



FREQUENTLY ASKED QUESTIONS

REFERRAL SYSTEM

1. What are the procedural rules with regard to referrals for obtaining consultation from CGHS empanelled Hospitals?

- i) **Authorization** - The CMO in-charge/ the General Duty Medical Officer/Specialist of CGHS wellness centre can refer CGHS beneficiaries to avail consultation from Specialists of private hospitals empanelled under CGHS.
- ii) **Validity of a single referral** - A referral by CGHS is valid for a period of one month from the date of reference (when a beneficiary is referred) for consultation in any private empanelled hospital.
- iii) **Number of visits permissible** - A CGHS beneficiary can visit the same empanelled hospital, for a maximum of three times during a month on the basis of one (single) referral.
- iv) **Number of consultations permitted on a single referral** - During each visit, a beneficiary can consult up to three different specialists in the same hospital.
- v) **Special provision for beneficiaries of 75 years of age and above** - For all CGHS beneficiaries aged 75 years and above, no formal procedures are to be followed that entails visit to a designated Wellness Centre and getting referred from there. They may directly seek consultation from Specialists at empanelled hospitals.
- vi) CGHS beneficiaries are issued single Referral letter, which is valid for one month. If they have to **consult more than one specialist** on each visit or they make more than one visit to the same hospital, they shall submit photocopies of referral letter for subsequent consultations.
- vii) **Emergency provision** - In case of a medical emergency, no referral is required for availing treatment from CGHS empanelled hospitals.

The relevant OM No Z 15025/117/DIR/CGHS/EHS dated 10.12.2018 may be seen at the following link on CGHS website –

<https://cghs.gov.in/CghsGovIn/faces/ViewPage.xhtml?id=MjAyNA==>



2. **What is the procedure for undergoing treatment as procedures or investigations recommended by Specialist at a private empanelled hospital, after referral by CGHS?**

Requirement of endorsement by the Wellness Centre - It is a requirement that the treatment procedures/ investigations advised by Specialists of Private empanelled hospitals are required to be endorsed by the Medical Officer of CGHS as part of inherent checks and balances.

Exceptions - where no such endorsement is required-

- a) No such approval is required **in case of medical emergency.**
- b) CGHS beneficiaries **aged 75 years and above** also do not require any such endorsement by CGHS Medical Officer to undergo **listed treatment procedures/ investigations** advised by specialists of empanelled Hospitals.

The relevant OM No Z 15025/117/DIR/CGHS dated 15.01.2018 may be seen at the following link on CGHS website –

<https://cghs.gov.in/CggsGovIn/faces/ViewPage.xhtml?id=MjE5Nw==>

3. **I have been referred to an empanelled hospital by CGHS. The Specialist of private empanelled hospital advises an unlisted treatment procedure/ unlisted investigation. What is the procedure to be followed under such an eventuality?** (Unlisted: a procedure/investigation which is not present in CGHS rate list)

a) In case of **pensioner** category CGHS beneficiaries, If a Specialist of empanelled hospital has advised an unlisted treatment procedure /investigation, the CGHS beneficiaries need to **apply for approval** of the same, to the CMO In charge of the Wellness Centre. The **CMO I/C forwards** the application **to the Additional Director, CGHS** for approval of the competent Authority based on the expenditure to be incurred on the unlisted procedure/treatment:

a1) If the cost of unlisted treatment procedure/ investigation is **up to Rs. 1,00,000/-**, the permission shall be considered by **Additional Director, CGHS** concerned.

a2) If it is between **Rs.1,00,000 and Rs. 1,50,000/-** permission shall be considered at present by **Director, CGHS.**

a3) In case the cost of unlisted treatment procedure/ investigation is **above Rs.1,50,000/-**, the case is examined by a **STC (standing technical committee)** of experts in a given discipline related to the procedure/investigation) and thereafter, the expert opinion is considered by the Ministry of Health & Family Welfare for consideration of reimbursement based on the concurrence of Integrated Finance Division of the Ministry.



b) In case of **servicing** category of CGHS beneficiaries, and beneficiaries of **Autonomous Bodies**, the request for grant of permission for unlisted treatment procedures/investigations is to be submitted to **concerned Department/Ministry** for grant of permission by Competent Authority.

b1) If the cost of unlisted treatment procedure is **Rs.20,000/- or less**, **HoD of the Department/ Autonomous Body** is Competent to authorize the treatment procedure/investigation.

b2) If, it is **between Rs 20,000 and Rs. 1.50,000/-** permission shall be considered by **Ministry of Health & Family Welfare based on the concurrence of Integrated Finance Division of the Ministry**.

b3) In case the cost of unlisted treatment procedure/ investigation is **above Rs.1,50,000/-**, the case is **examined by a STC (standing technical committee of experts)** in a given discipline related to the procedure/investigation) and thereafter, the expert opinion is **considered by the Ministry of Health & Family Welfare for consideration of reimbursement based on the concurrence of Integrated Finance Division of the Ministry**.

