

1. Which hospitals can the beneficiaries visit for the treatment under “MA” & “MA Vatsalya” Yojana?

A list of the hospitals (both public and private) will be provided at the time of enrollment or are listed on website www.magujarat.com . A helpline number will also be provided along with the MA card.

2. What kind of hospitals will be part of this list?

Based on the qualifying criteria, both public and private hospitals are empanelled by the State Nodal cell. The beneficiary will have the option to choose hospitals where they want to go.

3. Which hospitals can the beneficiary go to get the treatment?

At the time of issuance of the card, a list of hospitals will be provided to the beneficiaries. In case of need to go to hospital, beneficiary will have to go to one of these hospitals or such hospitals as are added to the list of empanelled hospitals subsequently.

4. How will the beneficiary know which hospitals they can go for treatment under “MA” & “MA Vatsalya” 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 provided by the insurer or by visiting website www.magujarat.com .

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

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

6. 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.

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

No.

8. 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.

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

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

10. 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.

11. What is the need for finger print verification?

Fingerprint verification is to prevent fraud and misuse of the “MA” & “MA Vatsalya” card.

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

Fingerprint of any enrolled member of the family can be verified.

13. What is meant by package charges? What does it provide for?

A package charge 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.

14. What will happen if the MA Card Reader is not working in the hospital?

The empanelled hospital and the Implementation Support Agency will facilitate for alternative arrangements if the MA Card is not working. The beneficiary will not be denied treatment in any case if the identity of the beneficiary is established.

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

In the hospital there will be a counter for Mukhyamantri Amrutum (MA) Yojana to guide the beneficiary.

16. 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. However any of the identity proof authorized by Election Commission of Government of India will be helpful.

17. What will happen if the beneficiary forgets to take the MA card to the hospital for the treatment?

Will he get the services?

MA Card is essential to get the service. However, in exceptional cases hospital can allow it after appropriate verification.

18. Is consultation and medicine covered?

Yes.

19. 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 provided in the broacher given to him at the time of enrollment.