



## Institutional Credit Billing System (ICBS) – EHS Beneficiaries AIIMS Deoghar – HLL Lab Standard Operational Protocol

### 1. Institutional Credit Model

AIIMS Deoghar and HLL Lab shall enter into a formal agreement for implementation of the **Institutional Credit Model** for EHS beneficiaries. Under this model, HLL Lab will adhere to the **Institutional Credit Billing System (ICBS)** for doing Investigations or test on credit to eligible EHS beneficiaries.

### 2. Definition of ICBS for EHS Beneficiaries

The **Institutional Credit Billing System (ICBS)** refers to the structured mechanism wherein HLL Lab will do the advised Investigations or test to EHS beneficiaries on credit, based on valid prescriptions, and subsequently submits consolidated claims to AIIMS Administration for reimbursement.

### 3. Investigations/Test and Billing Procedure

#### A. Valid Prescription Requirement

1. Investigations or test will be done only upon receipt of a **valid E-ITRF (EHS - Investigations or Test Requisition Form)** duly signed and stamped by the treating Clinical Consultant. It must be **countersigned by either Unit Head/Faculty In charge or faculty who is equal or above the rank of Associate Professor**.
2. If beneficiary has **consulted multiple department OPDs**, the multiple E-ITRF need to be filled by the corresponding faculty and must have consultant's signatures and stamp as per the AIIMS rules.
3. All the E-ITRF Form must be **countersigned by either Unit Head/Faculty In charge or faculty who is equal or above the rank of Associate Professor**.
4. HLL shall do the prescribed Investigations or test strictly for eligible EHS beneficiaries. This can be verified by availability of Green EHS booklet, sticker of date of visit, EHS PVC card of employee/dependent.

**Note: - HLL must ensure that no test or investigation listed in the E-ITRF is conducted more than once for the same patient in different departments at a time.**

#### B. Invoice Generation (Four Copies)

HLL will generate **Four copies** of invoices for every E-ITRF Form:

##### a. Credit-Bill Invoice (Copy 1 – For Beneficiary)

- Provided to the EHS beneficiary (without taking any charges from them).
- The HLL Lab shall make sure that all commonly prescribed Investigations or test should be available with them.
- The HLL Lab shall maintain good quality Investigations or test.



- If Investigations or test remain unavailable, HLL Lab will issue a **Non-Availability (NA) Certificate** (signed & stamped), enabling the beneficiary to have the Investigations/Test externally and submit for reimbursement to the EHS Cell.
- All the Photocopies of NA certificates issued to the beneficiaries to be submitted to EHS office on daily basis for record purposes.
- b. Actual Price Invoice (Copy 2 – For EHS Cell)**
  - To be Sent **daily along with the NA Certificate Copy** to the EHS Cell for monitoring, audit and committee review.
- c. Actual Price Invoice (Copy 3 – HLL Records)**
  - Retained by HLL along with the original Filled, stamped & signed E-ITRF Form.
  - To be submitted to DDA Office at the time of monthly credit Settlement.
  - Must be arranged in sequential order and used to compile the **monthly consolidated bill** (Master invoice + Individual bills + Prescriptions + E-ITRF) to be submitted to **AIIMS Administration (DDA)** for reimbursement/credit settlement from the EHS Account.
- d. Actual Price Invoice (Copy 4 – HLL Records Retention)**

All ICBS-related documents—including invoices, prescriptions, logs, and reimbursement files—must be preserved for **Five (5) years** for audit and compliance purposes as per the AIIMS Deoghar Rules.

#### 4. Workflow

##### A. At the Point of Prescription

- Consultant prescribes Investigations or test and completes the **E-ITRF Form**, duly signed and stamped.

##### B. At HLL Lab

- Verification of beneficiary eligibility through EHS Office or approved EHS beneficiary list.
- Extract the samples (blood, urine) if required to run the Investigations or test with **Credit-Bill Invoice**.
- Daily maintenance of a **Credit Log**.
- Monthly compilation of credit bills and submission to **Deputy Director (Administration)**.

##### C. At DDA / Accounts / Administration

- Administrative verification of submitted claims.



