

RECHS Claims: For purchase of Medicines

[For RECHS Member (In-house OPD opted Only)]

Hosted on: <https://ecare.bhel.in>

Steps for making a successful claim submission:

- i. Details about Invoice and Medicine Purchase, and
- ii. Upload of Bill and Prescription (in single document upload)

STEPS	Activity
Step1:	Log in to your e-CARE account from https://ecare.bhel.in [ecare account can be seen on main page of the link on the right side of page] <i>(such of the members who do not have ecare login account may register themselves using ecare registration on the same main page of the portal)</i>
Step2:	Select RECHS Claims under APPLICATIONS header <i>(lead you to landing page of RECHS Claims)</i>
Step3 :	From the links available on the top left of the page, select Initiate Claims for Emergency Drugs.
Step4:	Fill the details in the screen and click on SUBMIT. Follow one bill one claim. [All fields to be completely filled, failing which system will not allow to proceed]
Step5:	Click on View Claim in Reports Section and Upload Bill/Invoice/Delete. [size 500kb] [one A4 size .pdf bill usually is 30-40kb, system allows 500kb which is more than sufficient]
Step6:	View Claim Status in Reports Section for Status on Bill submitted.

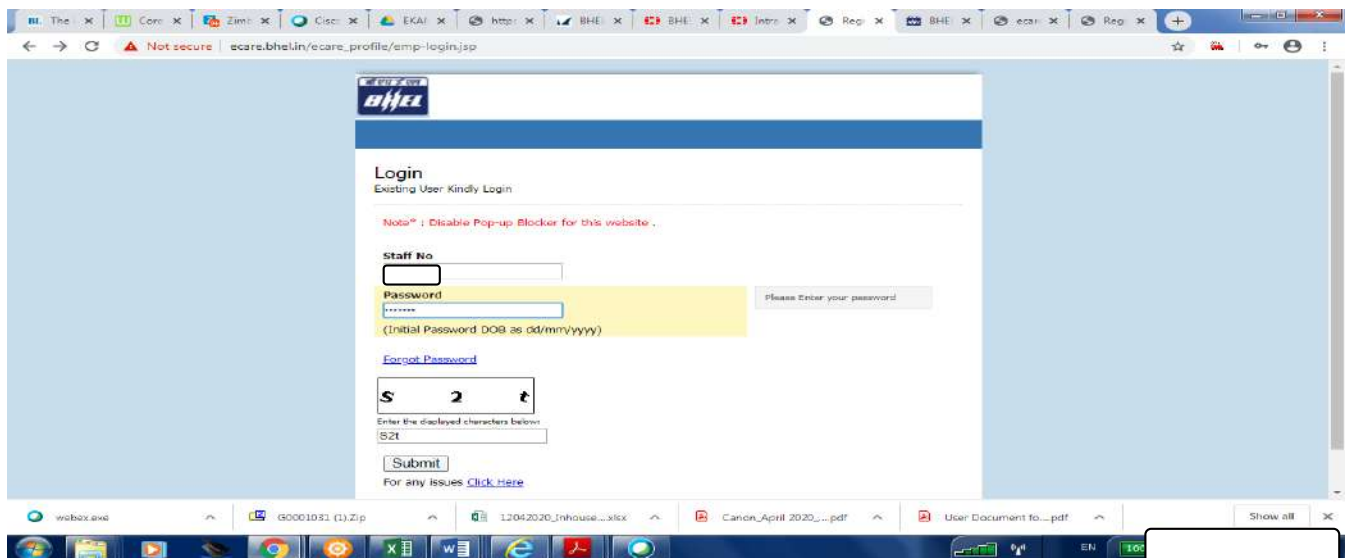
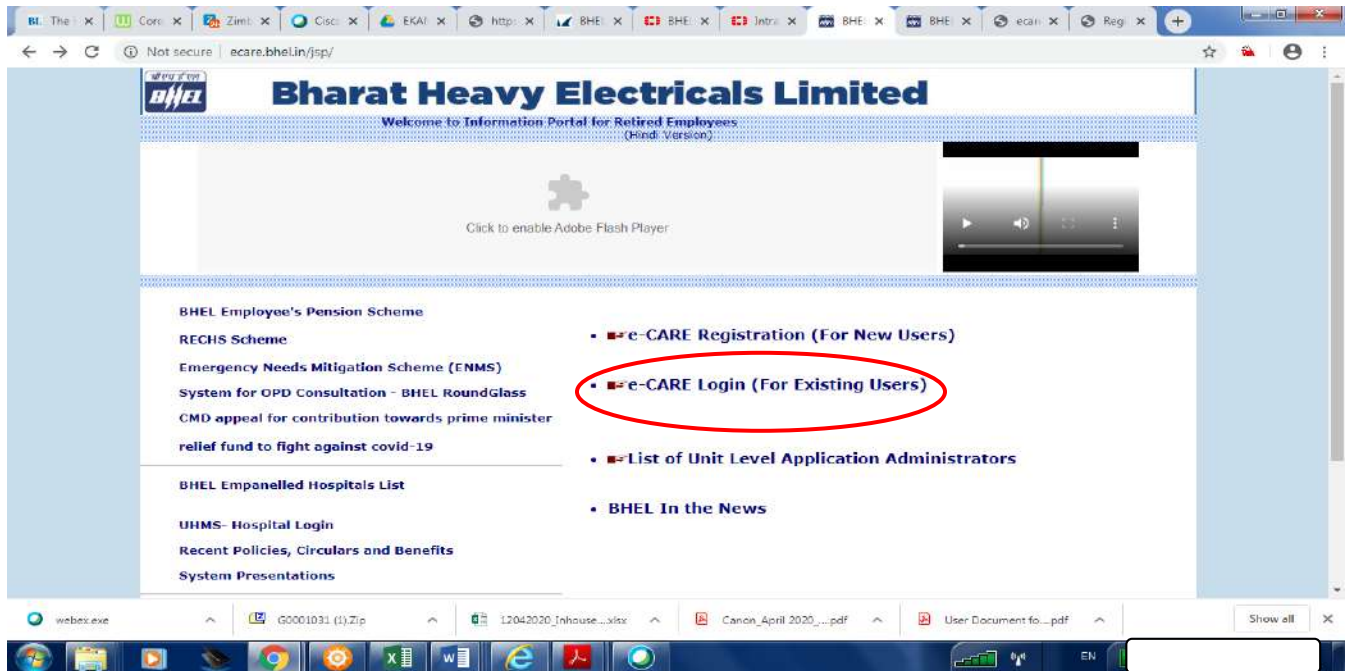
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| - Login to your eCare Account / Update Personal Information | - Pg.2-4 |
| - Fill in Medicine/Drug Purchase details | - Pg.5-9 |
| - Upload Bill | - Pg.9-12 |
| - Cancel claim and Duplicate Bill | - Pg. 13 |
| - Update Bank details | - Pg. 14 |
-

Screenshot of the above process steps

- On Internet visit portal for BHEL Retired Employees hosted on web link <https://ecare.bhel.in>

- On the right side of the page select e-CARE Login (For Existing Users) to login to your own dashboard.



