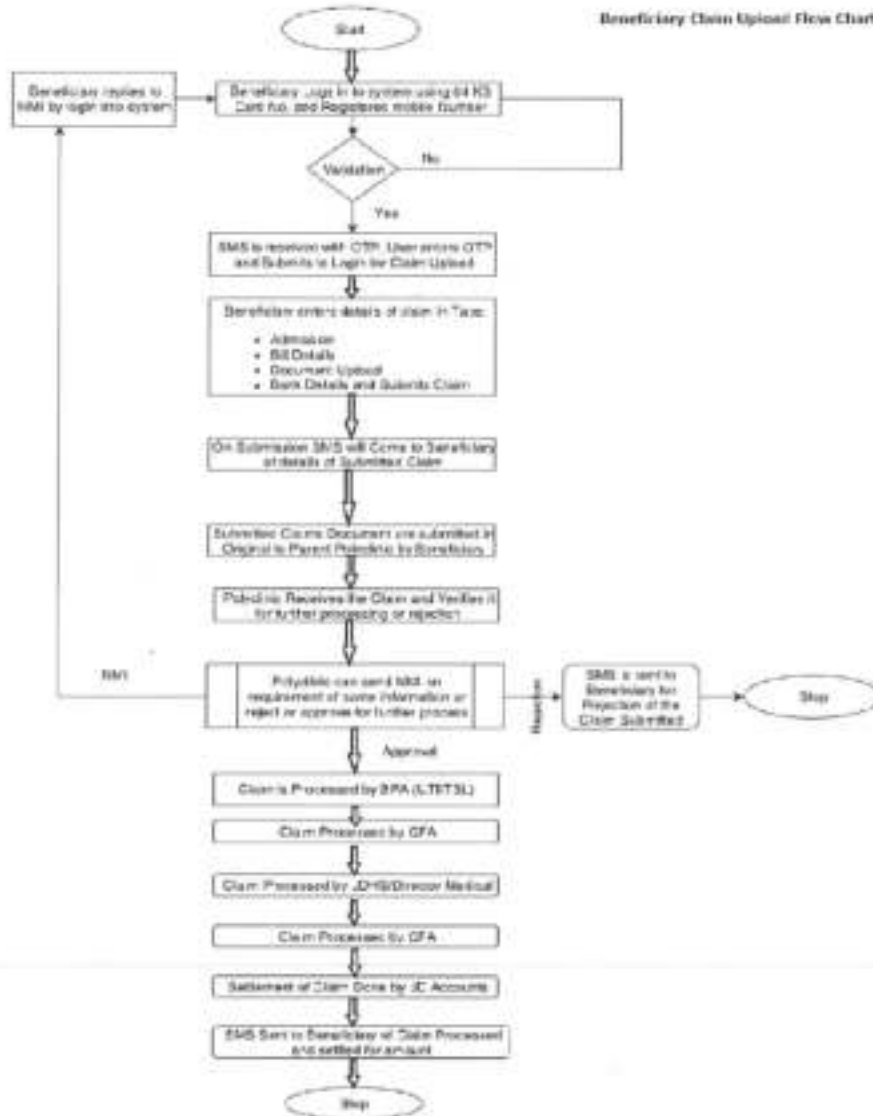
MD (DoESW);
GSDA
CTH-ITSL (BPA);
SDCPL

1 - for info
1 -
1 -

Internal

All Sec - for info
S&A Sec - for uploading on website and issue necessary instr to UTH-ITSL(BPA).

Beneficiary Claim Upload Flow Chart



CIN: L2891MH1983GOI072951

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INSTRUCTION FOR USERS FOR UPLOADING OF INDIVIDUAL REIMBURSEMENT CLAIM ON BPA PORTAL OF ECHS

1. Introduction

ECHS beneficiaries should be able to submit their reimbursement claims online through the Bill Processing Agency (BPA) Site (www.echsbpa.uititsl.com). Beneficiaries can submit reimbursement claims for IPD, OPD, and NA medicines on this URL.

This system will affect two groups of users. The first is the beneficiary of the system, while the second is the polyclinic user (OIC).

2. INSTRUCTIONS FOR THE BENEFICIARY USER

Beneficiaries can upload their reimbursement claims themselves and submit a hard copy of their claim documents to the Parent Polyclinic.