The relevant OM Z 15025/79/2/DIR/CGHS dated 05.10.2016 and OM No S- 12020/4/97 –CGHS(P) dated 07.04.1999 may be seen at the following links on CGHS website: –

<https://cghs.gov.in/CggsGovIn/faces/ViewPage.xhtml?id=NDY3Nw==>

<https://cghs.gov.in/CggsGovIn/faces/ViewPage.xhtml?id=NDY3Ng==>

4. What are the special provisions for Consultation at private empanelled hospitals in respect of elderly CGHS beneficiaries aged 75 yrs. and above?

1. CGHS beneficiaries aged 75 years and above are permitted to seek **direct OPD Consultation** from Specialists of private hospitals empanelled under CGHS without referral from a CGHS Wellness Centre.

2. If a Specialist advises a listed treatment procedure / investigation – **no permission/ endorsement is required from the CGHS establishment**, and the treatment / investigation may be undertaken, at the **same hospital**.

3. However, approval of competent authority is required if, any **non-listed investigations / treatment procedures** are advised by an empanelled private hospital under CGHS.

Exception in case of an emergency - If the unlisted treatment procedures/ investigations are required in case of an emergency, no permission is required by any CGHS beneficiary.

The relevant OM No Z 15025/35/2019/DIR/CGHS/CGHS(P) dated 29.05.2019 may be seen at the following link on CGHS website:



<https://cghs.gov.in/CghsGovIn/faces/ViewPage.xhtml?id=MjE4OQ==>

5. I have been advised listed investigations and listed treatment procedures by a Government Specialist. Do I require any other permission to undergo the same from any CGHS empanelled HCOs?

If a Government Specialist / CGHS Medical officer/ CMO i/c advises a listed investigation or a listed treatment procedure, **no other permission letter/referral is required**. CGHS beneficiary can undergo treatment/procedure from any of the empanelled HCOs under CGHS.

Validity of advice for a listed procedure - The advice of Govt. Specialist/ Medical Officer/CMO i/c for listed investigations is valid for a period of one month.

The **advice** of Govt. Specialist/ Medical Officer/CMO i/c for listed treatment procedure is **valid for a period of three months**.

The relevant OM No Z 15025/117/DIR/CGHS/EHS dated 10.12.2018 may be seen at the following link on CGHS website –

<https://cghs.gov.in/CghsGovIn/faces/ViewPage.xhtml?id=MjAyNA==>

6. What are the revised Guidelines for Post-operative follow-up treatment at empanelled Private Hospitals for critically ill CGHS beneficiaries?

Only one time permission is required for undergoing post-operative follow-up treatment at CGHS empanelled hospitals in respect of critically ill-CGHS beneficiaries.

- i) The conditions where only a **single validation** is sufficient are as follows:
- Post Cardiac Surgery Cases including Coronary Angioplasty
 - Post Organ Transplant Cases (Liver, Kidney, Heart, etc.,)
 - Post Neuro Surgery Cases/Post Brain Stroke cases requiring regular follow-up treatment
 - End Stage Renal Disease/follow up cases of Liver Failure
 - Cancer treatment
 - Auto-immune disorders like Rheumatoid Arthritis

Permission in respect of **Pensioner CGHS beneficiaries, Ex-MPs** (and other entitled class of CGHS beneficiaries) shall be granted by **CMO In charge of CGHS**.

Permission in respect of **Hon'ble Members of Parliament** shall be granted by **Rajya Sabha Secretariat/Lok Sabha Secretariat** as the case may be.

Permission for **serving employees** shall be granted by **concerned Department/Ministry**, and by the **concerned Autonomous Body / Statutory Body** in respect of their serving /pensioner beneficiaries.



- ii. If, any non-listed investigations / procedures are advised permission from competent Authority shall be required, except in emergency.

