

D-12011/19/2018-ADMIN-CPC.

भारत सरकार/Government of India

रसायन और उर्वरक मंत्रालय/Ministry of Chemicals & Fertilizers

रसायन और पेट्रोसायन विभाग/Department of Chemicals and Petrochemicals

शास्त्री भवन, नई दिल्ली

दिनांक: 20.05.2025

CIRCULAR**Subject: Revised guidelines for Referral Process in CGHS**

It has been observed, while processing Medical Reimbursement Claims (MRC) of CGHS and CS(MA) beneficiaries working in this office, that the prescribed guidelines issued by the Ministry of Health & Family Welfare for seeking consultation and treatment in private hospitals empanelled under CGHS are not being strictly followed.

2. All CGHS and CS(MA) beneficiaries of the Department are hereby directed to adhere to the revised guidelines issued by the Ministry of Health & Family Welfare, vide **OM No. Z15025/19/2024/DIR/CGHS/EHS (Comp No. 8281286) dated 28.06.2024** (copy enclosed), for seeking consultation and treatment in CGHS-empanelled private hospitals.

3. Also, vide OM No. Z15025/19/2024/DIR/CGHS/EHS dated 28.06.2024, no further endorsement from CGHS is required for the tests/investigations not exceeding Rs.3000/- However, referral/endorsement is required for special investigations such as; CT Scan, PET Scan and MRI Scan and any other investigation costing over Rs. 3000/-

4. It is further informed that **post facto** approval shall not be granted for treatment/investigations carried out in the OPD of CGHS-empanelled or non-empanelled hospitals by CGHS beneficiaries without a valid referral/endorsement from a CGHS Wellness Centre. Similarly, CS(MA) beneficiaries who undergo treatment/investigations in OPD based on referral from the Authorized Medical Attendant (AMA) must obtain prior permission from the office; otherwise, reimbursement shall not be considered.

5. Prior permission from the Department is **mandatory** for undergoing **CGHS unlisted** procedures/tests, except in cases of emergency. In emergency cases, post-facto approval must be applied for within one month from the date of completion of treatment. Applications submitted after one month will not be entertained.

6. It may be noted that under no circumstances, the cost of OPD medicines will be reimbursed by the Department. OPD medicines must be obtained from the designated CGHS Wellness Centre. For emergency cases; a proper endorsement with official stamp from the attending physician must be provided, clearly indicating the case as an emergency

7. All CGHS and CS (MA) beneficiaries are advised to stay updated with the latest guidelines/ provisions related to treatment and investigations issued by CGHS and the Ministry of Health & Family Welfare from time to time in their own interest.

Encls: as above



(Shibu das)

Under Secretary to the Govt. of India

Tel No. 23386013

To,

All CGHS beneficiaries of DCPC.

I/3687286/2024

Government of India
Ministry of Health & Family Welfare
(EHS Section)

Nirman Bhawan, New Delhi

Dated the 28-06-2024

OFFICE MEMORANDUM

Subject: Revised guidelines for Referral Process in CGHS-reg.

In partial modification of MoHFW OM No. Z.15025/117/DIR/CGHS/EHSS dated 15.01.2018 and 10.12.2018, the undersigned is directed to convey approval of the Competent Authority for issue of revised guidelines for referral procedures for Consultation, Investigations and Treatment in Government and Private hospitals (empanelled with CGHS), as per details given below:

A. In continuation of OM No Z.15025/18/2020 dated the 09.10.2020 the term "Government hospital", shall also include all AIIMSs, Institutions of National Importance (INIs), North East Institutions, Tata Memorial Hospital and all other medical institutions under central government. No referral/permission/endorsement shall be required for undergoing consultation/investigation/treatment procedure including unlisted investigations/procedures.