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(स्वास्थ्य एवं परिवार कल्याण मंत्रालय, भारत सरकार के अधीन राष्ट्रीय महत्व का संस्थान)  
(An Institution of National Importance under Ministry of Health & Family Welfare)

भारतसरकार/ Government of India

*'Employee Health Services (EHS) – AIIMS Deoghar'*



- Transfer of file to Accounts for financial scrutiny.
- Approval by Executive Director, AIIMS Deoghar.
- Release of payment to HLL Lab from EHS account.

### 5. Provision of Authorized Signatory List

AIIMS Deoghar will provide HLL with a **master list of authorized & competent healthcare providers**, containing specimen signatures and official stamps for validation of prescriptions after approval of administration.

### 6. Record Retention

All ICBS-related documents—including invoices, prescriptions, logs, and reimbursement files—must be preserved for **Five (5) years** for audit and compliance purposes as per the AIIMS Deoghar Rules.

Following are the list of documents need to preserve for the record purpose (either Hard Copy or Soft Copy)-

- Original Copy of E-ITRF (**Mandatory**)
- Invoice Copy (**Mandatory**)
- EHS Booklet front Cover and Prescription Copy
- NA Certificate

### 8. Electronic Ledger Maintenance

HLL may maintain an **electronic ledger** for each EHS Primary Card Holder to ensure transparency and ease of monthly reconciliation.

EHS Office will liaison the HLL to Medical Superintendent & CDAC Official for necessary minor modification if required to do in CDAC Portal for data keeping and invoice generation.

### 9. Costlier Investigations/Test: - (If applicable)

As per EHS Policy:

- **Self-prescription is strictly prohibited** and such prescriptions shall **not** be entertained.
- **Costlier Investigations/Test – prior approval of MS or EHS Office will be required.**

### 10. Approval for Special, High-Cost Investigations or test (If applicable)

Prior **mandatory approval from the EHS Office** is required before dispensing:

- Special Investigations or test
- Costly Investigations or test

### 11. Party Definition under ICBS – EHS



- **First Party (EHS Beneficiaries):** EHS Primary card holder & their dependent who pay the monthly premium for the scheme and have an active EHS account.
- **Second Party (The Insurer – EHS AIIMS Deoghar):** The EHS AIIMS Deoghar Cell that issues the policy and pays for covered treatments.
- **Third Party (HLL Lab):** HLL Lab (provider) who dispense Investigations or test or do the test on cashless basis and the **EHS AIIMS Deoghar** (payer) reimburses them for services rendered to the first party.

**Note: This must follow the AIIMS Deoghar and its EHS Policy.**

## 12. Return of Bills (for the Investigations or test not underwent) by EHS Beneficiaries to HLL (If applicable)

- HLL will Generate 04 Return invoice bills
  - Return Invoice (**copy 1**) - Submitted to EHS Beneficiaries at the time of partial cancellation of Invoice/Receipt.
  - Return Invoice (**copy 2**) Submitted to EHS Office.
  - Return Invoice (**copy 3**) – To be Submitted to DDA Office at the time of Monthly consolidated credit claim settlement. Consolidated amt of return invoice bills must be deducted in the Monthly consolidated credit bills before putting it to Aims Deoghar administration (DDA) for monthly Claim Settlement.
  - Return Invoice (**copy 4**)- Retained by the HLL Lab for the record purpose and must be preserved for **Five (5) years** for audit and compliance purposes as per the AIIMS Deoghar Rules.

**Note: - All Returns Invoice bills will be counter sign by EHS**

**Beneficiaries.**

## 13. Integration of HLL billing Software with the CDAC

- HLL will ask for the minor modification if required in CDAC after administrative approval, so that prescription of IPD patients can be directly raised electronically.
- Even the E-Prescription raised for the EHS beneficiaries in future, at the time of OPD visit can be transferred electronically to the HLL.

## 14. Abbreviations –

- **ICBS = Institute Credit Billing System for EHS**
- **E-ITRF = EHS Investigation / Test Requisition Form**
- **NA Certificate = non-availability certificate**



Flow Chart

