

Frequently Ask Questions For State Life's Health Facilitators

1. How can we check eligibility of patient?

PRIME MINISTER NATIONAL HEALTH PROGRAM

Verify CNIC with HMIS or send CNIC number to 8500 through S.M.S. for Prime Minister National Health Program. Husband, wife and unmarried children are covered in the scheme. No limit on family size.

SEHAT SAHULAT PROGRAM

Verify CNIC with HMIS. Husband, wife and unmarried children and parents are covered on priority. Limited to 8 (Eight) Member in one household

2. What is the available Credit Limit in health Card?

PRIME MINISTER NATIONAL HEALTH PROGRAM

Rs. 50,000 is available for whole family in secondary coverage
Rs. 250,000 in available per family under tertiary limit

SEHAT SAHULAT PROGRAM

Rs. 30,000 PER MEMBER is available in secondary coverage
Rs. 300,000 in available PER HOUSEHOLD under tertiary limit

3. What is Emergency?

Critical emergency is clear wound, sight of blood, fracture etc. Immediately consult DMO for emergency cases

4. What if patient has no CNIC?

CNIC is **necessary** for admission. It is must to entertain any patient.
For life threatening cases consult DMO or Office.

5. What if patient's child has no B form?

Unless **critical emergency**, No treatment can be granted in absence of B form. Ask head of family to immediately consult NADRA for preparation of B form.

6. What Diseases are covered under program?

All treatment whose rates are appearing in system are covered. In case, treatment is not available in HMIS, consult DMO.

7. What If, the beneficiary has consumed all balance from Health card?

Health card balance is renewed at the end of each service year of respective district. Treatment upto balance limit can be granted. Service date is available at ihealth.com.pk

8. What If, the beneficiary wants to pay partial payment?

Cash cannot be taken from beneficiary under any circumstances for in-patient coverage.

9. What if patient possess a Health Card but he was denied treatment at one of empaneled hospital?

Denial of Service is a serious offense and must be reported at help line number:
0800-09009 (PMNHP)
0800 89898 (SSP)

10. What if health card is lost?

Admission can be granted on CNIC of head of family and patient. However, Request must be made to enrollment team of lost card.

11. What if Correction required in CNIC number of other family members?

In that case, relationship between head and other family members need to be confirmed through CNIC, Nikah-Nama or Form-B.

12. What if family members need to be added?

In case of addition of wife, relationship between head and wife need to be confirmed through both CNIC, Nikah-Nama and Form-B. In case of newly born children, head of family must provide Form-B to show his relationship with child.

13. What if CNIC is lost?

If they don't have CNIC they can't get treatment. Ask them to get Nadra ID card first.

14. What If a daughter is widow and is dependent upon health card of her father?

As she is dependent and does not have any other family to depend upon. Thus such widow or divorcee is eligible for treatment. But her children is not eligible for it.

15. What if Head of family died?

There will be no problem. His family can continue using his health card.

16. Should I tell the DMO about hospital isn't providing treatment?

Yes. One of your responsibilities is to visit the patients and take their feedback on following.

- Is service Ok?
- Is behavior of doctors and staff ok?
- If medicine or drips is given on time?
- If any money taken by hospital or pharmacy?
- Have they referred for any test outside hospital and patient has to pay for it?

17. Is blood covered in treatment?

No. Patient has to arrange blood on its own

18. Is expensive test such as CT, MRI covered?

Yes. Special approval from PMO & DMO is necessary for conduct of these tests.

19. Should I enter antenatal visit?

Yes. Entry of antenatal and postnatal visits is necessary. BP and other vital reading must be entered.

20. Can I mark antenatal visits as OPD visit?

No. It is absolutely prohibited. Antenatal visit define the period of pregnancy and provide vital reading for Normal Delivery and C Section Delivery.

21. Is Computer generated birth certificate valid or not?

B form is compulsory for patients below Age of 18. Birth certificate doesn't serve the purpose.

22. What if head is Female, and she has married to a guy who already has kids from previous wife?

His kids will be covered.

23. If any card holder has exhausted limit and come again with another surgical or medical problem then what is the procedure to entertain him/her?

