



## WORKSHOP REPORT

# Strengthening Operations: Claim Adjudication, Medical Audit and ICD-11 Training for BSKY

28<sup>th</sup> and 29<sup>th</sup> February 2024 - Bhubaneswar



The report "Strengthening Operations: Claim Adjudication, Medical Audit, and ICD-11 Training for BSKY" is a collaborative effort by the Health Systems Transformation Platform (HSTP). It aims to provide a comprehensive summary of the proceedings from this focused 2-day training workshop.

## CONTACT

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## ACKNOWLEDGEMENTS

The learning facilitators included Dr. Sudha Chandrasekhar (HSTP), Dr. Bishnu Prasad Mohapatra (SHAS), Dr. Rajendra Kumar Mallick (SHAS), Dr. Bijay Kumar Dhal (SHAS), Dr. Santosh Kumar Behera (SHAS), and Dr. Abdul Aziz Kattakath (HSTP).

Notable contributors Dr. Brundha D IAS, CEO of SHAS, and Dr. Ramkrushna Satapathy, Joint CEO (Technical) of SHAS, recognised and appreciated the workshop for its hands-on training, which is crucial for enhancing doctors' capabilities in BSKY operations. They acknowledged that such capacity-building efforts are vital for strengthening SHAS's implementation of the BSKY scheme.

We extend our gratitude for the guidance and support from Ms. Shalini Pandit IAS, Commissioner-cum-Secretary, Department of Health and Family Welfare, Government of Odisha, and Mr. Rajeev Sadanandan, CEO, HSTP, for their instrumental roles in organising this workshop. Additionally, we acknowledge the invaluable contributions and support from both SHAS and HSTP staff in the successful execution of this workshop.



## OBJECTIVE

Health Systems Transformation Platform (HSTP) is leading the charge in providing technical support to the state government to effectively implement the Biju Swasthya Kalyan Yojana (BSKY), the flagship government-funded health insurance scheme in Odisha. HSTP is closely collaborating with the State Health Assurance Society (SHAS), the scheme's implementing agency, to enhance personnel capacities, improve operational and clinical processes, ensure better engagement with stakeholders, and contribute to better financial risk protection and improved health outcomes for the beneficiaries.

The main objective of this workshop was to improve the efficiency, effectiveness, and transparency of claim adjudication and medical audit processes within the BSKY scheme. Additionally, the workshop introduced the International Classification of Diseases (ICD-11) for standardised diagnosis documentation, which is expected to improve the transparency of these processes. The workshop was designed to provide re-orientation training to the doctors responsible for overseeing BSKY operations and to enhance their skills in claim adjudication and medical audit processes.

In partnership with the State Health Assurance Society (SHAS), the workshop was conducted to provide learning and development opportunities to 145 SHAS doctors who play an integral role in the BSKY operations. The workshop aimed to equip doctors with the necessary knowledge and skills to improve the quality of the healthcare delivery system within the BSKY scheme.

## SESSIONS OVERVIEW

- 1. Introduction to BSKY:** Overview of the scheme, its objectives, and the impact on healthcare delivery in Odisha.
- 2. Health Benefit Packages:** Detailed explanation of the various health benefit packages under BSKY, including eligibility criteria and benefits.
- 3. Principles of Claim Adjudication:** Critical examination of the criteria and processes involved in evaluating and processing claims within BSKY.
- 4. IT Workflow of Claim Adjudication:** Insight into the IT framework supporting claim adjudication processes.



5. **Principles of Medical Audit:** Explored medical audit techniques, focusing on desk and field audits, to ensure accountability and quality in healthcare delivery.
6. **Fraud Prevention Strategies:** Strategies to detect and prevent fraud, ensuring the transparency and integrity of BSKY operations.
7. **Introduction to ICD-11 Coding:** Training on the latest ICD coding system to standardise diagnosis documentation and improve healthcare data analytics.

## SUMMARY OF DISCUSSIONS AND KEY TAKEAWAYS:

The workshop focused on the necessity for stringent guidelines for the use and administration of high-end drugs and antibiotics at empanelled hospitals. Participants agreed on the need for culture sensitivity reports and adherence to Antimicrobial Resistance (AMR) policies before prescribing such antibiotics. This is crucial to curtail the rampant misuse of antibiotics, which can lead to the development of antimicrobial resistance. Furthermore, the discussion led to a consensus on the imperative to cap the costs of high-end antibiotics, chemotherapy drugs, and implants to foster more equitable access to healthcare. The lack of uniformity in the expenses claimed by hospitals for these treatments, especially without supportive GST invoices, was identified as a critical area for improvement. To increase transparency and accountability in healthcare billing, it was suggested that all high-value claims should be submitted along with authentic GST invoices.