- (a) In Patient Bills (Where patient has undergone Admission in the Hospital for treatment)
- (b) OPD Bills (OPD Consultation)
- (c) NA Medicine / Pharmacy Bills

3. The beneficiary must upload the claim by themselves in accordance with the following requirements:

- (a) All documents need to be scanned properly and are clearly readable with all available details on the documents.
- (b) All documents have to be in the form of PDF format only.
- (c) The size of a single file should not be more than 2 MB.

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4. Mandatory documents and other documents for various types of beneficiary claims are mentioned against each below as per ECHS claim procedure.

(a) IPD Reimbursement

- ECHS Card Copy
- Emergency certificate from Hospital
- EIR (Emergency Intimation Report)
- Discharge Summary
- Contingent Bill
- Final Bill with detailed break up
- Reports
- Copy of cancelledcheque. Required only first time the claim is uploaded
- Advance payment receipt for above one lakh claim amount
- Case Specific documents (if any)

(b) OPD Reimbursement

- ECHS Card Copy
- Prescription for investigation
- Sanction letter for Investigation
- Bill
- Reports
- Copy of cancelledcheque. Required only first time the claim is uploaded

(c) NA / Pharmacy Reimbursement

- ECHS Card Copy
- Prescription
- Bill
- Copy of cancelled cheque. Required only first time the claim is uploaded
- NA Certificate

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5. In order to upload the Claim in the system a scanned copy of all the documents in pdf format of file size less than 2 MB should be kept handy.
6. After having the scanned copy of all the documents following are the steps to upload the Claim in the system:
 - Visit the Website <https://www.echsbpa.utitsl.com>
 - Click the link



NEW For Individual Reimbursement of Medical Claims, [Click Here](#)

- After clicking the link following screen will come. Enter the Card No. and Mobile number registered with 64 KB Card to get OTP and login.

- Enter the 12 digit card number as mentioned on beneficiary/depositors 64KB ECHS Card
- Enter the mobile number which is registered with 64KB ECHS Card
- If the card number and mobile number are correct then an OTP will be sent on the registered mobile number

- Enter the OTP received on mobile number.

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- After login click the Member Claim> New Claim as shown in the Screen below. Select the type of Reimbursement and submit

- Following screen appears with the Patient Details as pre-filled which cannot be modified. Click on the Tab OPD Details/IPD Details/Pharmacy Details as per the reimbursement type selected in the previous screen.

- Click the OPD Details Tab and fill details of Bill Details, and ESM Bank details.

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Once all the details are filled user has to click the button "Save and Continue". This click will save the claim with Interim Claim ID.

➤ Following screen will appear:

➤ The claim is saved after the above process and claim submission can be resumed after login again as given above. And Click Pending Claims under Menu Member Claims. On clicking the Claim ID it will open the same page for uploading the pending claim.

Menu		Member Reimbursement Pending									
Pending Claims											
		Sl.	Region	Hospital	Amount	Type	Claim Date	Mobile No.	View		
Menu	Pending Claims	1	Delhi	Arora Hospital - Delhi	Rs. 100000	Emergency	10/10/2011	XXXXXXXXXX	View		
	Pending Claims	2	Delhi	Arora Hospital - Delhi	Rs. 100000	Emergency	10/10/2011	XXXXXXXXXX	View		
	Pending Claims	3	Delhi	Arora Hospital - Delhi	Rs. 100000	Emergency	10/10/2011	XXXXXXXXXX	View		
	Pending Claims	4	Delhi	Arora Hospital - Delhi	Rs. 100000	Emergency	10/10/2011	XXXXXXXXXX	View		
	Pending Claims	5	Delhi	Arora Hospital - Delhi	Rs. 100000	Emergency	10/10/2011	XXXXXXXXXX	View		
	Pending Claims	6	Delhi	Arora Hospital - Delhi	Rs. 100000	Emergency	10/10/2011	XXXXXXXXXX	View		
	Pending Claims	7	Delhi	Arora Hospital - Delhi	Rs. 100000	Emergency	10/10/2011	XXXXXXXXXX	View		
	Pending Claims	8	Delhi	Arora Hospital - Delhi	Rs. 100000	Emergency	10/10/2011	XXXXXXXXXX	View		
	Pending Claims	9	Delhi	Arora Hospital - Delhi	Rs. 100000	Emergency	10/10/2011	XXXXXXXXXX	View		
	Pending Claims	10	Delhi	Arora Hospital - Delhi	Rs. 100000	Emergency	10/10/2011	XXXXXXXXXX	View		

➤ Go to Upload Document Tab and upload the required documents for the claim to be processed. All supporting documents need to be uploaded here without missing any document.