In case you are not able to log in, it must be on account of (i) incorrect password; OR (ii) not registered on ecare. Take the following steps to ease your discomfort:

- (i) **Incorrect password:** Talk to your Unit HR (Unit where you are registered for RECHS benefits), identify yourself, verify the basic details and reset your password. Secure your password for future use.
- (ii) **Not registered before:** Get yourself registered on ecare portal under the link on main page of <https://ecare.bhel.in> → eCare Registrations (NEW USERS). Once this is done you can reach out to your dashboard for using the provisions.

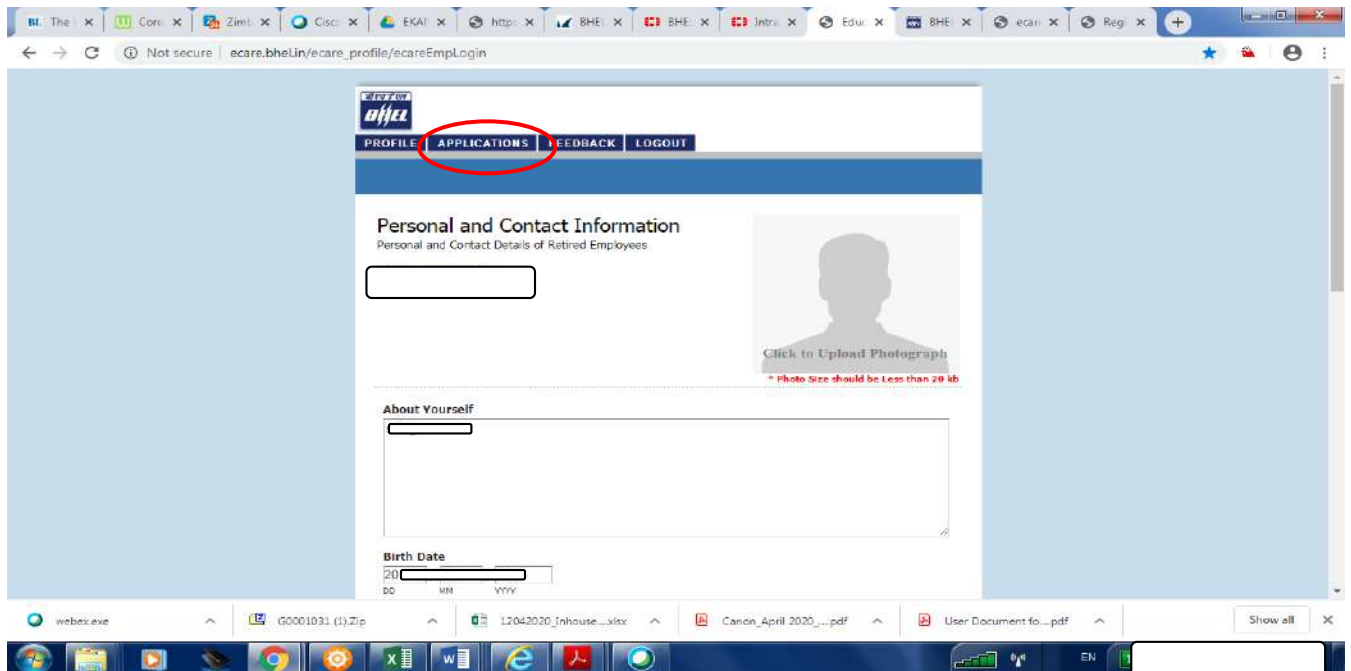
Process of Bill Claim:

Claim submitted → Reaches Unit Finance/Medical Dashboard for Verification
Claim approved/Rejected (with remarks) by Finance → Check Bill status under Reports.

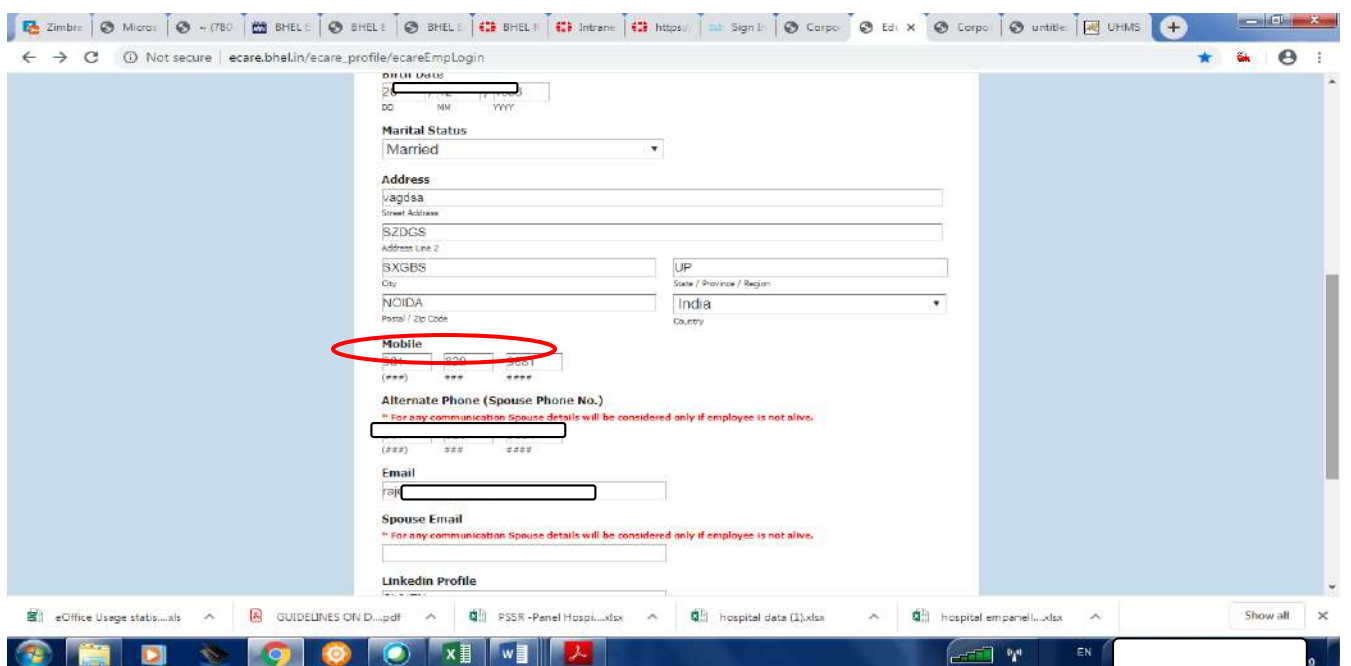
Moving On...

Once you have logged in, you will be directed to your Personal & Contact information page. Here **you are required to check & fill fields** viz., **your mobile no./ your email id (mandatory)** and your **spouse mobile no. and email id (not mandatory)**. This will help in password retrieval process and sending Institutional messages in future.

