

**Government of India
Ministry of Health and Family Welfare
National Health Authority**

**Operational Guidelines for Digital Health
Incentivization Scheme (DHIS)**

Date: 17 January 2023

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1. Introduction

National Health Authority (NHA) announced Digital Health Incentive Scheme (DHIS) under Ayushman Bharat Digital Mission (ABDM) on 22 December 2022. NHA intends to support different healthcare facilities like clinics, hospitals, labs along with Digital Solution Companies (DSC) in adopting the ABDM ecosystem to make the benefits of digital health accessible for every section of the society. This initiative would also provide the encouragement to all digital health stakeholders for adopting digital health.

NHA organized multiple interaction with the stakeholders about this scheme. Based on the feedback received during these interactions, the following guidelines are issued to describe, clarify and illustrate various provisions of the DHIS.

2. Operationalization date of DHIS

The Scheme will be operational from **01/01/2023**. (Refer Para 4(i) of the DHIS)

3. Eligible entities for DHIS (Refer Para 2 and 3 of the DHIS)

Following entities will be eligible for DHIS scheme:

- Health Facilities having 10 or more beds registered as **any** Facility Type in HFR **having IPD service**.
- Laboratory/radiology diagnostics center registered in HFR with Facility type as **“Imaging Center” or “Diagnostic Laboratory”**.
- Digital Solution Companies (DSC) should have a valid production key issued by NHA for all three milestones (M1, M2 and M3) after **successful integration with ABDM** except for DSC providing services of health lockers M3 would not be applicable.
- **DSC which are providing services of Health lockers and/or teleconsultation services**, would become eligible for DHIS provided the transactions are more than 2000 per month, as minimum criteria of 10 facilities does not apply to them. (Refer Para 3(5) of the DHIS)

Illustration: If ABC company provides both services of health locker and teleconsultation services in any given month, and links 1500 Digital health records with ABHA in the health locker and undertakes 1000 transactions of teleconsultation services in the same month, then the company would be eligible for an incentive of Rs. 2500 for that month. (500*5, 5 Rs per transaction above the base level)

4. Registration for the DHIS (Refer Para 3 of the DHIS)

Each of the eligible entities would need to register for the DHIS for claiming the incentives in the following manner.

4.1 Health Facilities

The registration link for the health facilities is being created in the pre-existing Health Facility Registration (HFR) portal. Facilities already registered in HFR can register for DHIS directly, while others would first need to register on the HFR portal. For registration on DHIS following information/ documents are required:

1. Bank Account details

- a. Name of Account Holder
- b. Bank Account number
- c. Name and address of Bank Branch
- d. IFSC code of the branch
- e. Attach cancelled cheque
- f. Attach entity mandate form as per undertaking form

2. PAN and copy of PAN card

4.2 Digital Solution Company (DSC)

The registration link for the DSCs has been created in the pre-existing Sandbox portal. DSCs already registered in Sandbox can register for DHIS directly, while others would first need to register on the Sandbox portal. Documents mentioned in the above section for health facility are also required for DSC's.

4.3 Undertaking for Name Mismatch

The name of the bank account holder should ideally be same as mentioned in the HFR/Sandbox. In case otherwise, Undertaking should be mandatorily filled, and the details as required in Para 3.1 above should be filled as per the bank account of the entity claiming the incentive under the DHIS.

Illustration: If the entity's name mentioned in HFR/Sandbox is "ABC" and the entity name as per bank account is "ABC Communications Pvt Ltd", then the undertaking should be mandatorily filled by the entity.

For government institutions, the incentives for the facilities shall be added to the funds under Rogi Kalyan Samiti or any similar pool of the facility as deemed fit by the head of the facility and as mentioned in attached undertaking.

Wherever applicable entities shall fill, scan and attach the undertaking form while registering for DHIS.

5. Calculation of Incentives (Refer Para 2 of the DHIS)

- A facility can register for DHIS at any point during the entire time period DHIS remains operational provided allocated funds are not exhausted. ABHA linked Health Records created by the facility starting from January 1, 2023, would be considered for calculation of incentives in the DHIS irrespective of registration date.

Illustration: If facility ABC has registered for DHIS on 18 October 2022, incentives will be applicable only on ABHA linked health records after January 1, 2023. Similarly, if facility ABC has registered for DHIS on 23 January 2023, incentives will be applicable only on ABHA linked health records after January 1, 2023.

- Facilities applications in the HFR which are not in the status of 'Rejected' or 'Draft' can apply for DHIS i.e. all other HFR applicants can register for DHIS such as 'Approved', 'Submitted', 'Query Raised' etc.
- It is clarified that creation / verification of ABHA of the person will not be counted as transaction under DHIS for the payment of any incentive. Transaction necessarily means generation of digital health record from an ABDM enabled software and its linking with ABHA / ABHA address.
- ABDM architecture requires that health records should be grouped together in the form of care context. This means that all records in one care context should be shared as a single transaction. To ensure the same, a maximum of 1 transaction per day and 5 transactions per month per ABHA address would be eligible for incentive for a particular health facility or DSC.