B. Treatment at Private empanelled hospital(s):

- i. **Single referral for Specialist Consultation:** A referral issued by any Medical Officer of a CGHS Wellness Centre will be valid for three months. During this period, the beneficiary may consult two more specialists i.e. up to total of three specialists, if recommended by the primary specialist. A maximum 6 consultations shall be allowed during this validity period of 3 months.
- ii. **Investigation and treatment Procedures advised by specialist of empanelled private hospital after referral by CGHS:** No further endorsement from CGHS shall be required for undergoing routine listed investigations and minor procedures, not requiring admission in the hospital, as advised by the specialist, within the validity period of 3 months from the date of issue of the initial referral. However, Referral/endorsement from CGHS shall be required for special investigations like CT Scan, MRI Scan, PET Scan and any other investigation costing over Rs. 3,000/- and the referral will be valid for 3 months.
- iii. Correspondingly, referral/ endorsement would be required from Medical Officer of CGHS for any procedure requiring admission in the hospital, which would be valid for 3 month.
- iv. **Unlisted Investigation(s) and treatment procedures advised by the Specialist of CGHS empaneled hospital:** Permission for undergoing

such investigations and treatment procedures shall be considered as per the delegated powers vide OM Z.15025/14/2023/ DIR/CGHS dated 27.12.2023 in case of pensioners and OM No. S 12020/4/97-CGHS(P) dated 07.04.1999 in case of serving employees. i.e.

a. CGHS (Additional Director/ Director) in case of Pensioner beneficiaries.

b. Head of the Department/ Office (HOD/HOO) in case of serving employee(s)

v. In partial modification of O.M. No. Z15025/35/2019/ DIR/CGHS/CGHS(P) dated 29.05.2019, the special provision for CGHS beneficiaries to avail Consultation/investigations/treatment procedures shall hereinafter apply to CGHS beneficiaries aged 70 years and above, as against 75 years prescribed in OM as mentioned above dated 29.05.2019. The other conditions shall remain unchanged. The beneficiaries can also avail of the services through tele-consultation facility available through e-Sanjeevani 2.0 (<https://esanjeevani.mohfw.gov.in/>).

vi. In case of **treatment under emergency and post-operative follow-up treatment**, the instructions shall remain as per extant rules. Reference Instructions:

a. O.M. No. S.11011/29/2019-EHS dated 13.09.2019.

b. O.M. No. Z15025/35/2019/DIR/CGHS/CGHS(P) dated 29.05.2019 (regarding post-operative follow-up treatment).

Signed by

Hemlata Singh

Date: 14-06-2024 14:28:11

Under Secretary to the Government of India
Tel 011-23061778.

To

1. All Ministries and Departments of the Government of India through the CGHS website
2. Addl. Director, CGHS(HQ)/ Addl. DDG(CGHS)/ Addl. Directors, CGHS of Cities / Zone.
3. All CGHS Wellness Centres through concerned AD, CGHS
4. MCTC, CGHS with the directions to upload the document on CGHS Website (www.cghs.gov.in).
5. All HCOs empanelled under CGHS through CGHS website.
6. Director, AIIMS as per list: JIPMER, Puducherry; PGIMER, Chandigarh;
7. DDG NIC Health with the request to modify the CGHS application.
8. Sh. Jitendra Singh, CDAC, Noida
9. CEO & MD NHA with the request to kindly inform the Claim Processing Doctors regarding the referral process.
10. LACs/ ZACs through Addl. Directors, CGHS.
11. Sanctioning Authorities in CGHS.
12. CMO Hospital Cell, CGHS HQ.
13. All CGHS empanelled private hospitals through Additional Director of concerned city

Copy of Information to:

1. PPS to Secretary (H&FW), MoHFW
2. PPS to Secretary (Personnel), DoPT, MoPPG&P
3. PPS to Secretary (DARPG & DoPPW), MoPPG&P
4. PPS to AS & DG CGHS
5. PPS to JS (MoHFW), CGHS

Hemlata Singh
28/06/24

(Hemlata Singh)
Under Secretary to the Government of India
Tel 011-23061778