

## **JYOTHI SANJEEVINI SCHEME**

### **FREQUENTLY ASKED QUESTIONS**

#### **1. Who are eligible for this scheme?**

All serving government employees and dependents as defined in Karnataka state medical services act.

-Pensioners are not included and those working in aided and autonomous institution without KGID no. Linked to HRMS database, Police department are not eligible under the scheme. Police employees have a separate Police Arogya Bhagya scheme.

#### **2. How should we register?**

No registration required only update your and dependent details in your HRMS database of e-governance under DPAR. Carry the KGID number and aadhar id card when you visit the hospital and provide the same to arogyamitra for verification. SAST does not issue any cards.

#### **3. What are the hospitals empanelled and diseases covered?**

Visit the website [www.sast.gov.in/home](http://www.sast.gov.in/home) for information on hospitals empanelled and benefit packages with rates.

#### **4. What all services does the benefit package include?**

Doctor consultation, pre-operative investigation, procedure charges, ward charges, medicines, and management of complication, consumables, food and transportation in case of death.

#### **5. Should we pay investigation charges?**

SAST has published the amount for investigations that can be collected by the hospital initially and if converted into scheme patient that amount will be returned.

#### **6. Ward entitlement how is it allotted?**

Basic pay upto Rs 16000-general ward  
Rs. 16000-43200- semi-private ward  
Rs. 43201+- private ward

**7. Can we opt for higher ward?**

Yes but you need to pay the difference amount as per rates fixed by SAST and not hospital rates.

**8. Can we opt for higher stents and implants?**

The Executive committee of SAST has limited the use of stents and implants to the provisions made under the scheme to ensure reduction in out of pocket expenses for beneficiaries

**9. Can we take services in non-empanelled hospitals and claim reimbursement?**

For the benefit packages with codes under JSS reimbursement will not be given by the government for services taken in non-empanelled hospitals from the date of launch of scheme 20.1.15.

**10. For conditions not covered under the JSS will we get reimbursement?**

Conditions not included under the JSS the routine reimbursement process can be adopted.

**11. Can we be converted to JSS scheme after we have got admitted in the empanelled hospital?**

Till discharge for that hospitalization the hospital authorities can raise pre-authorization and convert the beneficiaries under the scheme.

**12. Whom should we contact in case we are refused treatment or hospital demands extra money?**

You can contact the toll free no: 18004258330 and register your grievance and also get in touch with our divisional manager/district manager /regional consultant at the district level their contact details available in the website and also with

Contact details: Grievance co-ordinator trust level--

Email : your written complaint to: jss.sast@gmail.com

**13. How do we know our Pre-authorisation is approved?**

You will get an SMS and also you can keep in touch with Arogyamitra of the hospital.