



24.04.2020

To,
Shri. Subhash Chandra Khuntia I.A.S
Chairman
Insurance Regulatory and Development Authority [IRDAI]
Hyderabad.

Dear Sir,

Subject: Delayed Receivable/ Collection from Insurer

Greetings from AHPI

Let us once again convey our sincere thanks for issuing circular to process the claims within 2-days. This has sent positive signal among the payers. As we brought to your kind notice during the last few weeks of COVID crisis, hospital across the country are facing a reduction of cash flow affecting their operating capacity and that is where the quick disbursement of receivables can be the game changer and provide respite to hospitals.

Our experience has been that while processing part has improved but the actual disbursement is not being done by various Insurance companies, TPAs – PPN as expected in general and in present difficult time in particular.

Leadership and managers of various organizations have been verbally very positive. But despite this, timely payment has not been released negating the value of verbal co-operation.

May we propose the following mentioned steps for faster release of disbursement;

1. Advisory/ directives to release total amount of pending in completed case files, where amount should be released within 2 weeks.
2. In incomplete or partial complete files to release 70% of the funds with the presumption to complete the case file submission within 10 working days.
3. In case of any incomplete case files, where payment is delayed the Payers/ Insurers should inform the hospital of any incompleteness to facilitate the hospital to complete the file.
4. IRDA may consider and implement revised policy/procedure by which paying of interest at nominal rate by the insurer/ payer be incorporated if the payments are delayed beyond specified time limit. This will make the system self-accountable.
5. IRDA may also consider if payment could be made through government link or Google link.

Thanking You,

Warm Regards,

Dr. Alexander Thomas
President, AHPI

Dr. Girdhar Gyani
Director General, AHPI

Copy to: 1. Mrs. T L Alamelu, Member, Non-Life, IRDAI
2. Mr. D V S Ramesh, General Manager, Health, IRDAI