Note: Bhel **official email id is not valid**. Only email ids of other domain like yahoo/gmail etc. are valid.



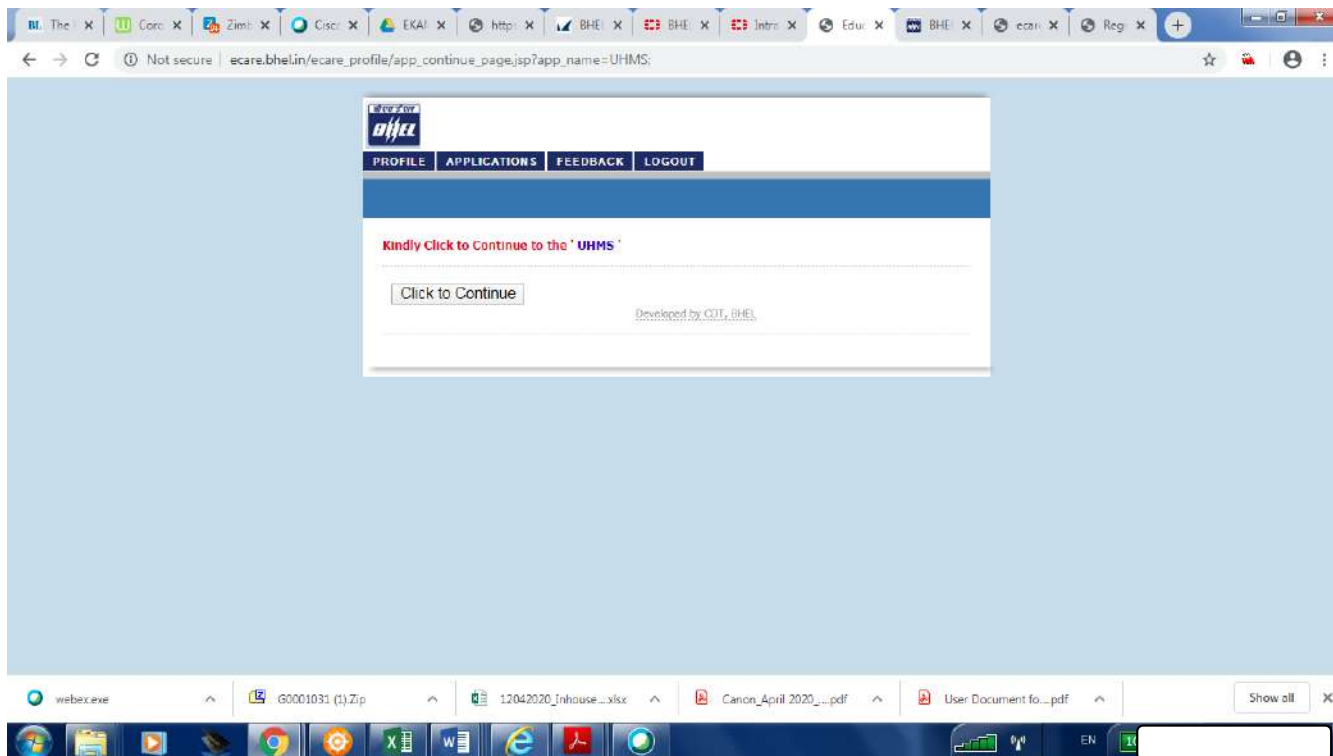
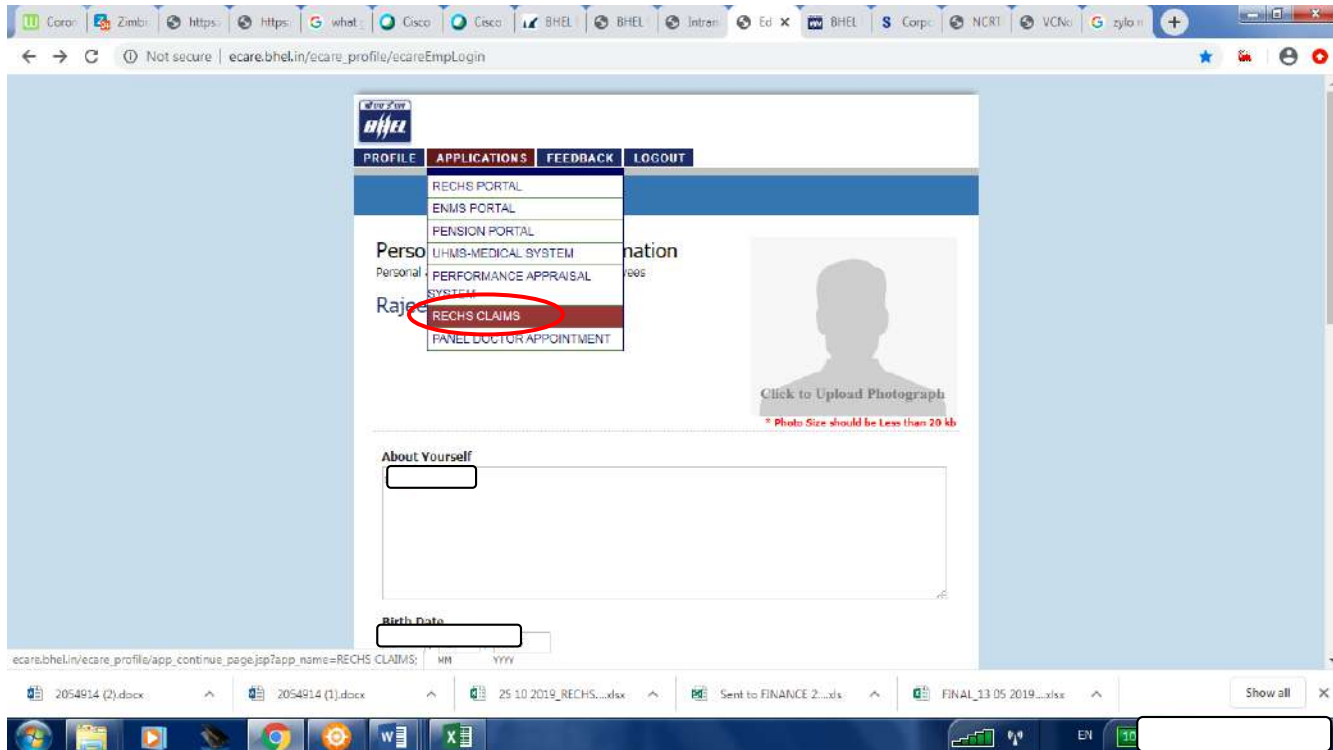
The screenshot shows the eOffice portal interface. The top navigation bar includes 'PROFILE', 'APPLICATIONS', 'FEEDBACK', and 'LOGOUT'. The 'APPLICATIONS' tab is circled in red. The main content area is titled 'Personal and Contact Information' and includes a profile picture upload area with the text 'Click to Upload Photograph' and a note '* Photo Size should be Less than 20 kb'. Below this is an 'About Yourself' text field.



