MDIndia Healthcare NetworX Pvt. Ltd

Medical Bills Processing Outsourcing – Scope and Proposed Process Flow

Contents

MDIndia Healthcare NetworX Pvt. Ltd

Implementation Scope

a) Claim Types

MDIndia will be responsible for processing the following types of claims.

- Medical Reimbursement Claims (MRC) of Employees and Retirees and their dependents for Indoor and outdoor treatments
- Processing of vendor invoices

The following types of claims were deemed to be out of scope.

- Respiratory Appliances
- Hearing Aid
- Infertility Treatment
- Home Nursing
- Artificial Appliances
- Repair and Maintenance

b) Communications

Communications with Beneficiaries and Vendors will be at two stages.

- On receipt of claim with corresponding original documents: An acknowledgement receipt to be provided at the time of receiving physical documents and system generated Email / SMS/ WhatsApp communication once the documents have been scanned into MDIndia systems.
- At the time of any "Additional Document" requirements Beneficiary and Vendors to be notified via email/SMS/WhatsApp

Existing communications from SAP systems to continue.

Communications with ONGC Team for any queries

- During the 1st Phase in case MDIndia team has any queries related to processing, emails will be triggered to ONGC team (Based on the email ids provided). If needed the processing team will call the concerned doctor(s) on phone.
- Post go live of Phase 1, Opinion Module (Workflow) can be provided on MDIndia Portal

c) MDIndia Web Portals

MDIndia Web Portal will be provided to Beneficiary and ONGC Management.

Providing portal to Vendor is out of scope for Phase 1. This can be included for implementation later post Go Live for Phase 1 once confirmed by ONGC

a. Beneficiaries will be able to see the status of their claims on the portal. They will be able to view the scanned images of original documents submitted at helpdesk. They can also submit the scanned copy of the additional document online. Claim to be paid only when the original document is submitted.

b. ONGC Management Teams (e.g., HR, Finance/Audit/Doctors) can view dashboards, Reports, Claim details item wise along with the respective scanned images.

d) API Integrations

The table below list the APIs (Integrations) that will be required and have been discussed with ONGC IT Team. Additional APIs as needed will be taken up for development based on the requirements.

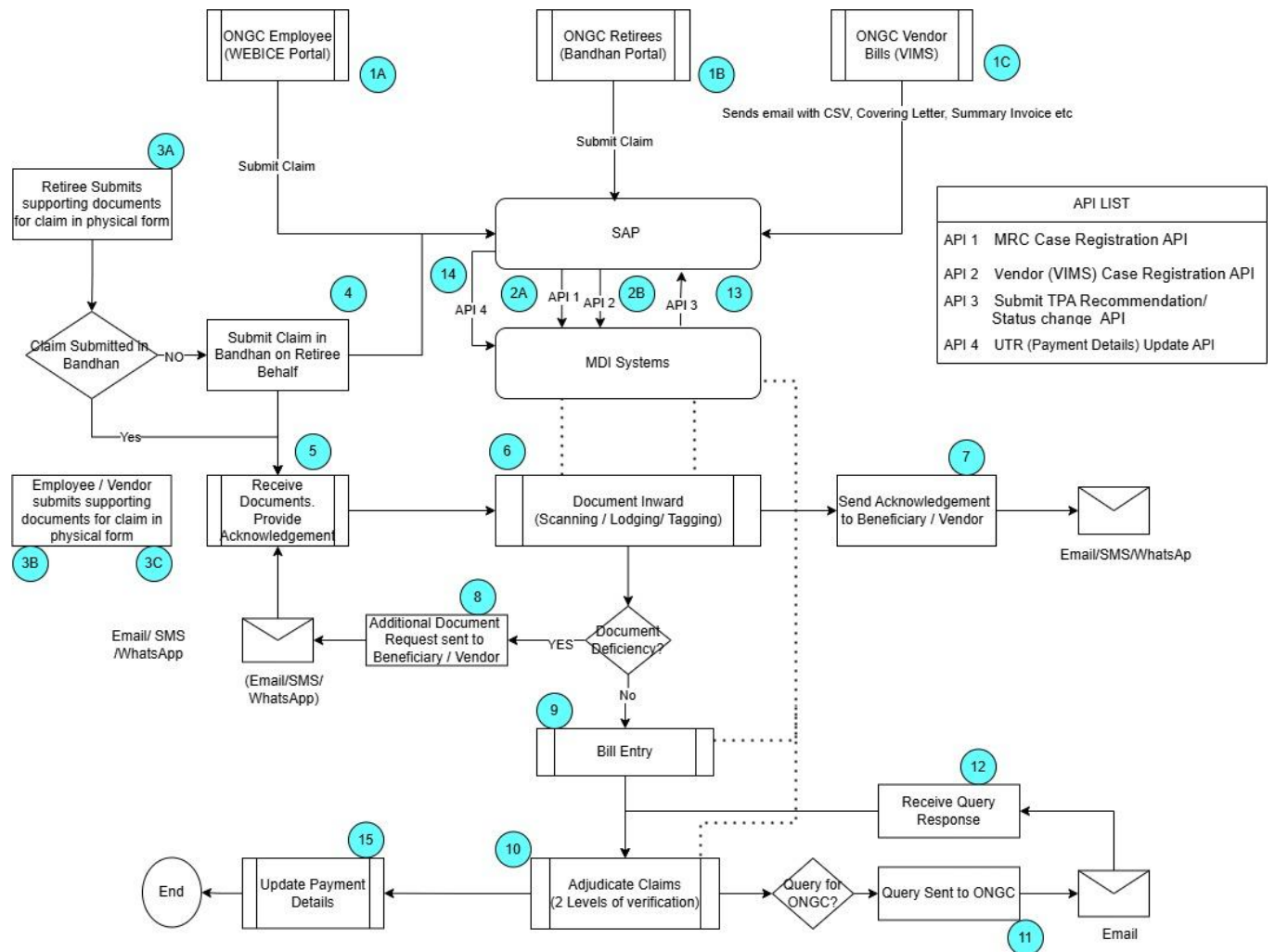| Sr No	API	Description	Development Accountability	Remarks
1	MRC Case Registration	Beneficiary and Claim details are sent to MDIndia using this API reimbursement	MDIndia	Sending of Scanned Images to MDIndia is out of