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Claim ID: Patient Name: XXXXXXXXXXXX Claim Type: Out Patient

Tab: Patient Details | ESM Details | Bill Details | Upload Documents | ESM Bank Details | Final Submit

File Name:

ESM Card Copy ☐ Prescription File ☐ Receipt/Receipt Copy ☐ Bill Details ☐
 Medical Reports ☐ Cancelled Cheque (Overdrawn) ☐ Contingent Bill ☐ Others ☐

Choose File (or File Upload)

Sl	Document Type	File Name	File Size	Date
1	ESM Card Copy	XXXXXXXXXX.ESM.Card.pdf	61 KB	20/08/2011 10:05:07
2	Medical Reports	XXXXXXXXXX. Medical Reports.pdf	61 KB	20/08/2011 10:05:08
3	Prescription Copy	XXXXXXXXXX. Prescription Copy.pdf	61 KB	20/08/2011 10:05:09
4	Cancelled Cheque (Overdrawn)	XXXXXXXXXX. Canceled.pdf	61 KB	20/08/2011 10:05:10
5	Bill Details	XXXXXXXXXX. Bill.pdf	61 KB	20/08/2011 10:05:11
6	Others	XXXXXXXXXX. Others.pdf	61 KB	20/08/2011 10:05:12

- After this click the tab ESM Bank Details and enter the account details. The account details needs to be filled for the first time for a card holder. For next submission of the claim it will be pre-filled and if the user wants to modify it they can do by clicking the check box for changing the bank details.

Tab: Patient Details | ESM Details | Bill Details | Upload Documents | ESM Bank Details | Final Submit

Bank Name:

Branch:

IFSC Code:

Account No:

Name of Issuing of Bank Account:

Account Number:

Confirm Account Number:

- After filling all the details go to the Final Submit tab. Download the contingent bill in the pre-filled format and take the print out of it to be submitted with Hard Copy of the original bill to the Polyclinic. Read the disclaimer and select the check box and Click Final Submit button to submit the claim fully and note the Claim ID for checking its status.



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Home **Member Bill Submission**

Claim ID / Patient name: XXXXXXXX Claim Type: Out Patient

Payment Details: Patient Details: Bill Details: Submit Documents: Upload Bill Details: View Status

Go Back
+ Going Back to Submission
SIC Care

By clicking on this link I agree to the terms and condition mentioned below
I hereby certify that the above information and the documents uploaded are true and correct to the best of my knowledge. I understand that a false statement or any forged documents may lead to rejection of the claim submitted for reimbursement.

Download Contingent Bill

1) Download the contingent bill and take printout of it
2) Fill up the relevant details
3) Submit the hard copy of the contingent bill to the physician

For downloading the pre-EMed Contingent Bill

➤ A final message will come on screen like this.

Confirmation notice window

Claim For Reimbursement Saved (Interim) With Claim ID 160XXXX

Close

To check the status of the Claim:

Go to www.echsbpa.utitsl.com/ECHS and click Beneficiary Claim Status



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Enter the Service No. and Claim ID, CAPTCHA Text and Submit.