The screenshot shows the eOffice portal interface with various fields filled out. The 'Mobile' field is circled in red. The page includes fields for Birth Date, Marital Status, Address, and Email.

Field	Value
Birth Date	20 / 00 / 0000
Marital Status	Married
Address	Vagdas
City	UP
Country	India
Mobile	999 999 9999
Alternate Phone (Spouse Phone No.)	999 999 9999
Email	9999999999

Click on **Applications** → **RECHS Claims** to take you to the landing page of claims



Ex-Employee Portal for RECHS related Claims

On the left of the page, a summary of claim types admissible under RECH Scheme is provided viz., Hospitalisation without referral, Hospitalisation with referral, Claim for Oncology drugs, Medical Equipment and Claim for Emergency Drugs (pls. refer RECHS scheme/take advise from BHEL AMA for eligibility under each of the claim types).

This is followed by a Report section to ascertain Status of Claims submitted.

Process of Claims: Claim submission → Verifying agency → Approving agency

The dashboard can be visited by member to check the status of claim made. Below is a dashboard of a RECHS member who has not made any claim.

The screenshot shows the BHEL Employee Portal interface. The header includes the BHEL logo and the text "EMPLOYEE PORTAL". On the left, there is a navigation menu with options like "Office", "Initiate Claim (without Referral)", "Initiate Claim (with Referral)", "Initiate Claim for Oncology Drugs", "Initiate Claim for Medical Equipments", and "Initiate Claim for Emergency Drugs". Below this is a "REPORTS" section with links for "View claims" and "Claims status". A red circle highlights the "REPORTS" section. In the center, there is a "Claim Status Flow / Steps" box with three steps: 1. Claim Submitted, 2. Claim Verified by Finance, and 3. Claim Approved by Finance. At the bottom, there is a green banner that says "REFER ONLINE INFORMATION - SAVE TREES".

Example of a dashboard who has made certain claims (see below)

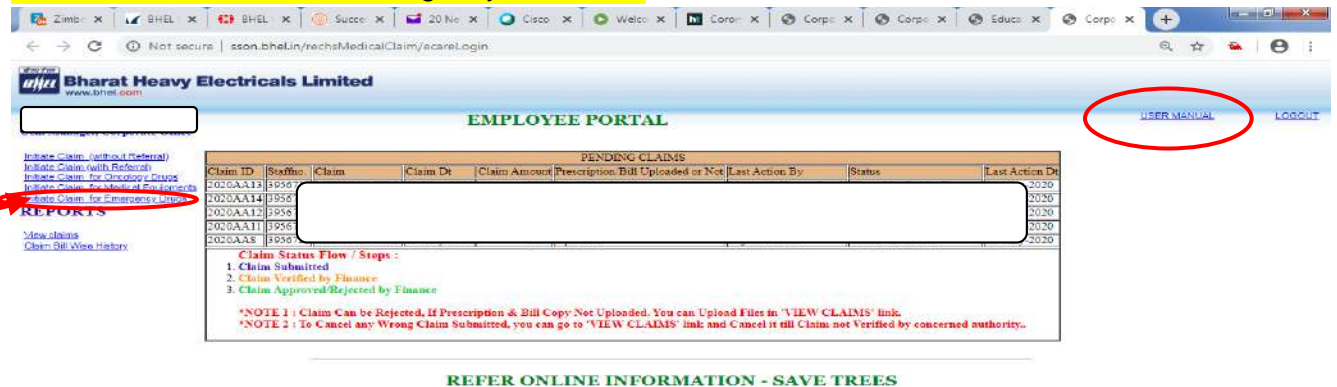
The screenshot shows the BHEL Employee Portal interface for a member who has made certain claims. The header includes the BHEL logo and the text "EMPLOYEE PORTAL". On the left, there is a navigation menu with options like "Office", "Initiate Claim (without Referral)", "Initiate Claim (with Referral)", "Initiate Claim for Oncology Drugs", "Initiate Claim for Medical Equipments", and "Initiate Claim for Emergency Drugs". Below this is a "REPORTS" section with links for "View claims" and "Claim Bill View History". In the center, there is a "PENDING CLAIMS" table with the following data:

Claim ID	StaffNo	Claim	Claim Dt	Claim Amount	Prescription, Bill Uploaded or Not	Last Action By	Status	Last Action Dt
2020AA13	8956725	MEDICAL BILL	22-May-2020					
2020AA14	8956725	MEDICAL BILL	22-May-2020					
2020AA12	8956725	MEDICAL BILL	22-May-2020					
2020AA11	8956725	MEDICAL BILL	22-May-2020					
2020AA8	8956725	MEDICAL BILL	22-May-2020					

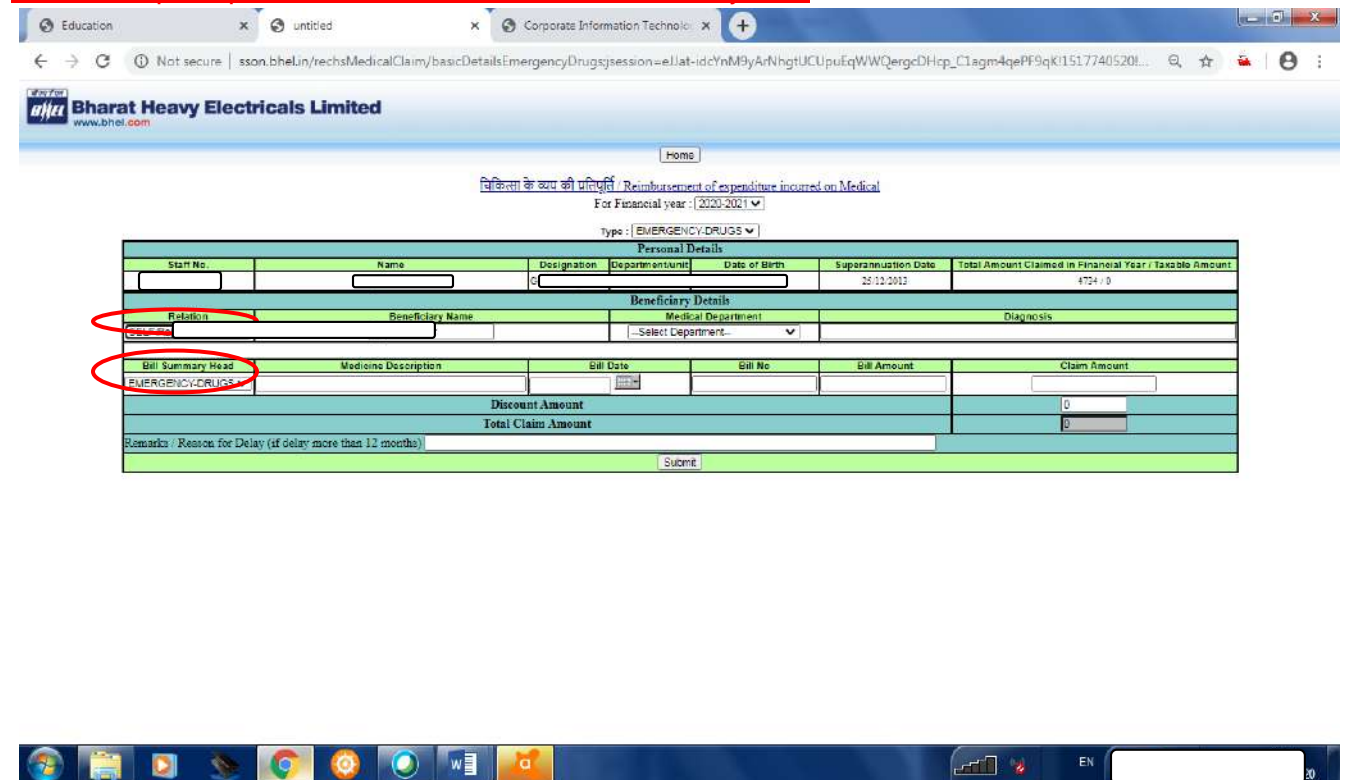
Below the table, there is a "Claim Status Flow / Steps" box with three steps: 1. Claim Submitted, 2. Claim Verified by Finance, and 3. Claim Approved/Rejected by Finance. There are also two notes: "NOTE 1 : Claim Can be Rejected, if Prescription & Bill Copy Not Uploaded. You can Upload Files in 'VIEW CLAIMS' link." and "NOTE 2 : To Cancel any Wrong Claim Submitted, you can go to 'VIEW CLAIMS' link and Cancel it till Claim not Verified by concerned authority.". At the bottom, there is a green banner that says "REFER ONLINE INFORMATION - SAVE TREES".

