

Hospital Empanelment Module (HEM)

A Self Help Guide for Empanelment of Private Hospitals and Healthcare Providers
under Central Government Health Scheme (CGHS)

BACKGROUND

In the past 2.5 years of implementation of Ayushman Bharat Pradhan Mantri Jan Arogya Yojana, more than 1.7 Cr hospital admissions worth Rs. 20075 Cr have been authorized. This could be achieved through a network of over 21,000 public and private healthcare providers and NHA's robust IT platforms. The success of the scheme has attracted the attention of several Central and State Govt. Ministries, Agencies and Organizations who have been running healthcare schemes for their employees or other categories of beneficiaries. Currently, CGHS is being onboarded on the National Health Authority (NHA) platform.

As part of the completion of onboarding activity, all CGHS empaneled hospitals and healthcare providers (EHCPs) need to undertake the following steps:

Step 1: Account Creation

- ✓ Before submitting the empanelment request, the authorized hospital representative must create an account through which detailed information will be submitted.
- ✓ The steps for creating the account are given below:
(Note: Please ensure that a working mobile number and email is provided at the time of registration)

1. Go to <https://pmjay.gov.in> in any browser.
2. Click on the "Menu" and then click on "Hospital Empanelment Management (HEM)" sub-menu. Once you click on this link, you will be redirected to a separate page (HEM Link):
<https://hospitals.pmjay.gov.in/empApplicationHome.htm?actionVal=loginPage>
3. First time users will answer the following question for initiating the account creation process:

Are you an administrator of the hospital and wants to apply for registration under the following?

क्या आप अस्पताल के प्रशासक हैं और निम्नलिखित के तहत पंजीकरण के लिए आवेदन करना चाहते हैं?

- PMJAY (PMJAY)
- Only CGHS (केवल CGHS)
- Only CAPF (केवल CAPF)
- NO (नहीं)

- If marked **Only CGHS (केवल CGHS)**, then you will be directed to next page where you have to provide details for account login creation.
- Fill all the required fields and click 'SUBMIT' for Login ID and password.
- A confirmation popup will appear here. Click "OK" to continue.
- Check the mobile number and e-mail provided for detailed instruction on how to login.
- You will now receive an SMS as given above with reference number & temporary password.

Step 2: Account Activation & Empanelment Request Submission

- ✓ In this step, you must visit <https://hospitals.pmjay.gov.in> portal and login using the reference number and password received through SMS and e-mail.
- ✓ Please remember that the password you received through SMS is for one time use only.
- ✓ Once you login for the first time, you will be prompted to reset the password.
- ✓ Go to <https://hospitals.pmjay.gov.in>
- ✓ Enter the Hospital reference number and password received through SMS. Enter the captcha and click "LOGIN".
- ✓ Upon successful login, "Secret Questions" page will be displayed. Here you have to select three questions and provide your answer. These questions will be used for resetting the password if you forgot the same. This should be securely recorded for future purpose.
- ✓ Once you submit the answers, click "SAVE" and then you will be redirected to the page for password reset. After the security question, you will be taken to the page for password reset. In the "Old Password" Section, insert the password you received through SMS. Then you provide a new password.
- ✓ Please note that the new password should match the following criteria:
 - a) The character length should be 8-12
 - b) There should be at least one CAPITAL letter and one small letter
 - c) There should be at least one number and one special character (!@#\$\$% etc.)While you type the password, a list in **green letters** will be shown as to which all above conditions are matched.
- ✓ After you enter all the information, click "SAVE". Click "OK" to confirm. You will now receive a pop-up confirming the password change. Click "OK". Once you click OK, you will be logged out of the system and you will have to re-login using the newly set-up password.

Step 3: Empanelment application completion process

- ✓ For initiation of application completion task, go to the following link:
<https://hospitals.pmjay.gov.in/empApplicationHome.htm?actionVal=loginPage>
- ✓ Enter the Hospital reference number and newly created password. Enter the captcha and click "LOGIN"
- ✓ After successful login, following details are to be completed in the subsequent pages:
 - **Hospital Basic Information:**
The first section is the basic profile of the Hospital. Please note that **latitude** and **longitude** are **mandatory** for mapping the hospitals. This may be generated using any map services openly available.
 - **Financial Details:**
This section captures the financial details related to the hospital as per CGHS mandate form. The treatment reimbursement will be made to the account number provided here. **Copy of the cancelled cheque** needs to be uploaded here as evidence.
 - **Specialties offered:**

In this section, you must select the specialties available in the hospital (as per declaration made to CGHS in MOUs).

- **Licenses and Certifications/Civil Infrastructure/Medical Infrastructure/General Services:**

This section covers information related to License and Certification, Civil Infrastructure, Medical Infrastructure and General Services, which are mandatory for Private hospitals.

Note: *If the hospital is NABH certified, then the medical and civil infrastructure details are not required to be filled in HEM.*

- **Manpower Details:**

In this step, you must add personal details of the medical and non-medical staff of your hospital. Please remember that at least one “Medical and one “Technical Manpower” details are **mandatory** to complete the process of empanelment. To add details of more than one personnel, you can click on the “Add Manpower” tab.

- **Attachments:**

- a. NABH accreditation certificate
- b. Registration certificate
- c. MoU: Attach MoU between your organization and CGHS signed by Nodal Person of CGHS and Authorized signatory of your organization.
- d. Mandate form (to be downloaded, duly filled, and uploaded on HEM)
- e. Undertaking by the hospitals for usage of CGHS rates (to be downloaded, duly filled, and uploaded on HEM)

- **Check Eligibility and submit:**

- o After providing all the necessary information, go to “Check Eligibility and Submit” menu on the left section.
- o Information which are incorrect or insufficient will be displayed in “**RED**” letter. Rectify the same by going back to the same page.
- o Once all the sections are in **Green** colour, click on the tick box (declaration) and then click “Submit”. You will see a pop-up confirmation for a successful submission.
- o The status of the application can be tracked from the Hospital Basic Information Section.
- o An e-mail containing the submission details will also be sent to the registered e-mail.
- o Congratulations on successful submission of Hospital Empanelment Request under CGHS.

FAQs:

1. Can the application be saved mid-way?

The application can be saved at any point during the filling process by pressing the ‘save’ key that appears at the bottom of every page of the form.

2. Can the previously filled data be retrieved later?

The previously filled application can be retrieved if the same username and password is entered to retrieve the previously filled application.

3. How can it be ensured that all the mandatory requirements are filled before submission?

The 'check eligibility' button at the bottom of each page will allow the user to ensure that all the mandatory requirement for the selected specialization are met before submitting the form.