

Date: 22/08/2023

Municipal Commissioner's Circular No.....27.....of 2023-24

Sub: Online System for "Medical Bill Reimbursement in the e-KMC System.

The online submission & reimbursement of medical bill will be introduced in the upcoming e-KMC System.

The detailed business process workflow is described below:

Login – The existing scheme of reimbursement of medical bills in KMC is applicable for the employees and sitting Councillors of KMC against individual, spouse, children and parents. As per workflow councillors will submit their online applications through a nodal person nominated from Municipal Secretary's Department who will be authorized to login on behalf of the councillors.

Nodal persons may be nominated from the departments who will be authorized to login on behalf of D category employees who are not conversant with the online system. The concerned employee shall submit signed authorization letter to the Nodal person to make the submission online on behalf of the employee.

Submission - After successful login, the person will be able to submit the required Medclaim details and also may save as draft for later submission of the same. Once the medical bill is submitted, it will be forwarded to the document verification stage. The supporting documents (prescriptions, all Bills, Discharge Certificate and medical reports) are required to be submitted online.

Document Verification - In this stage, the document verifier will check the uploaded documents as produced by the applicant and will have the following option:

- i) Forward it to the next level of verification with proper comments.
- ii) Send back the application with comments for resubmission, if the supporting document(s) are insufficient/improper.
- iii) In case of rejection, the application will still be forwarded to the next level of verification along with proper comments.

Medical Officer Verification - After document verification is over, the application will be forwarded to the Medical Record/Document Verifier, who will review the admission and billing details mentioned/uploaded by the applicant. After checking, they will update the approved amount from the screen and forward it for scrutiny verification. The admissibility of the claims are certified by a team of Medical Officers, so formed by CMHO, giving specific views justifying the amount of admissibility. Reimbursement is allowed once the team of Medical Officers recommends the same unanimously. If necessary, the Medical Officer may ask for producing the hardcopies for verification. The notification for producing hardcopies of such documents may be sent via SMS to the Nodal person / applicant.

Scrutiny Verification: In the scrutiny verification stage, the verifier will update the settlement amount and forward the application to the Deputy Secretary through Asst. Secretary in online mode for medical bill reimbursement. However, if discrepancies detected later on, the concerned Dy. Secretary will again forward the same showing proper reason before Municipal Secretary for review.

Municipal Secretary's Approval - Municipal Secretary will finally approve the application.

Deputy Secretary (Medical) Approval - After approval of Municipal Secretary, the application will be forwarded to the Deputy Secretary (Medical). In this stage, the verifier will have the option to forward it for generation of payment statement. The payment process will be followed according to the existing system.

The new online system shall be put into operation from 01/09/2023. I.T.Department shall arrange to conduct training sessions to familiarize the users/officers of Municipal Secretary's Department and Health Department with the newly developed Online System for "**Medical Bill Reimbursement**", before making the system operational.

This has the approval of Hon'ble Mayor vide Efile no. KMC-51018/4/2023-IT SECTION(KMC)-KMC (Computer No. . E749829).

Be
24/8/23

Municipal Commissioner

Municipal Commissioner
Kolkata Municipal Corporation

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SRE
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