		claim is submitted on WEBICE or Bandhan portal		scope. Submission of Hard Copy mandatory (If possible, the two APIs will be combined into one)
2	Vendor Case Registration	Vendors claim details are sent to MDIndia using this API when claim details are registered in VIMS on receipt of emails from vendors and DP No created	MDIndia	
3	Submit Final Recommendation	Final MDIndia recommendations (as per fields specified by ONGC IT) are sent to ONGC	ONGC	This can be common for MRC and VIMS claims or separate APIs based on ONGC IT Team decision Sending scanned images to ONGC is out of scope
4	UTR (Payments) Update	Payment related information is pushed from ONGC Systems to MDIndia	MDIndia	
5	PME reference letter registration	PME reference letter details pushed to MDIndia	MDIndia	Data entry and digitization of PME Records to be taken up after MRC and VIMS related process are live
6	Submit PME Digitized Data	Send PME digitized data to ONGC	ONGC	
7	PME Scanned Image Upload	Send scanned images of PME related records	ONGC	

e) Data Entry and Digitization of PME Records

Data entry and digitization of periodic medical examination (PME) records will be taken up for implementation post Go Live of MRC and Vendor Invoice Processing for the locations identified in Phase 1

Process Flow Chart

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ONGC Employee (WEBICE Portal) **1A**	ONGC Retirees (Bandhan Portal) **1B**	ONGC Vendor Bills (VIMS) **1C**

Sends email with CSV, Covering Letter, Summary Invoice etc

Submit Claim — Submit Claim

3A Retiree Submits supporting documents for claim in physical form

SAP

API LIST

API 1	MRC Case Registration API
API 2	Vendor (VIMS) Case Registration API
API 3	Submit TPA Recommendation/ Status change API
API 4	UTR (Payment Details) Update API

14 — API 4 — **2A** API 1 — API 2 **2B** — API 3 **13**

Claim Submitted in Bandhan — NO — **4** Submit Claim in Bandhan on Retiree Behalf

Yes

MDI Systems

3B **3C** Employee / Vendor submits supporting documents for claim in physical form

5 Receive Documents. Provide Acknowledgement

6 Document Inward (Scanning / Lodging/ Tagging)

7 Send Acknowledgement to Beneficiary / Vendor

Email/SMS/WhatsAp

Email/ SMS /WhatsApp

(Email/SMS/ WhatsApp)

