



Subject: Timelines for Claims Submission, Re-appeal and Query Response of PMJAY Claims

To

All Empanelled Health Care Providers (EHCPs),

EHCPs under Ayushman Bharat – Pradhan Mantri Jan Arogya Yojana (AB PM-JAY) are hereby directed to adhere strictly to the following timelines with respect to claim processing:

1. Submission of Claims:

Please refer to the advisory ABPMJAY/Letter/2024-25/Lucknow/412 Issued from SACHIS dated on 25.2.2025. As per the advisory, all claims must be submitted within seven (07) days from the date of discharge of the patient. Claims submitted beyond the prescribed timeline shall be liable to rejection. Hospitals are instructed to strictly adhere to the above advisory.

2. Re-appeal of Rejected Claims:

In case of rejection of claims, the concerned hospital shall be allowed a period of thirty (30) days from the date of rejection to submit a re-appeal before the Claims Review Committee (CRC) at the State Health Agency (SHA). This feature has been enabled in the TMS by National Health Authority, and therefore, the system will not allow submission beyond 30 days.

3. Response to Queries:

As per the existing mechanism, hospitals are required to respond to claim-related queries within forty-five (45) days from the date of query generation, failing which the claim shall be automatically pulled back to the concerned authority. It is further informed that this response timeline shall be reduced to seven (07) days in the near future, and hospitals are advised to prepare accordingly. This feature is already implemented in the TMS.

All EHCPs are directed to ensure strict compliance with the above instructions. Any deviation may invite appropriate action as per PMJAY guidelines.

(Archana Verma)
Chief Executive Officer
SACHIS

Copy to:-

1. Additional Chief Executive Officer, SACHIS
2. State Nodal Officer, SACHIS
3. All GMs/JDs, SACHIS
4. Medical Management Cell, SACHIS
5. All ISAs for necessary action
6. All MAC/SAFU Members