Here we are concerned about the claims of Medicines made under Emergencies such as those allowed during Pandemic Coronavirus. **This facility is available to only those who opted for Inhouse OPD in FY 2019 20 and FY 2020 21.**

Click on Initiate Claim for Emergency Medicines as shown in the screenshot below →



User Manual on how to fill the claims is also available on right side of the page adjacent to logout. **Follow the principle of ONE BILL ONE CLAIM on this system**



Select/Fill details as under (Mandatory Fields): Fill all details on this page as directed below, otherwise claim will be rejected.

- **Relation***: from the drop down select the relationship (Self or Spouse) for whom claim is being made.
- **Beneficiary name***: auto populates from the selection of relationship, as per data in RECHS portal.
- **Medical department**: from the drop down, select the medical deptt. relevant to the claim made.
- **Diagnosis**: Briefly fill diagnosis as per prescription (pls see an example shown on next page).
- **Bill Summary Head**: Select Emergency Drugs (Mandatory selection).

- **Medicine Description:** Write the name (s) of the drug(s)/medicine(s) prescribed & claimed. Fill all drugs with a space or comma (,) in this description box only.
- **Bill/Invoice Date:** Date on which bill has been generated which is being claimed here.
- **Bill/Invoice No:** The bill number given on the bill/Invoice is to be recorded in this column as it is.
- **Bill Amount:** Against each Medicine, the amount used to purchase has to be mentioned as per bill
- **Claim amount:** Claim amount against the billed amount for each medicines is to be mentioned.
- **Discount Amount:** Amount of discount, given for medicines that are being claimed on bill, in rupees is to be mentioned here, if it is not captured in claim amount. This discount is sum total of discount given for all Medicines that are being claimed.
- **Remarks/Reason for Delay (if more than 12 months):** Fill **NA** (not applicable)
- **SUBMIT :** Once data has been filled, check details that are filled once again, and click on submit
- **UPLOAD BILL & PRESCRIPTION COPY:** Combine the prescription copy and bill copy into one single document and upload (size to be limited to 500kb. No extra space can be provided over & above this). Keep it ready
- **SUCCESSFUL SUBMISSION**

(Before filling your claim, see an example shown on next page)

Note: The Bill prescribed upto 31st May, 2020 are only valid. One claim for one bill has to be mandatorily followed, otherwise it will be rejected. **Before filling up the form, keep your copy of prescription and bill combined as one document ready for upload.** Advisable if the file name is your staff no.

An example of a claim based on a prescription for better understanding →

Click on Initiate claim for Emergency Drugs → Select the beneficiary (Self or Spouse) → select Medical department → Fill Diagnosis → Select Summary Head → Fill Medicine name → Fill Bill date → Fill Bill No. → Fill Medicine Amount → Fill Claim Amount → **Upload bill and prescription, as a single document.**

Personal Details						
Staff No.	Name	Designation	Department/Unit	Date of Birth	Superannuation Date	Total Amount Claimed in Financial Year / Taxable Amount
					25-12-2013	4734 / 0
Beneficiary Details						
Relation	Beneficiary Name	Medical Department		Diagnosis		
SELF		UROLOGY		Diabetes and BPH-Benign prostatic Hypertrophy		
Bill Summary Head	Medicines Description	Bill Date	Bill No.	Bill Amount	Claim Amount	
EMERGENCY DRUGS	Gluconorm SR 1gm, Dulas T	05/05/2020	C046-20-00154051	3288.12	3288.12	
Discount Amount					490.20	
Total Claim Amount					2798.92	
Remarks - Reason for Delay (if delay more than 12 months) NA						
Submit						

- The name of the Drugs to be entered in single line separated by a (,) that are prescribed in a bill which is being claimed
- The discount amount may be shown separately under discount head or included in claim amount itself.
- The Bill date and bill no. /Invoice no. should be correctly mentioned on the document.
- One bill can be claimed only once.
- **This facility is available to only those who opted for Inhouse OPD in FY 2019 20 and FY 2020 21.**

Identification of Medical Department while filling up the claim:

- If the prescription is for one ailment, the relevant department from the drop down can be selected by the beneficiary. If one is unable to associate the prescription with any of the department, 'Others' from the drop down may be selected.
- If the prescription carries medicines for more than one ailment, member can make the claim for the main problem. For eg., in the case shown above, the patient is suffering from Diabetes and BPH related ailments. Here he can select Urology department from the drop down.

Note:

- It may be noted that based on the selection of department, claims will not be rejected, but proper identification of department will help out in faster clearance by the verifier.

Few mandatory inputs to be filled only after which the screen allows submission and takes you to next step.

