

MSHS FAQs

Q. No.	QUESTION	Answer
1	Weather the patient has to pay after the golden hour treatment	YES. The hospital can treat and collect beyond 48 hours.
2	Does the patient have to be admitted for treatment	YES. Even if it is to be discharged on the same day
3	How to deal with claims from Govt hospitals (bills)	To admit any claim – BILL is a must.
4	Who pays for MLC charges	It is the inherent duty of the hospital
5	On holidays and night hours, how does one register	<ul style="list-style-type: none"> a) System is online which is available 24/7 b) The hospitals which are registered with us are supposed to function 24/7 – whoever is there they will have to operate.
6	Who pays for pvt ambulance apart from 108	Not covered in scheme
7	Whether documents pertaining to claims be stored at the hospital	It has to be stored as per the prevailing rules
8	PAN/TAN no not available in Govt hospitals but why is it a mandatory option	<ul style="list-style-type: none"> a) PAN is mandatory for Govt Hospitals. b) TAN/PAN is mandatory for Pvt Hospitals.
9	Why do you need the Longitude and latitude of hospital location	For GIS mapping of the facility / to track the patient location/Ambulance location.
10	Are packages restricted only to 25 codes or can it be extended	As of now it is of 25 packages only.
11	Pt treated at level 3 and shifted to level 1 – how is the claim processed	Both the hospitals are eligible to claim based on the treatment provided.
12	What has to be done if excess amount is required other than the package rate	Upto 48 hours no amount shall be collected as it is included in the package
13	How to deal with unknown patient	Conscious patient – stabilize the patient and provide treatment then try

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		<p>for identifying patient/ discharge patient /inform to police.</p> <p>Unconscious patient: stabilize the patient and provide treatment then try for identifying patient, enter the patient details in Hospital register/MLC register/ inform to police.</p>
14	108 transfer	108 services can be utilized by the beneficiary/hospital.
15	Bed availability – what if there are no beds after reaching the hospital	<p>No hospital shall refuse to treat the patient</p>
16	Reserved bed?	
17	Refusal on weekends	
18	Refused admission as patient is unknown and payment issues	
19	How is incentive distributed if number of treating staff is less than that mentioned	
20	Is police intimation enough or FIR is compulsory	Police intimation is sufficient