The relevant OM No Z 15025/35/2019/DIR/CGHS/CGHS(P) dated 29.05.2019 may be seen at the following link on CGHS website:

<https://cghs.gov.in/CggsGovIn/faces/ViewPage.xhtml?id=MjJwMA==>

7. What is the procedure for referral to an empanelled hospital and for obtaining an endorsement if, a CGHS beneficiary is not in a position to physically visit a CGHS Wellness Centre?

In case a CGHS beneficiary is **not in a position to physically visit CGHS Wellness Centre** a request for referral to empanelled hospital / endorsement may be submitted through an authorized representative.

- i) CMO in charge shall, based on the documents submitted like old prescription, investigation reports, advice for revisit, etc., shall issue referral to CGHS empanelled hospital for consultation / endorsement, as the case may be, without insisting on the physical presence of the patient.
- ii) If the CMO in-charge is not satisfied with the papers submitted through the representative, he/she may avail the option of contacting the CGHS beneficiary by means of a video-call, or make a domiciliary visit to satisfy the requirement of referral/endorsement.

The relevant OM No Misc. 01/2023/ DIR/CGHS dated 31.03.2023 may be seen at the following link on CGHS website:

<https://cghs.gov.in/CggsGovIn/faces/ViewPage.xhtml?id=NDQ0NQ==>

8. I want to undergo treatment from a Government Hospital / AIIMS. Am I required to take referral from CGHS? Are Institutes of National Importance (INI) covered under this?

No referral is required to undergo treatment/ consultation /investigations at Government Hospitals /AIIMS.

Exception- However, Dental Implants etc., are not permitted even if, they are advised by AIIMS/ Government hospital.

The relevant OM No 20019/01/2019/EHS/DIR/CGHS dated 21.08.2019 and OM No 12025/18/2020/DIR/CGHS dated 09.10.2020 may be seen at the following links on CGHS website:

<https://cghs.gov.in/CggsGovIn/faces/ViewPage.xhtml?id=MjE5MA==>

<https://cghs.gov.in/CggsGovIn/faces/ViewPage.xhtml?id=MzMxMA==>

9. Whether any referral is required for availing treatment from AIIMS Bhopal/ Bhubaneswar/ Jodhpur/ Patna/Raipur /Rishikesh?



- a) **No referral is needed** for availing OPD Consultation, Investigations/ indoor treatment at AIIMS.
- b) **CGHS Pensioners and other entitled categories** of beneficiaries are entitled for **cashless treatment**.
- c) AIIMS shall create a Special desk for CGHS beneficiaries.
- d) Entitled CGHS beneficiaries shall present their CGHS Card for verification at CGHS Desk. They shall submit a self-attested copy of CGHS Card. In case of treatment of a dependant family member; copy of the CGHS card of self and family member shall be submitted.
- e) CGHS Desk at AIIMS refers the beneficiaries to OPD / Investigations / Indoor treatment as the case may be.
- f) Bills in physical form shall be submitted by AIIMS in the last week of month to the office of Additional Director, CGHS of concerned City.

The relevant OM No Z 16025/12/2023/CGHS-III dated 31.05.2023 may be seen at the following link on CGHS website:

<https://cghs.gov.in/CghsGovIn/faces/ViewPage.xhtml?id=NDY0NQ==>

Similar cashless treatment facilities shall be extended at INIs i.e., AIIMS, New Delhi, JIPMER, Puducherry and PGIMER, Chandigarh soon.

10. What is the referral procedure to undergo treatment from Tata Memorial Hospital, Mumbai?

- i) All CGHS beneficiaries shall **obtain a referral letter from a CGHS Wellness Centre in Mumbai** for availing Cancer treatment from Tata Memorial Centre, Mumbai. CGHS beneficiaries from other cities shall first report to Additional Director, CGHS, Mumbai.
- ii) CGHS Wellness Centre shall refer the CGHS beneficiary with a proper authorization letter indicating the entitlement of the beneficiary for out/in-patient treatment for treatment at Tata Memorial Hospital, Mumbai.
- iii) The authorization letter is valid for one month. The CGHS authorization letter is inclusive for all the in-house treatment (Consultation, Investigation, Chemotherapy, Radiotherapy, Surgery etc) during the validity of one month.
- iv) CGHS beneficiaries shall submit authorization letter in original along with two photo copies to the Tata memorial Hospital for availing treatment facility. They shall carry CGHS Card.
- v) Tata Memorial Centre shall provide treatment on credit basis to pensioners and other entitled class of CGHS beneficiaries. The credit bills shall be sent to AD, CGHS, Mumbai for payment.
- vi) Serving employees report to CGHS, Mumbai with approval of their Ministry/Department.
- vii) Serving CGHS beneficiaries shall make payment and claim reimbursement from concerned Ministry/Department.