- In the beneficiary details, select the beneficiary i.e., Either Self or Spouse whose claim is being made.
- Select **Medical Department** – for which the claim is being made, is to be selected from drop down. In case not able to identify select '**Others**' from the drop down list. Key in the diagnosis by doctor.
- Under Summary Head, select **Emergency Drugs**, and make entry of Drug with Invoice date, Invoice/Bill No., Bill amount and also feed the claim amount. Likewise fill for all Drugs purchased /required to be claimed.
- Enter **Discount Value/Amount** in the space provided after the Bill Summary Heads. This will adjust the total claim accordingly, without intervention. Alternatively, it can also be given in claim amount with claim amount being less than bill amount.
- Check the details once again and ensure no mandatory field is left blank/without data **Submit**
- There is no SAVE AS DRAFT provision. If wrong claim has been made and also submitted, the same can be deleted until the time it has not been verified by the verifier. Claim can be deleted from 'View Claim' select from and to date and click on the bill which is to be deleted.

sson.bhel.in says

1. The Medicines that are being claimed have been prescribed by Authorized Medical Attendant.
2. My RECHS membership shall stand forfeited, if my claim is found false at a later date.
3. Single Copy of Prescription and Bill is to be Uploaded in next screen. Once You Press 'OK'. Your claim shall be summarily rejected, if a copy of the prescription and Bill is not uploaded

Staff No.	Name	Invoice Date	Total Amount Claimed in Financial Year / Taxable Amount
		05/05/2020	4724 / 0

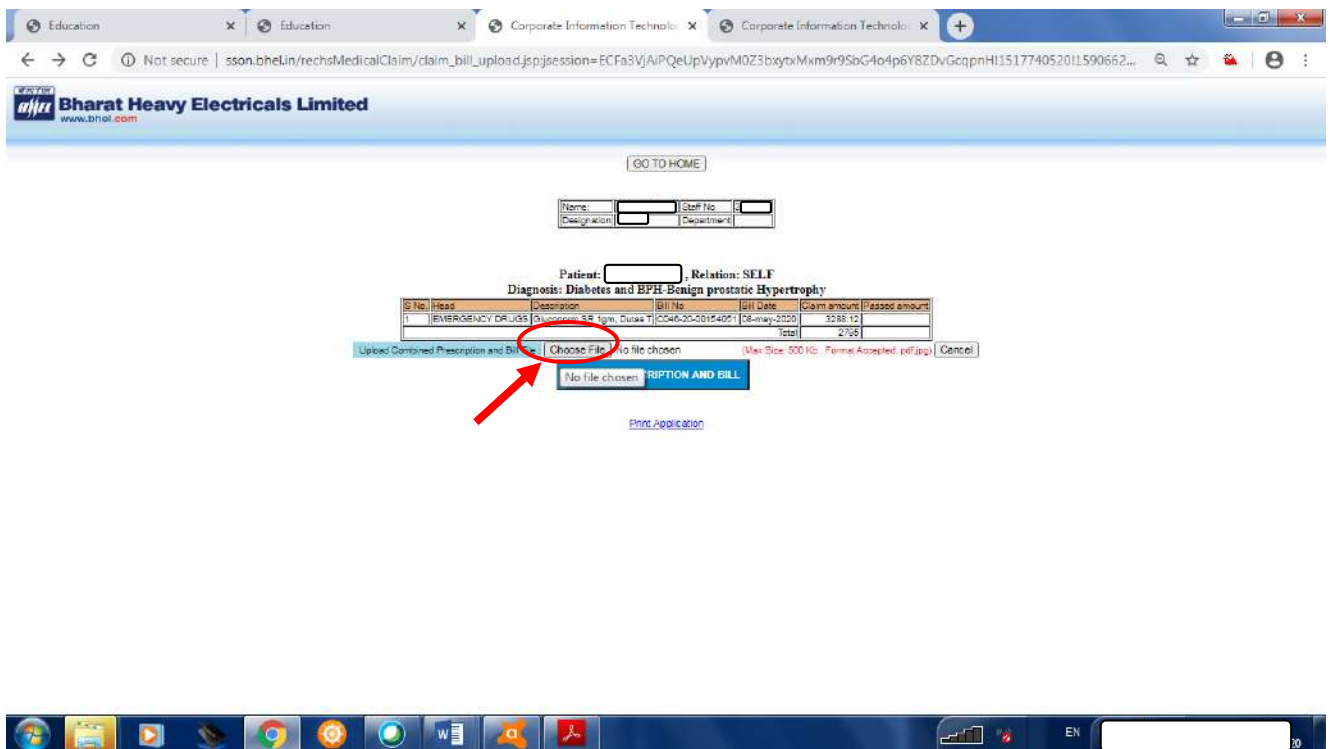
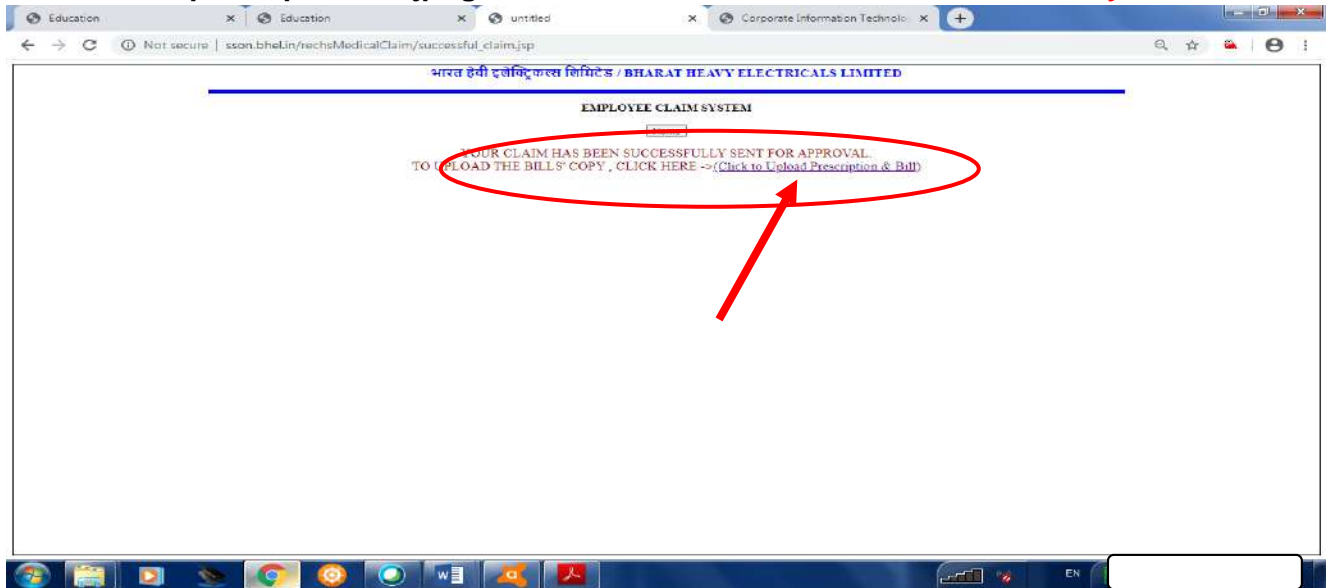
Relation	Beneficiary Name	Diagnosis
SELF		Pre-Benign prostatic Hypertrophy

Bill Summary Head	Medicines Description	Invoice Date	Invoice No.	Bill Amount	Claim Amount
EMERGENCY DRUGS	Glucosom SR 1gm, Dutas T	05/05/2020	CO16-20-00154051	3288.12	3288.12
				Discount Amount	493.20
				Total Claim Amount	2794.92

