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Corporate Policy Section
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No. DDN/HEALTH-SER-DDN/2022/ONGCARES/929454   **Dated: 11.03.2022**

<u>**OFFICE ORDER (16/2022)**</u>

Subject: <u>Instructions for ONGC Beneficiaries regarding ONGCAReS</u>

In continuation to Office Orders No. DDN/ER/CPMED/012 dated 27.08.2021 & 17.01.2022 vide which the detailed process on paperless referral system for day-care & indoor hospitalization through Medical Smart Cards (ONGCAReS) in respect of active regular employees and retired employees of ONGC including dependents having valid medical cards was communicated, the process for availing admission in planned & emergency situation for information of all the eligible ONGC Beneficiaries is detailed as under:

(i) How to create request for a planned Indoor (IPD)/Day-care Admission in ONGC Empaneled Hospital?

   a. Login to ONGCAReS Mobile Application or ONGCAReS website (ongccares.ongc.co.in/ongcweb). Password for mobile application & website will be same.

   b. Select Admission Request in Mobile App or New Admission Request in webpage. Then fill the following details:

- Select the Beneficiary for whom admission is being requested
- Select Admission Type i.e. IPD or Day-care
- Select State, City & Empaneled Hospital where admission is desired. (All the empaneled hospitals of ONGC across the country which are listed under the banner of ONGCAReS will be visible in the mobile app as well as the website)
- Select Proposed Admission Date
- Fill in the name of treating doctor & his advice in brief
- Select the tentative number of days for hospitalization
- Upload **pdf/jpg document** of medical prescription of treating doctor who has advised admission along with details of diagnosis & relevant clinical notes. Please upload the most relevant document **only**.

   c. Then click the proceed/submit button.

   d. After this a message shall be received that request has been submitted successfully.

   e. The request will flow to the ONGC Medical Section for approval with which the hospital has been empaneled & also to the ONGC Medical Section from where the beneficiary is availing the medical facility for intimation.

f. Status of the request submitted could be tracked in the mobile app as well as website on real time basis.

g. Beneficiary could also delete the request for admission before it is approved by the ONGC Medical Section.

h. If the request has already been approved by the ONGC Medical Section but still the beneficiary wants to cancel his/her request in a particular empaneled hospital selected by him/her due to any reason, he/she will have to talk to the concerned ONGC Medical section for further needful action.

i. Once the request is approved by ONGC Medical Section, beneficiary could reach the empaneled hospital on desired date of admission with his/her ONGCAReS Medical Smart Card for admission. The approved referral/credit letter for admission will be printed at ONGC Empaneled Hospital after due verification of Identity & Biometrics (Facial **OR** Finger Print).

j. Status for extensions of hospital stay requested by empaneled hospital to ONGC Medical Section could also be seen in the website on real time basis.

k. In case of any difficulty/query the beneficiary may contact the concerned ONGC Medical Section from where the hospital is empaneled.

(ii) Process for Indoor/Day-care Admission in Emergency

a. Employee/Beneficiary will reach the emergency department as per his/her choice of ONGC empanelled hospital and shows his/her medical smart card for declaring the identity as ONGCian.

b. He/She will be admitted & treatment shall be started on this basis.

c. Attendant of the patient will approach the corporate help desk of the hospital with the medical smart card for identity authentication.

d. Based upon this, the empanelled hospital confirms identity of patient.

e. After confirming the identity, the hospital will generate a request in the system (ONGCAReS) with details of diagnosis, average expenditure, name of treating doctor, name of speciality/super speciality, and average length of stay.

f. This request flows through software to concerned ONGC medical section with which the hospital has been empanelled. For e.g. in Delhi it will go to Medical Section ONGC, Delhi with SMS & Email alerts to ONGC Medical Section as well as ONGC Beneficiary.

g. ONGC Doctor will see the details in the HIS application or Mobile application or ONGCAReS web application for providing approval for admission.

h. As soon as the ONGC Doctor approves it in HIS system, the information flows back to the concerned empanelled hospital with SMS & Email alerts to employee/beneficiary as well as to the hospital. Then the electronically approved referral letter from ONGC will be printed by the hospital.

i. The hospital will take original signature of the patient/employee/attendant with name of the signing person in capital letters along with mobile number on the printed referral letter.

j. The admission process is then completed at the hospital level.

k. Biometric verification is to be completed mandatorily before discharge of the patient or any time during the hospital stay.

I. This reference letter will have to be submitted with the claim by the empaneled hospital to ONGC.

(iii) Process for making duplicate Medical Smart Card :

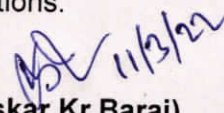Duplicate ONGCAReS Medical Smart Cards may be required in the following scenario:

a) Card lost due to any reason by the beneficiary
b) Error in the data uploaded by the beneficiary during registration especially in cases where incorrect photograph has been uploaded inadvertently & the card has been printed

To make the duplicate card following process is required to be followed:

- Beneficiary will intimate the information of lost card/error in data on toll free no 1800-212-6510 or through mail at ongccares@ongc.co.in for disabling the medical card issued earlier.

- Beneficiary would make the payment of Rs. 250/- (all inclusive) at **ongcindia.com** by clicking the Pay button placed on the right uppermost corner of the home page.

- Beneficiary would validate his/her identity by entering the details like employee/ex-employee, CPF Number, Mobile Number, purpose of payment etc. on the webpage.

- Purpose of payment will be "duplicate ONGCAReS Medical Card".

- After successful payment, beneficiary will send the request for making duplicate card along with the payment details to ongccares@ongc.co.in.

- Once the payment status is confirmed, the onboarding would be rolled back & beneficiary would be intimated to register again in ONGCAReS and after registration, duplicate Medical Smart Card shall be issued to the beneficiary.

2. Please Note that : -

- ONGC beneficiaries stationed at Dehradun and Sivasagar (where ONGC Hospitals are functioning) will have to route through the concerned ONGC Medical Section for Hospitalization.

- In case beneficiary has forgotten his/her medical smart card to take along while going to hospital, he/she could show the digital medical smart card in the mobile app at the hospital.

- Beneficiaries who do not have the ONGCAReS card or want admission in any ONGC Empaneled Hospital which is not registered under the banner of ONGCAReS will have to obtain referral letter from ONGC Medical Section as per the current practice only.

- All the beneficiaries are requested to register in ONGCAReS at the earliest to avail the said facility as it is now functional.

- Beneficiaries may call at Toll Free Helpline No 1800-212-6510 (9.30am-6.30pm Monday to Saturday) or email at ongccares.ongc.co.in for any help/queries/clarifications.

11/3/22

(Vaskar Kr Barai)
General Manager (HR) - Corporate Policy