The relevant OM No. Z 15025/26/2022/DIR/CGHS/DIR/CGHS dated the 13.09.2022 may be seen at the following link on CGHS website:



<https://cghs.gov.in/CghsGovIn/faces/ViewPage.xhtml?id=NDaxMA==>

11. Whether any referral is required for undergoing treatment under emergency?

In case of medical emergency, **no referral is required for undergoing treatment from CGHS empanelled Hospitals and even from non-empanelled hospitals.**

CGHS empanelled hospitals provide treatment on a cashless basis. In case of treatment from non-empanelled hospitals, reimbursement shall be considered as per approved CGHS rates for a procedure or investigation undertaken.

Relevant OM No S 11011/29/2019-EHS dated 13th September 2019 may be seen at the following link on CGHS website:

<https://cghs.gov.in/CghsGovIn/faces/ViewPage.xhtml?id=NDY3OA==>

12. If I want to take treatment from non-empanelled hospitals, what is the procedure?

There is a provision to take permission for treatment from non-empanelled private hospitals at CGHS rates.

For pensioner CGHS beneficiaries, permission for treatment from non-empanelled hospitals at CGHS approved rates shall be considered by Additional Director, CGHS.

No credit facility would be available in such cases. Pensioners shall have to make initial payment and seek reimbursement at duly approved rates in respect of the treatment undertaken.

In respect of serving central government employees such permission is considered by concerned Department/Ministry.

The relevant OM No Z 15025/79/2/DIR/CGHS dated 05.10.2016 and OM No. 1967/2013/DEL/CGHS/SZ/D52/CGHS(P) dated 30.12.2014

<https://cghs.gov.in/CghsGovIn/faces/ViewPage.xhtml?id=NDY3Nw==>

<https://cghs.gov.in/CghsGovIn/faces/ViewPage.xhtml?id=MjAwMQ==>

13. I am suffering from Cancer and I want to undergo treatment from a hospital, which is not empanelled under CGHS. What is the procedure?

There is a provision for taking due approval for cancer treatment from a non-empanelled private hospital at CGHS rates.

For **pensioner CGHS beneficiaries**, permission for treatment from non-empanelled hospitals at CGHS approved rates shall be considered by **Additional Director, CGHS**. No credit facility would be available, though for such a treatment. Pensioners have to make initial payment and seek reimbursement at approved rates later.



In respect of **servicing central government employees** such permission is considered **by concerned Department/Ministry**.

The relevant OM No. 1967/2013/DEL/CGHS/SZ/D52/CGHS(P) dated 30.12.2014 and OM No OM No 1-1/13/Hospital Cell/R&H/CGHS(Pt.1)/CGHS(P) dated 23.02.2015 may be seen at the following links on CGHS website:

<https://cghs.gov.in/CggsGovIn/faces/ViewPage.xhtml?id=MjAwMQ==>

<https://cghs.gov.in/CggsGovIn/faces/ViewPage.xhtml?id=MjExNw==>

14. Can I take treatment at the 27 hospitals recognized by Ministry of Health & Family Welfare under national Cancer Control Programme?

CGHS beneficiaries are permitted to get themselves treated from any of the following 27 hospitals recognized by the Ministry of Health & Family Welfare under the National Cancer Control Programme that are funded by the Government of India.