Beneficiary Reimbursement Claim Status Query

* Service Number: Enter just numeric part of the service number. For eg. 012 is "1234567" just enter 1234

Claim ID:

Captcha: 

Captcha Text:

- * Indicated mandatory fields
- Please note that search will be based on the service number and card number as entered by policyholder at the time of submission of claim

CIN: U00801MH1993G00873001
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ISO: 9001 (High Reliability) Approved and ISO: 27001:2011, ISO: 20000:2011, ISO 14001:2015 Certified Company
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यूटीआई इन्फ्रास्ट्रक्चर टेक्नोलॉजी एण्ड सर्विसेज लिमिटेड
(भारत सरकार की एक कंपनी)
UTI Infrastructure Technology And Services Limited
(A Government of India Company)

INSTRUCTION FOR POLYCLINIC USER (OIC POLYCLINIC)

The Polyclinic user (OIC Polyclinic) will receive the documents of the claims submitted online by the beneficiary for the reimbursement. After the receipt of the claim document the documents needs to be verified in the system against the hard copy submitted and soft copy uploaded in the system. The Contingent bill submitted in Hard Copy along with the Claim documents need to be scanned and digitally signed and uploaded in the claims documents during the verification and upload of the claim. On successful verification the claim will move to the Bill Processing Agency (UTIITSL) for the processing of the claim, if Need More information is required in the submitted document then user will select the status as "Need More Info" and enter the related remark and submits the claim and, rejected bills will stop there itself and beneficiary will be informed through SMS for the rejection of the Claim submitted.

User will go the link Member Claim> Receive Document. Enter the Claim ID and Member Card number (Only numeric part) and search or if Claim ID is not known click blank search (searching without entering anything). This will give the list of the Claim(s). User has to select the claim and submit for receiving the claim. User will go to the link Member Claim > Receipt of Claim and generate the receipt of the claim by entering the Claim ID. This receipt acknowledgement will be given to the beneficiary on receipt of the claim of the bills.

(a)Receiving of Documents

Click the link Member Claim> Receive Documents and enter the search button after entering the details or blank search. List of submitted beneficiary claims will be listed. Select the Check Box and enter the remark and status to receive the claim.

CIN: U85901MH1995000072051
पंजीकृत कार्यालय: प्लॉट नं 3, सेक्टर-11, सीडी बेलापुर, नवी मुंबई - 400614
दूरभाष: 022-47931810 • फैक्स: 022-47931899 • वेबसाइट: www.utitl.com
क्षेत्रीय कार्यालय
प्लॉट नं 3, सेक्टर-11, सीडी बेलापुर, नवी मुंबई - 400614
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ई-मेल: mumbai@utitl.com

CIN: U85901MH1995000072051, ISO 9001:2015 Certified Company
Registered Office: Plot No. 3, Sector-11, CBD Belapur, Navi Mumbai - 400614
Tel: 022-47931810 • Fax: 022-47931899 • Website: www.utitl.com
REGIONAL OFFICE
Plot No. 3, Sector - 11, CBD Belapur, Navi Mumbai - 400614
Tel: 022-47931810 • Fax: 022-47931899
Email: mumbai@utitl.com



Fig a.1

Fig a.2

This allows the user to open the documents by clicking on the File Name of the document, select verify, and select remarks for all documents.

Fig b.1

CMM, ILS, High Integrity Agreement and OROCA 1700-2011, ROE 1000-1-10, JO 100-10 Certified Company
 Registered Office: Plot No. 3, Sector-11, CBD Belapur, Navi Mumbai - 400614
 Tel: 022-67931010 + Fax: 022-67931000 + Website: www.cditl.com
REGIONAL OFFICE
 Plot No. 3, Sector - 11, CBD Belapur, Navi Mumbai - 400614
 Tel: 022-67931010 + Fax: 022-67931000
 Email: navi@cditl.com



Fig b.2

Fig b.3

Fig b.4

CRM 360 (High Nxtcity) Sponsored and BOMC (TPO) JTL, BOMC (SMB) & JTL, SO 360 2012-CreditCompany
Registered Office: Plot No. 3, Sector-11, CBD Salapur, Navi Mumbai - 400614
Tel: 822-67931818 • Fax: 822-67931888 • Website: www.jltl.com

REGIONAL OFFICE
Plot No. 3, Sector - 11, CBD Salapur, Navi Mumbai - 400614
Tel: 822-67931818 • Fax: 822-67931888
Email: navamail@jltl.com



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Select the status (Approved, Need More Info or Rejected) and enter the remarks, then submit the claim verification.

If approved, it will go to the BPA (UTIITSL) for processing, for Need More info it will go to the beneficiary with the remarks, however, if rejected, it will stop here and an SMS will be sent to the beneficiary informing them about the rejection.

***** End*****

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