Additionally, the workshop highlighted several areas for improvement in hospital claim processes and policy adherence. It was noted that adjudication of hospitalisations for Acute Kidney Injury (AKI) treatment and haemodialysis often face challenges when claimed simultaneously, underscoring the need for policy adjustments to better cater to patient needs. The irrational use of multiple antibiotics without proper justification by hospitals was also a point of contention, with a call for CPDs to scrutinise such practices rigorously. Establishing an AMR policy in empanelled hospitals was proposed to support accurate diagnoses, justify treatments, and facilitate optimal care. Furthermore, the workshop advocated for the pre-authorization of additional necessary treatments, such as hemodialysis in ICU settings and conservative management claims, with proper justification from hospitals. Strengthening medical audits, rationalising the use of medical packages, and ensuring that claim processes are supported by adequate documentation were identified as crucial steps towards achieving a more efficient, transparent, and equitable healthcare system.



## KEY OUTCOMES

1. Augmented comprehension of BSKY's operational framework and the critical role of medical audits and claim adjudication in ensuring scheme efficiency.
2. Advanced expertise in identifying, preventing, and managing fraud within the BSKY framework.
3. Knowledge of ICD-11 coding, enabling more accurate and standardised diagnosis reporting.

## PARTICIPANT FEEDBACK

The workshop received an overwhelmingly positive response from the participants, as evidenced by the feedback collected. 95% of the attendees rated the workshop as either 4 or 5 on a scale of 1 to 5, indicating excellent satisfaction and perceived value. The participants' testimonials highlighted the workshop's practical benefits and effectiveness. For instance, insights such as gaining a "Better idea about claim management system" and "Got clarity in claim adjudication" were mentioned as key takeaways, demonstrating the workshop's ability to deepen knowledge and refine skills in these critical areas.

Additionally, feedback on the anticipated impact of the workshop on participants' work included testimonials like it "increased my proficiency" and had the potential to "definitely improve my work", reflecting confidence in the applicability and positive influence of the learned content. The testimonials vividly illustrate the workshop's success in disseminating critical information and significantly contributing to the professional development and efficiency within BSKY, enabling them to tackle claim adjudication and medical audits with enhanced expertise and confidence.

## CONCLUSION

The workshop successfully facilitated a conducive environment for collaborative learning, which enabled BSKY stakeholders to enhance their understanding and skills, which are crucial for the successful implementation of the scheme. It marked a significant milestone towards ensuring transparency, accountability, and quality in healthcare service delivery within the BSKY scheme.



## AGENDA: CLAIM ADJUDICATION, MEDICAL AUDIT, AND ICD-11 TRAINING WORKSHOP

28-02-2024 (Wednesday)		
09.00 AM to 10.00 AM	Registration	
10.00 AM to 10.15 AM	Context Setting and Opening Remarks	<b>Dr. Brundha D</b> CEO, SHAS
10.15 AM to 10.30 AM	Introduction to BSKY	<b>Sri. Subhananda Mahapatra</b> Joint CEO (Admin), SHAS
10.30 AM to 11.00 AM	Felicitation and Group Photograph	
11.00 AM to 11.15 AM	Tea Break	
11.15 AM to 12.00 PM	Health Benefit Packages	<b>Dr. Rajendra Kumar Mallik</b> Additional Director, SHAS
12.00 PM to 01.00 PM	Principles of Claim Adjudication	<b>Dr. Sudha Chandrashekar</b> Advisor, HSTP
01.00 PM to 02.30 PM	Lunch Break	
02.30 PM to 03.00 PM	BSKY Claim Adjudication with IT workflow	<b>Dr. Bijay Kumar Dhal</b> Additional Director, SHAS
03.00 PM to 03.45 PM	Introduction to ICD-11	<b>Dr. Abdul Aziz K</b> Consultant, HSTP
03.45 PM to 04.00 PM	Tea Break	
04.00 PM to 05.00 PM	Interactive Case Discussions	<b>Dr. Sudha Chandrashekar</b> Advisor, HSTP
29-02-2024 (Thursday)		
09.30 AM to 10.45 AM	Principles of Medical Audit	<b>Dr. Sudha Chandrashekar</b> Advisor, HSTP
10.45 AM to 11.00 AM	Tea Break	
11.00 AM to 12.00 PM	Desk Medical Audit	<b>Dr. Sudha Chandrashekar</b> Advisor, HSTP
12.00 PM to 01.00 PM	Field Medical Audit	<b>Dr. Abdul Aziz K</b> Consultant, HSTP
01.00 PM to 02.30 PM	Lunch Break	
02.30 PM to 04.00 PM	Interactive Case Studies	<b>Dr. Sudha Chandrashekar</b> Advisor, HSTP
04.00 PM to 04.15 PM	Tea Break	
04.15 PM to 04.30 PM	Felicitation for Participants	
04.30 PM to 04.45 PM	Closing Remarks	<b>Dr. Bishnu Mohapatra</b> Additional Director, SHAS
04.45 PM to 05.00 PM	Vote of Thanks	<b>Dr. Ramkrushna Satapathy</b> Joint CEO (Technical), SHAS