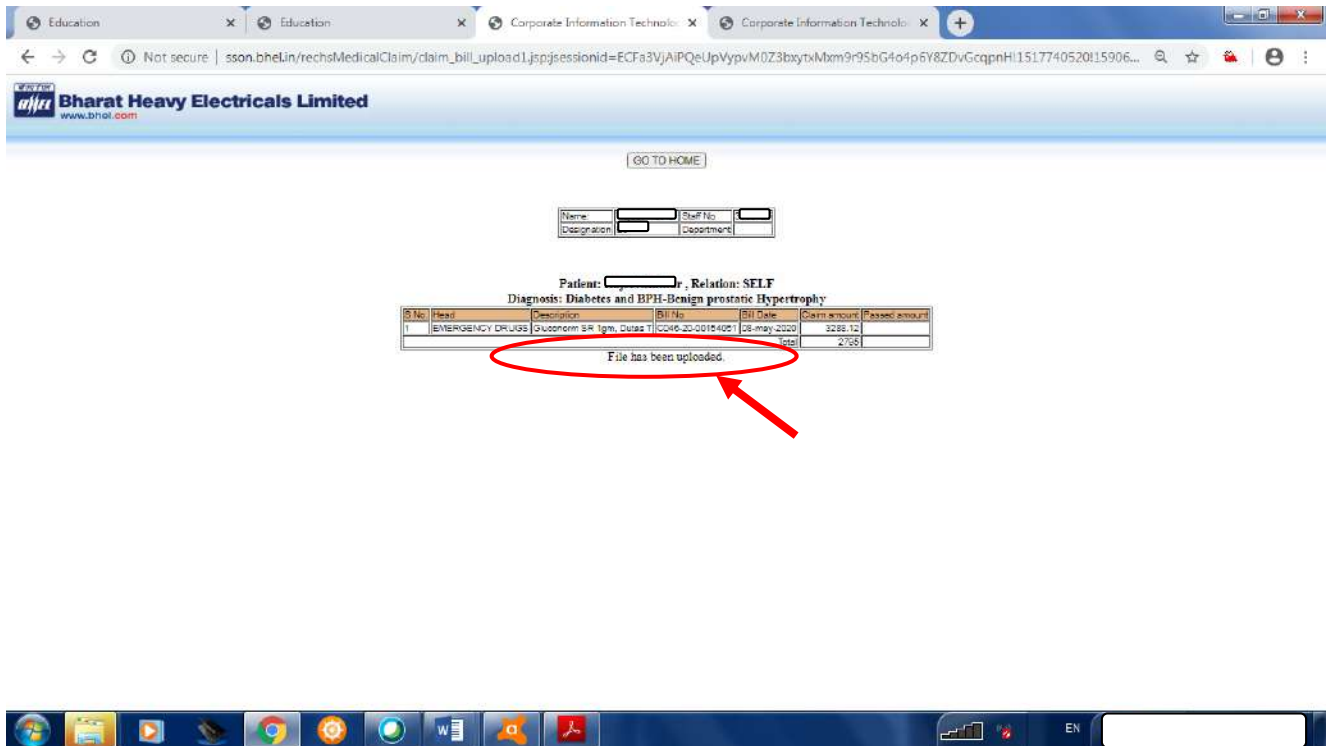
Remarks / Reason for Delay (if delay more than 12 months) NA

Submit

Upload Bill & Prescription copy (one single document) on the link provided below (space:500kb)
Format accepted: .pdf and .jpeg. Further, it is **advisable if the file name is your staff no.**

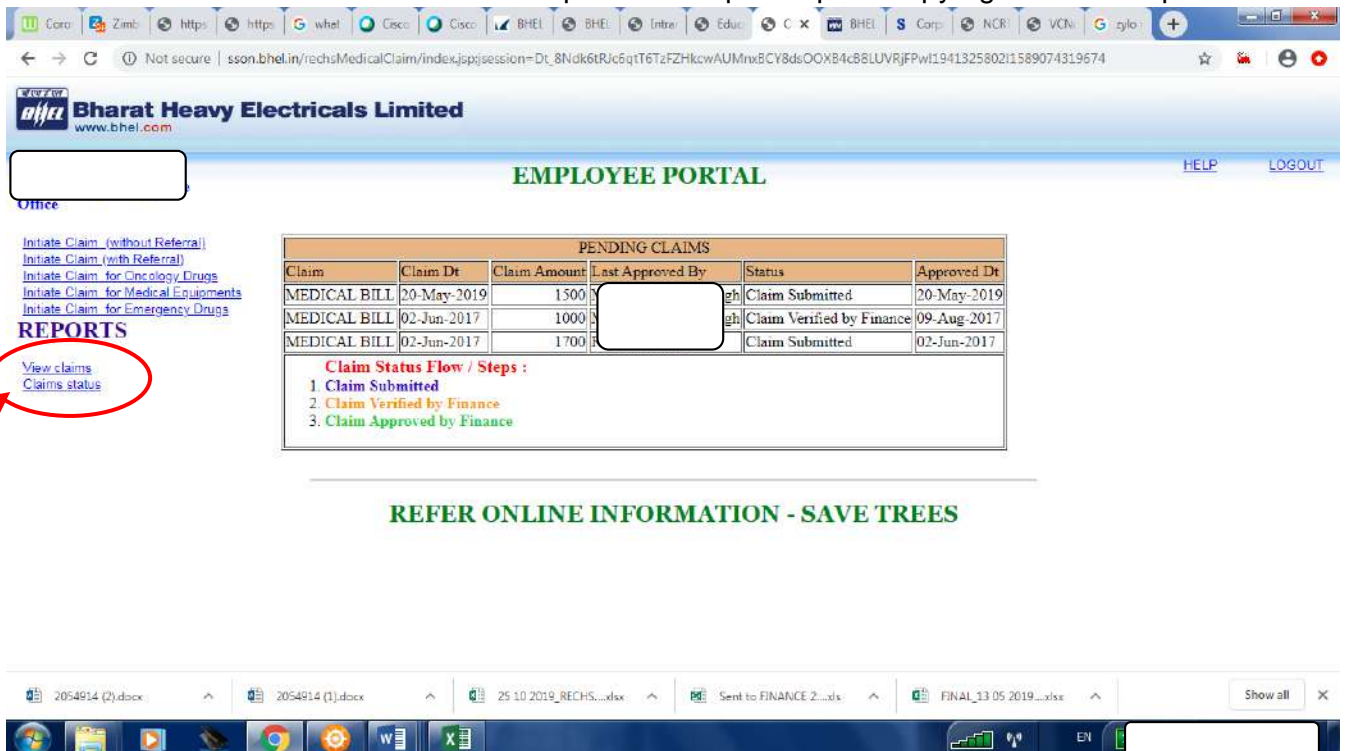


Choose a combined file to upload comprising of prescription and Bill copy (Advisable if the file name is your staff no.). Once uploaded a message stating upload of file has been completed will be displayed.