No. He will not be covered. Only life threatening or emergency cases will be covered for stabilization. The stabilized patient will then be referred to nearby public hospital.

24. Can Patients from other districts/provinces be entertained?

They will be entertained in other districts/provinces in empanelled hospital. A referral letter will be required from referring hospital.

25. What if Patient is admitted before enrollment?

He will not be entered in our system as his admission date is earlier than start date of his enrollment/services.

26. How to open a blocked/Inactive cards?

Send CNIC number to 8500 if they reply with correct particulars including health card number then health card may be activated.

27. What is OPD?

OPD are treatment which don't require admissions e.g. light Fever, headache, sore throat, insomnia, litheria etc.

28. (For Referral / Tertiary Hospital) - Is referral letter from referring hospital is necessary?

Yes. The referral letter should be signed by referring DMO for tertiary treatment.

29. Should I be penalized in case I allow wrong patient to admit in hospital?

Yes. One of your duties is to thoroughly verify the patients.

30. What if patient leave without information after Admission?

If surgery is conducted already. Marked him as LAMA in HMIS
Else case be OPD after consultation with DMO

31. Is attendant contact number is necessary?

Yes. It is absolutely mandatory for attendant to provide contact number.

32. What to do if attendant has no cell number?

In that case patient's close relative and neighbor contact number is required.

33. How can I take leaves?

You should ask DMO for approval and inform hospital in advance before taking leaves.

B. SYSTEM RELATED QUESTIONS:

1. What if Correction required in CNIC number of head of family?

Change in one or two digits can be made if head provide original CNIC, Health card and B-Form. However, change in more than two digits is not allowed because this card may belong to someone else these cases must be forwarded to senior enrollment team for verification.

2. What to do if system shows incorrect data?

Ask enrollment team to correct the data and then grant admission. KPO/HFO must directly call to enrollment team in case of emergency.

3. What to do if system show in-active card?

Verify the reason of in-active card and ask enrollment team to correct the data if any correction required.

4. What to do if system is down?

For PMNHP: For emergency cases, send sms to 8500 to check eligibility.

Confirmation is required from patient if he has any previous admissions on Sehat Card. In case no previous admission, admission can be granted. In case of previous admission, ask enrollment team to send balance of said case.

For SSP: For emergency cases, consult enrollment team for emergency cases.

5. **What if required treatment is not appearing in system?**
Ask DMO to incorporate the treatment.
6. **Can I pick a different treatment of same package rate for admission?**
No. It is not allowed.
7. **What to do if all balance is consumed?**
No admission can be granted. However, In case of emergency contact DMO.
8. **If patient had consumed his secondary limit can he continue treatment for secondary disease under tertiary limit?**
No. Each Coverage has its own set of treatment. Few treatment such as fracture can be secondary or tertiary. Ask DMO for clarity.
9. **Should entrance of medicine on discharge tab - HMIS is necessary?**
Yes it is necessary.
10. **What if I accidentally admit a wrong patient?**
It is a serious negligence. DMO should immediately be consulted to resolve the matter.

C. VISIT RELATED QUESTIONS:

1. **Do I have to withhold health card before admission?**
Yes. Card be given back along with transportation at time of discharge.
2. **What if CNIC card is expired?**
Do not check CNIC expiry date. Only CNIC number, name and picture need to be verified.
3. **What Documents should I check to grant treatment under P.M.N.H.P?**
Original C.N.I.C, Original Health card, B-form/Nikkah-Nama and copies of these documents
4. **How long can the patient stay in Hospital?**

As long as treatment is advised by Hospital Doctor. Only DMO can contest the treatment.

5. What are transportation charges?

For PMNHP

Transportation charges are sum of Rs.350 paid to beneficiary under secondary category upon discharge. Maximum of 3 payments can be provided in a year during three separate admissions.

For SSP

Wage Loss @ 250 Rs. Per Day (Max 3 Days)

Maternity Cases @ Rs. 1000

Tertiary Cases @ Rs. 2000

6. How many times should I visit the patients in wards?

You should visit at least two times preferably at start and end of day during a day and take feedback from each patient.