Illustration: If there are 10 transactions in February 2023 for the ABHA Address abc@abdm for facility XYZ, only five transactions (maximum one transaction per day) will be eligible for incentives for facility XYZ in February 2023.

- NHA may carry out periodic review the data of submitted claim. In case of any mistake/error/fraudulent activity, due corrective action/legal action will be taken.
- Incentive calculations will be done on a calendar month basis.
- If any facility wants to update the number of beds in HFR, they can do so after logging in to the HFR portal. During a month, if the number of beds available in the Health Facility is changed in the HFR portal; **highest number of beds** in the facility at any point during the month would be considered for calculating base level of health records.
- Incentives would be available to facilities based on the number of beds as self-reported by the facility and confirmed during the scheme registration. Due care should be taken by the facility to report this accurately. NHA may carry out verification of the number of beds at any point of time. In case of any discrepancy is found due action as per law will be taken.
- Healthcare Facility would mean any facility which is present in HFR, uses ABDM enabled software to generate digital health records and link those digital health records to ABHA/ABHA address of the person.
- Additional Incentives of 20% QCI certified DSC's will be awarded from the subsequent month after getting the certification.

Illustration: If DSC receives certification on 24th January 2023, their additional incentive will be applicable from 1st February 2023 onwards.

6. Claim of Incentive Amount

- Immediately after the end of each calendar month the total incentive amount calculated for each Health Facility or DSC based on the transaction volumes captured by ABDM will

start reflecting in their HFR/Sandbox accounts. Any errors in these calculations may be reported by the health facility/DSC to abdm.incentive@nha.gov.in.

- Every Health Facility and DSC will have to claim their incentives for the preceding month/s by logging in to their HFR or Sandbox profile and by choosing the Claim option.
- There will be two payment cycles for each calendar month. The claims entered on or before the 5th day of a calendar month, would be processed in the first payment cycle of the month. The claims entered after the 5th and before 20th day of a calendar month, would be processed in the second payment cycle of the month. The claims received after the 20th day of a calendar month will be processed in the 1st payment cycle of the subsequent month.

Illustration: If the claim for January 2023 is submitted on 13th February 2023, it will be processed in second payment cycle of February, 2023. However, If the claims for January 2023 is submitted on 26th February 2023, it will be processed in first payment cycle of March 2023.

If the claim for January 2023 and February 2023 is submitted on 4th March 2023, it will be processed in first payment cycle of March, 2023

- In case the total budget available for the scheme is exhausted in any given payment cycle, all the claimants of the said payment cycle would be eligible for proportionate incentives.

Illustration: If the total balance budget available at the start of a payment cycle is 1 crore and total incentives claimed and eligible are Rs 10 crore, then each entity would get 10% of its eligible amount.

7. Queries

- For any specific clarifications National Health Authority could be contacted on abdm.incentive@nha.gov.in or abdm.incentives@nha.gov.in

Undertaking Form

TO WHOM SO EVER IT MAY CONCERN

(For Non – Government entity)

This is to inform you that _____(HFR name /Name of entity registered in Sandbox) bearing _____ (HFR id/Sandbox ID) situated at _____ (Address) is registered as a _____ (type of entity: Trust/Society/Partnership/ Proprietorship/Company etc). under the registered name _____ bearing Registration Number _____ (Id/PAN/CIN/other).

The benefits under the Digital Health Incentive Scheme may be paid into the bank account of _____ (the name of Trust/Society/Partnership/ Proprietorship/Company etc).

The information furnished above is true, complete, and correct to the best of my knowledge and belief. I understand that in the event of the information being found false or incorrect at any stage, the registration under Digital Health Incentive Scheme shall be liable to cancellation / termination without notice.

Name _____

Designation _____

Date _____

Sign & Stamp

This should be signed, stamped & printed on letter head of Hospital/Lab/Company by the Authorized Representative

Undertaking Form

TO WHOM SO EVER IT MAY CONCERN

(For Government entity)

This is to inform you that _____(HFR name /Name of entity registered in Sandbox) bearing _____(HFR id/Sandbox ID) situated at _____(Address) is desirous of participating in the Digital Health Incentive Scheme of the National Health Authority.

The benefits under the said scheme may be paid into the bank account of _____ (Name of the society/Trust/etc. which will receive the benefit) which will utilize the funds as per the terms of the Scheme.

The information furnished above is true, complete, and correct to the best of my knowledge and belief. I understand that in the event of the information being found false or incorrect at any stage, the registration under Digital Health Incentive Scheme shall be liable to cancellation / termination without notice.

Name _____

Designation _____

Date _____

Sign & Stamp

This should be signed, stamped & printed on letter head of Hospital/Lab/Company by the Authorized Representative