## PARTICIPANTS

Sl. No.	Name	Job title	Organisation	Attendance	
				28-02-2024	29-02-2024
1	Dr. Arun Mohapatro	SND	SHAS	Offline	Offline
2	Dr. Bijay Kumar Dhal	SND	SHAS	Offline	Offline
3	Dr. Bishnu Prasad Mohapatra	SND	SHAS	Offline	Offline
4	Dr. Manoranjan Hati	SND	SHAS	Offline	Offline
5	Dr. Mohammad Sirajum Munir	SND	SHAS	Offline	Offline
6	Dr. Pramod Kumar Giri	SND	SHAS	Offline	Offline
7	Dr. Rajendra Kumar Mallick	SND	SHAS	Offline	Offline
8	Dr. Ramkrushna Satapathy	SND	SHAS	Offline	Offline
9	Dr. Rasmi R Satpathy	SND	SHAS	Offline	Offline
10	Dr. Sambit Kumar Behera	SND	SHAS	Offline	Offline
11	Dr. Santosh Kumar Behera	SND	SHAS	Offline	Offline
12	Dr. Satyanarayan Samal	SND	SHAS	Offline	Offline
13	Dr. Abhimanyu Madhual	CPD	SHAS	Offline	Offline
14	Dr. Akshaya Kumar Maharana	CPD	SHAS	Offline	Online
15	Dr. Amit Kumar Jena	CPD	SHAS	Offline	Online
16	Dr. Amita Mund	CPD	SHAS	Offline	Offline
17	Dr. Anil Kumar Panda	CPD	SHAS	Offline	Offline
18	Dr. Ankita Mitra	CPD	SHAS	Offline	Offline
19	Dr. Ashoka Tiadi	CPD	SHAS	Offline	Offline
20	Dr. Bijyalaxmi Pradhan	CPD	SHAS	Offline	Offline
21	Dr. Binaya Kumar Jaiswal	CPD	SHAS	Offline	Offline
22	Dr. Braja Kishore Behera	CPD	SHAS	Offline	Online
23	Dr. Debasish Sahoo	CPD	SHAS	Offline	Online
24	Dr. Devasmita Satpathy	CPD	SHAS	Offline	Offline
25	Dr. G Krishna Prasad	CPD	SHAS	Offline	Offline
26	Dr. Gourab Arun	CPD	SHAS	Offline	Offline
27	Dr. Kanhu Patro	CPD	SHAS	Offline	Online
28	Dr. Mitu Mohanty	CPD	SHAS	Offline	Offline
29	Dr. Pradeep Kumar Nayak	CPD	SHAS	Offline	Offline
30	Dr. Pramod Patra	CPD	SHAS	Offline	Offline
31	Dr. Pratap Kumar Baliarsingh	CPD	SHAS	Offline	Offline
32	Dr. Pravat Kumar Majumdar	CPD	SHAS	Offline	Offline
33	Dr. Preetam Kar	CPD	SHAS	Offline	Offline
34	Dr. Priyadarshini Bhoi	CPD	SHAS	Offline	Offline
35	Dr. Rajib Kumar Ray	CPD	SHAS	Offline	Offline
36	Dr. Rashmi Patnaik	CPD	SHAS	Offline	Offline
37	Dr. Santhosh Kumar Nanda	CPD	SHAS	Offline	Online





