

FAQs

Service Delivery

1. From which hospitals beneficiary can avail the treatment under scheme?

Beneficiary can avail the treatment from hospitals which are empanelled under the scheme (both public and private).

2. How will the beneficiary know which hospitals they can go for treatment under “MA” Yojana?

The list of the hospitals will be provided at the time of the card issuance. Information relating to these and other hospitals can be obtained by calling the toll free helpline number (1800-233-1022) or by visiting website www.magujarat.com.

3. Do beneficiary needs to pay any amount at the empanelled hospital for the treatment?

No, beneficiary doesn't need to pay any amount at the empanelled hospital at the time of treatment.

4. What is meant by cashless service?

Cashless service means that patient will not have to spend any amount for taking the treatment and hospitalization. It is the job of hospital to claim from the Government.

5. Has any expenditure to be incurred by beneficiary on the medicine?

No.

6. What if medicines or testing facilities are not available in the hospital and these have to be awaited from somewhere else?

It is the responsibility of the hospitals to arrange for all the medicines and tests needed for the treatment.

7. What if more than Rs. 300/- are spent on transport?

Payment for transport under scheme is limited to Rs. 300/- only per hospitalization.

8. Will the beneficiary get transport allowance if they use their own transport?

Irrespective of the mode of transportation, the beneficiary will be paid Rs. 300/- per hospitalization as transport assistance.

9. What is the need for finger print verification?

Fingerprint verification is to prevent fraud and misuse of the MA card.

10. Whose fingerprint is needed when the beneficiary goes to hospital?

First the patient and if He / She not match due to any reason, any enrolled member of the family can be verified.

11. What is meant by package rates? What does it provide for?

A package rate means that all the expenses related to the treatment like medicine, tests, bed charges, other materials, food etc. will be part of package and hospital will not charge anything from the patient for these.

12. Where will the beneficiary need to go once they reach a MA Yojana empanelled hospital?

In the hospital there will be a help desk with “Arogya Mitra” for scheme to guide the beneficiary.

13. Does the beneficiary need to take any document to hospital other than the MA card?

The beneficiary needs to take only MA card when they go to the hospital.

14. Is consultation and medicine covered?

Yes.

15. What should a beneficiary do if hospital asks for any payment from the beneficiary in case of hospitalization?

A patient should immediately inform to State Nodal Cell office through the toll free number (1800-233-1022) provided on the back of the card. The beneficiary can approach Arogya Mitra who is appointed in Empanelled Hospitals.