8 Additional Document Request sent to Beneficiary / Vendor — YES — Document Deficiency?

No

9 Bill Entry

12 Receive Query Response

15 Update Payment Details

End

10 Adjudicate Claims (2 Levels of verification) — Query for ONGC? — Query Sent to ONGC **11** — Email

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Process Flow Description

a) MRC & Vendor Claims Submissions on ONGC System

1A: ONGC Employee enters MRC claim details for Self / Dependents and submits form on WEBICE Portal

1B: ONGC Retiree enters MRC claim details for Self / Dependents and submits form on Bandhan Portal

1C: Vendor sends email with CSV file listing the claims (invoices) with other key information for registering the claims in SAP system along with covering letter, summary invoice. Claim gets registered in SAP system and the vendor receives system generated email containing the Registration and Document Processing (DP) number along with other details.

b) Receipt of Claim Data into MDI Systems via APIs

2A: Claim and Beneficiary related data will be pushed via API to MDIndia once the claim has been submitted on WEBICE/Bandhan

2B: Claim and Vendor related data will be pushed to MDIndia via API once the claim has been registered in VIMS and DP Number generated.

<u>Because of current limitations (SAP Changes) the scanned images will not be sent to MDIndia via APIs. Collection of Hard copy is mandatory for MRC and Vendor claims.</u>

c) Submission of Hard Copy of Claim to MDIndia

3A: Retirees will submit original documents related to the claim along with the printout of form with claim details submitted on Bandhan at the helpdesk locations.

3B: Employees will submit original documents related to the claim along with the printout of form with claim details submitted on WEBICE at the helpdesk locations.

3C: Vendors will submit their original documents related to the claim (e.g. Invoices, Discharge Summary, Reports, Prescriptions, Reference Letter etc.) along with the printout of CSV file, covering letter, summary invoice if any and the email acknowledgement receive from SAP that has the Registration Number, Document Processing (DP) Number and other information like Vendor ID, Invoice Number, Amount etc. Vendor Bills should be submitted at **one central**

location identified for each Work Center city in scope (e.g., Dehradun, Mumbai, Vadodara & Ahmedabad for Phase 1).

4: Helpdesk personnel will enter the claim detail in Bandhan for Retired employees who are not able to do so on their own. For this MDIndia will be provided with Admin Login IDs for each helpdesk location. (This is currently being done by Separate Employees Establishment). Active employs will need to mandatorily submit the printout of medical reimbursement form submitted in WEBICE along with the original documents related to the claim.

5: Helpdesk will receive the documents and perform an initial scrutiny for the completeness of documents. An acknowledgement of receipt of physical documents will be provided to the beneficiary / vendor.

> **All physical documents are to be in custody of MDIndia till the end of the contract. Documents will be made available to ONGC on demand.**

d) Processing of MRC and Vendor Claims

6: MDIndia will scan and digitize the received documents and create inward in their systems against the claim details already received via API. A unique reference number will be generated.

7: Beneficiary and Vendors will be sent the acknowledgement via SMS, Email and WhatsApp

8: While processing the claim in case the processor identifies any documents are missing, request for additional documents (ADR) will be triggered to beneficiary and vendors via Email/WhatsApp and SMS.

> **Beneficiary and Vendors will need to submit the hard copy (original) of deficiency documents at the help desk location.**

9: Bill details will be entered / confirmed by MDIndia Processing team

10: MDI Team will process the claims. There will be two levels of scrutiny before the final recommendations are sent to ONGC. Claim Processing of claims will be done on receipt of the full set of documents required. For MRC claims a particular line item can be rejected. However, for vendor claims since there is a single DP Number for all the line items the entire claim will be rejected and vendor needs to resubmit the bills.

11: While processing the claim, if MDIndia has any query for the medical team at ONGC then an email will be sent to the concerned medical doctor identified for the location. If needed, concerned SPOC will be contacted by phone call.

12: On receipt of the query response MDIndia Team will complete the claim processing. The ONGC team can view the scanned images of the claim documents on MDIndia Portal. They can also request the hard copies stored at MDIndia if needed.

13: The final recommendations will be pushed to ONGC via API. All the line items in a claim submission need to be sent in one go. Partial line-item submission is not allowed. Also line-item wise deduction with deduction reasons needs to be sent.

14: The payments to Beneficiary and Vendor will be made centrally by ONGC. The pre audit team should have the ability to view the claim details with corresponding scanned images on MDIndia Portal. If needed they can also request the hard copy. On payment (or rejection) of the claims the payment related information (Final Amount Passed, Deductions with reasons) will be sent to MDIndia via API

15: The payment information once received will be updated in MDIndia Systems