

**GOVERNMENT OF INDIA  
MINISTRY OF HEALTH AND FAMILY WELFARE  
DEPARTMENT OF HEALTH AND FAMILY WELFARE**

**RAJYA SABHA  
UNSTARRED QUESTION NO. 1037  
TO BE ANSWERED ON 26<sup>TH</sup> JULY, 2022**

**DISCONTINUATION OF CASHLESS SERVICES IN CGHS HOSPITALS**

**1037 # SHRI AKHILESH PRASAD SINGH:**

Will the Minister of **HEALTH AND FAMILY WELFARE** be pleased to state:-

- (a) whether it is a fact that many hospitals have discontinued the services of cashless treatment to CGHS beneficiaries due to non-clearance of pending bills;
- (b) if so, the names of said hospitals, the total number of bills and arrears pending, and the reasons responsible therefor; and
- (c) the likely timeline by which it is proposed to clear the arrears, in this regard?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE  
(DR. BHARATI PRAVIN PAWAR)**

(a) to (c): Under the Central Government Health Scheme (CGHS), serving central government employees avail in-patient treatment at CGHS empaneled Health Care Organizations (HCOs) by making payments and claiming reimbursement thereof from their respective offices. Cashless facility under the Scheme is provided by empaneled private HCOs to pensioner beneficiaries and certain other categories of beneficiaries as per the Memorandum of Agreement (MoA) signed between the HCOs and CGHS. Some HCOs request for exiting from the panel for various reasons and their request is considered as per MoA. In the recent past M/s Max Group of Hospitals, Delhi / NCR, Parvati Hospital, Lifeline Hospital and Billoth Hospital at Chennai, M/s Max Super Specialty Hospital, Dehradun, M/s Fortis Hospital, Mohali, and M/s Max Hospital, Mohali have reported to stop giving cashless facilities. Another hospital namely Manipal Hospital, New Delhi that had earlier requested for exit subsequently withdrew it and is still on the panel.

Settlement of HCO bills is a dynamic process. There is always some time lag between submission of bills by HCOs and their final settlement. Bill processing is shifted to National Health Authority (NHA)'s IT-Platform since June, 2021 for expeditious settlement thereof. During the Financial Year 2021-22, bills amounting to approximately Rs. 1300 crore were paid to the empaneled HCOs and in the current year (2022-23), so far bills worth approximately Rs. 600 crore are already paid. As on date, bills amounting to approximately Rs. 1400 crore are received for payment.