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39	Dr. Satyajit Choudhury	CPD	SHAS	Offline	Offline
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41	Dr. Siba Das	CPD	SHAS	Offline	Offline
42	Dr. Smruti Prakash Sahu	CPD	SHAS	Offline	Online
43	Dr. Subhendu Naik	CPD	SHAS	Offline	Offline
44	Dr. Sudhansu Lenka	CPD	SHAS	Offline	Offline
45	Dr. Sunanda Gupta	CPD	SHAS	Offline	Online
46	Dr. Swati Mishra	CPD	SHAS	Offline	Offline
47	Dr. Swati Sahu	CPD	SHAS	Offline	Online
48	Dr. Tapaswini Mishra	CPD	SHAS	Offline	Offline
49	Dr. Trishna Sahu	CPD	SHAS	Offline	Online
50	Dr. Aashirwad Panigrahy	CPD	SHAS	Online	Online
51	Dr. Alakh Kumar Bose	CPD	SHAS	Online	Online
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53	Dr. Ambika Prasad Panda	CPD	SHAS	Online	Online
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58	Dr. Arpita Jena	CPD	SHAS	Online	Online
59	Dr. Arun Kumar Sahu	CPD	SHAS	Online	Online
60	Dr. Asha Kerketta	CPD	SHAS	Online	Online
61	Dr. Ashoka Tiadi	CPD	SHAS	Online	Online
62	Dr. Asoka Raut	CPD	SHAS	Online	Online
63	Dr. Aurobinda Chinara	CPD	SHAS	Online	Online
64	Dr. Bharat Patel	CPD	SHAS	Online	Online
65	Dr. Bibhuti Panda	CPD	SHAS	Online	Online
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67	Dr. Bikash Chandra Nayak	CPD	SHAS	Online	Online
68	Dr. Bikram Keshari Marthy	CPD	SHAS	Online	Online
69	Dr. Binaya Bihari	CPD	SHAS	Online	Online
70	Dr. Biswajeevan Sahoo	CPD	SHAS	Online	Online
71	Dr. Braja Kishore Behara	CPD	SHAS	Online	Online
72	Dr. Chandan Mahapatra	CPD	SHAS	Online	Online
73	Dr. Daisy Karan	CPD	SHAS	Online	Online
74	Dr. Debabrata Behara	CPD	SHAS	Online	Online
75	Dr. Debadatta Bhanjadeo	CPD	SHAS	Online	Online
76	Dr. Deepti Swain	CPD	SHAS	Online	Online
77	Dr. Gautam Patnaik	CPD	SHAS	Online	Online
78	Dr. Gurukrushna Mohapatra	CPD	SHAS	Online	Online



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80	Dr. Himanshu Satapathy	CPD	SHAS	Online	Online
81	Dr. Jagannath Mishra	CPD	SHAS	Online	Online
82	Dr. Jagannath Panda	CPD	SHAS	Online	Online
83	Dr. Jagyaseeni Balsamant	CPD	SHAS	Online	Online
84	Dr. Jai Patel	CPD	SHAS	Online	Online
85	Dr. Jatin Kumar Majhi	CPD	SHAS	Online	Online
86	Dr. Jayanta Pattanaik	CPD	SHAS	Online	Online
87	Dr. Jayaprakash Parida	CPD	SHAS	Online	Online
88	Dr. Jigyansa Mohapatra	CPD	SHAS	Online	Online
89	Dr. Karan Priyabrat	CPD	SHAS	Online	Online
90	Dr. Kshirabdhii Tanaya Panda	CPD	SHAS	Online	Online
91	Dr. Manikanta Chaitanya Lokanadham	CPD	SHAS	Online	Online
92	Dr. Manisha Mund	CPD	SHAS	Online	Online
93	Dr. Monalisha Pattnaik	CPD	SHAS	Online	Online
94	Dr. Monika Panda	CPD	SHAS	Online	Online
95	Dr. Mrutyunjay Das	CPD	SHAS	Online	Offline
96	Dr. Nalinikanta Panda	CPD	SHAS	Online	Online
97	Dr. Nihar Pradhan	CPD	SHAS	Online	Online
98	Dr. Nirod Kumar Sahoo	CPD	SHAS	Online	Online
99	Dr. Partha Mohapatra	CPD	SHAS	Online	Online
100	Dr. Pooja Dash	CPD	SHAS	Online	Online
101	Dr. Prabhatirani Mishra	CPD	SHAS	Online	Online
102	Dr. Prasanta Kumar Biswal	CPD	SHAS	Online	Online
103	Dr. Priyadarshini Dehuri	CPD	SHAS	Online	Online
104	Dr. Priyanka	CPD	SHAS	Online	Online
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110	Dr. Rajib Ray	CPD	SHAS	Online	Online
111	Dr. Rakesh Mohanty	CPD	SHAS	Online	Offline
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113	Dr. Rashmi Ranjan Panda	CPD	SHAS	Online	Online
114	Dr. Ratiranjan Swain	CPD	SHAS	Online	Online
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116	Dr. Reshmarani Tripathy	CPD	SHAS	Online	Online
117	Dr. Sabita Maharana	CPD	SHAS	Online	Online
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119	Dr. Saiprasad Ray	CPD	SHAS	Online	Online



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133	Dr. Subhashree Rout	CPD	SHAS	Online	Online
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141	Dr. Tapaprakash Behera	CPD	SHAS	Online	Online
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149	Mrs. Shwetaleena Das	Consultant	SHAS	Offline	Offline
150	Dr. Sudha Chandrashekhar	Advisor	HSTP	Offline	Offline
151	Dr. Abdul Aziz Kattakath	Consultant	HSTP	Offline	Offline
152	Mr. Vibhu Tomar	Consultant	HSTP	Offline	Offline