Process is complete now for this claim

Alternatively, you can also upload bill after some time by Clicking on **View Claims under Report Section**. Here you need to provide the date on which the claim has been made eg., if the claim is made on 01/05/2020, select DATE1 : 01/05/2020 and DATE2 : 01/05/2020 or if there are more than one claim filled on two different date like one claim on 01/05/2020 and another one on 02/05/2020, Select DATE1: 01/05/2020 and DATE2: 02/05/2020 and upload bills & prescription copy against the respective bill claims.



Provide Date1 and Date2 to view all claims submitted between any two dates and the status of claim submitted populates. Select the claim where bill is pending for upload “UPLOAD PRESCRIPTION & BILL”

[BACK]

CLAIMS INITIATED BETWEEN TWO DATES

Date1: 01-May-2020
 Date2: 25-May-2020
 Claim: ALL
 [SUBMIT]

Claim ID	Status	Name	Claim	Claim Status	Claim Dt	Claim Amount	View Claim	Print	Upload/View Prescription & Bill	Cancel Claim
									VIEW PRESCRIPTION & BILL	CANCEL CLAIM
									Not Uploaded	Not Applicable
									VIEW PRESCRIPTION & BILL	CANCEL CLAIM
									UPLOAD PRESCRIPTION & BILL	CANCEL CLAIM
									VIEW PRESCRIPTION & BILL	CANCEL CLAIM
									UPLOAD PRESCRIPTION & BILL	CANCEL CLAIM
									UPLOAD PRESCRIPTION & BILL	CANCEL CLAIM
									Not Uploaded	Not Applicable

Claim Status Flow / Steps :
 1. Claim Submitted
 2. Claim Verified by Finance
 3. Claim Approved by Finance

NOTE: In case original bills / receipts are required , printout of the claim form is to be submitted.

[BACK]

CLAIMS INITIATED BETWEEN TWO DATES

Date1: 28-May-2020
 Date2: 28-May-2020
 Claim: ALL
 [SUBMIT]

Claim ID	Status	Name	Claim	Claim Status	Claim Dt	Claim Amount	View Claim	Print	Upload/View Prescription & Bill	Cancel Claim
0027444	MEDICAL BILL	Claim Submitted	Claim Submitted	Claim Submitted	28-May-2020	2795	VIEW	PRINT	UPLOAD PRESCRIPTION & BILL	CANCEL CLAIM

Claim Status Flow / Steps :
 1. Claim Submitted
 2. Claim Verified by Finance
 3. Claim Approved by Finance

NOTE: In case original bills / receipts are required , printout of the claim form is to be submitted.

Bill Upload: Click on Choose file and Upload Bill/Invoice. Care has to be taken that the size of the bill is upto 500 Kb only. Otherwise submission will not happen.

GO TO HOME

Name: Staff No:
 Designation: Department:

Patient: , Relation: SELF

Diagnosis: Diabetes and BPH-Benign prostatic Hypertrophy

S.No	Head	Description	Bill No	Bill Date	Claim amount	Passed amount
1	EMERGENCY DRUGS	Glucosrom SR 1gm	GD46-20-00154351	08-may-2020	700	
2	EMERGENCY DRUGS	Dutas T Dap	GD46-20-00154351	08-may-2020	2500	
Total					2785	

Upload File: No file chosen (Max Size: 500 Kb , Format Accepted: pdf,jpg)

[Print Application](#)

- [Initiate Claim \(without Referral\)](#)
- [Initiate Claim \(with Referral\)](#)
- [Initiate Claim for Oncology Drugs](#)
- [Initiate Claim for Medical Equipments](#)
- [Initiate Claim for Emergency Drugs](#)

REPORTS

- [View claims](#)
- [Claims status](#)

PENDING CLAIMS						
Claim	Claim Dt	Claim Amount	Last App	Status	Approved Dt	
MEDICAL BILL	11-May-2020	2795	<input type="text"/>	Claim Submitted	11-May-2020	
MEDICAL BILL	10-May-2020	2500	<input type="text"/>	Claim Submitted	10-May-2020	
MEDICAL BILL	10-May-2020	5500	<input type="text"/>	Claim Submitted	10-May-2020	
MEDICAL BILL	20-May-2019	1500	<input type="text"/>	Claim Submitted	20-May-2019	
MEDICAL BILL	02-Jun-2017	1000	<input type="text"/>	Claim Verified by Finance	09-Aug-2017	
MEDICAL BILL	02-Jun-2017	1700	<input type="text"/>	Claim Submitted	02-Jun-2017	

Claim Status Flow / Steps :

1. Claim Submitted
2. Claim Verified by Finance
3. Claim Approved by Finance

REFER ONLINE INFORMATION - SAVE TREES

The process is complete here. You can sit back and check after few days to ascertain the status of your claim on your RECHS Claims dashboard.

Cancel claim: In case a bill has some error and is to be deleted, click on cancel claim before the same is verified by the verification agency. However, if it has been verified by the verifying agency, it cannot be canceled.

sson.bhel.in says
Please Confirm. PRESS 'OK' to Cancel the Claim

OK Cancel

Date1: 28-May-2020
Date2: 28-May-2020
Claim: ALL
SUBMIT

Claim ID	Staff Name	Claim Name	Claim Status	Claim Dt	Claim Amount	View Claim	Print	Upload/View Prescription & Bill	Cancel Claim
2020AA19		MEDICAL BILL	Claim Submitted	28-May-2020	2765	VIEW	PRINT	VIEW PRESCRIPTION & BILL	CANCEL CLAIM

Claim Status Flow / Steps :
 1. Claim Submitted
 2. Claim Verified by Finance
 3. Claim Approved by Finance

NOTE: In case original bills / receipts are required , printout of the claim form is to be submitted.



Duplicate Bill: The system will identify if any bill has been uploaded twice and it shall be visible in Bill history once the claim is submitted. So if any claim has been erroneously submitted or is being claimed twice and it has come to your notice, you may utilise the Cancel claim provision.

BACK

Name: [] Staff No: []
Designation: [] Department: []

Claim ID : 2020AA19 [] , Relation: SELF
Diagnosis: Diabetes and BPH Benign prostatic Hypertrophy

Sl No	Head	Description	Bill No	View Bill History (Duplicate Bill)	Bill Date	Claim amount	Passed amount
1	EMERGENCY DRUGS	Glucosorm SR 1gm. Dusage T	CG46-20-00184051	VIEW BILL HISTORY	28-May-2020	3288.12	
Total						2765	

Approving authority/ Approved by: SELF APPROVING [] Approved dt: 28-May-2020

[Print Application](#)



Important Instructions for RECHS members:

- Check your **Bank details** on **RECHS Portal** and if required get it updated through your Unit HR.
- **Mandatory requirement for Bank data:** details should be in the name of the primary account holder i.e., in name of BHEL Ex-Employee, failing which the payments shall not be processed. In case of death of primary member, the bank details of only spouse is allowed.
- **Check the bank account number, IFSC code (11 digit alpha numeric) and bank address with name.**

On this module follow one bill one claim principle