1. M.N.J. Institute of Oncology & regional Cancer Centre, Hyderabad.
2. Dr. B. Borooah Cancer Institute, Guwahati.
3. Indira Gandhi Institute of medical Sciences, Patna.
4. Post Graduate Institute of Medical Education & Research, Chandigarh.
5. Pt. J.J.N. Medical College & Dr. B.R. Ambedkar memorial Hospital, Raipur.
6. Dr. B.R. Ambedkar Institute of Rotary Cancer Hospital, AIIMS, New Delhi
7. Gujarat Cancer Research Institute, Ahmedabad.
8. Post Graduate Institute of Medical Sciences, Rohtak.
9. Indira Gandhi Medical College, Shimla.
10. Sher-i-Kashmir Institute of Medical Sciences, Srinagar.
11. Government Medical College, Jammu.
12. Kidwai Memorial Institute of Oncology, Bengaluru.
13. Regional Cancer Centre, Thiruvananthapuram
14. Cancer Hospital & research Institute, Gwalior.
15. Rashtrasant Tukdoji regional Cancer Hospital & research Institute, Nagpur.
16. Tata Memorial Hospital, Mumbai
17. Regional Institute of Medical Sciences, Imphal.
18. Civil Hospital, Aizawl.
19. Acharya Harihar regional cancer Centre, Cuttack.
20. Jawaharlal Institute of Postgraduate Medical Education & Research, Puducherry.
21. Acharya Tulsi Regional cancer Treatment & Research Institute, Bikaner.
22. Govt. Arignar Anna Memorial Cancer Research Institute & Hospital, Kancheepuram.
23. Cancer Institute (WIA), Adyar, Chennai.
24. Civil Hospital, Agartala.
25. Sanjay Gandhi Postgraduate Institute of Medical Sciences, Lucknow.
26. Kamla Nehru Memorial Hospital, Prayagraj.



27. Chittaranjan National Cancer Institute, Kolkata.

The reimbursement shall be as per the rates fixed in the regional Cancer Centres under Central Government, if any or as per actual, whichever may be less.

Relevant OM No 1-1/13/Hospital Cell/R&H/CGHS(Pt.1)/CGHS(P) dated 23.02.2015 may be seen at the following link on CGHS website:

<https://cghs.gov.in/CggsGovIn/faces/ViewPage.xhtml?id=MjExNw==>

15. What are the procedural rules with regard to treatment at Chittaranjan National Cancer Institute (CNCI), Kolkata

- i. All CGHS beneficiaries are required to take referral from CGHS Wellness Centre for availing OPD consultation from Chittaranjan National Cancer Institute (CNCI), Kolkata.
- ii. All CGHS beneficiaries shall obtain a referral letter from a CGHS wellness Centre in Kolkata/ Siliguri/ Jalpaiguri for all listed procedures and investigations related to Cancer treatment.
- iii. For unlisted treatment procedures, approval of competent Authority is required.
- iv. Billing shall be made as per CGHS rates or as per CNCI rates, whichever may be less.
- v. Treatment shall be provided on cashless basis to CGHS pensioners and serving CGHS staff of Kolkata and staff of the Ministry of Health & Family Welfare, whose offices are located in Kolkata.

The relevant OM No 51-588/CGHS/KOL/CNCI/8449-98 dated 23.11.2022 may be seen at the following link of CGHS website:

<https://cghs.gov.in/CggsGovIn/faces/ViewPage.xhtml?id=NDEzMw==>

Contact telephones numbers

24x7 TOLL FREE Number 1800-208-8900

	City	Telephone Number	E-mail
1	Delhi & NCR Additional Director (HQ-Admin)	011-20863472	adadminhq.dl@cghs.nic.in
2	Additional Director, Ahmadabad	079-26587798 079-26587265	ad.ah@cghs.nic.in
3	Additional Director, Allahabad	0532-2560578 0532-2561310	ad.al@cghs.nic.in
4	Additional Director, Bangalore	080-25539058	ad.ba@cghs.nic.in
5	Additional Director, Bhubaneswar	0674-2500127	ad.bh@cghs.nic.in
6	Additional Director, Bhopal	0755-2550265	adcghs.bpl@cghs.nic.in
7	Additional Director, Chandigarh	0172-2740716	adchd@cghs.nic.in
8	Additional Director, Chennai	044-23458400	cghs-chennai@nic.in
9	Additional Director, Dehradun	0135-2521235	jd.dd@cghs.nic.in
10	Additional Director, Guwahati	0361-2492754	cghs.guwahati@gov.in
11	Additional Director, Hyderabad	040-27902316	adcghshyd@nic.in
12	Additional Director, Jaipur	0141-2235156,	ad.jp@cghs.nic.in
13	Additional Director, Jabalpur	0761-2405205	cghsjab-mp@nic.in
14	Additional Director, Kanpur	0512-2283499	ad.kn@cghs.nic.in
15	Additional Director, Kolkata	033-22103921	ad.ko@cghs.nic.in
16	Additional Director, Lucknow	0522-2728989,	cghslko@nic.in
17	Additional Director, Meerut	0121-2601426,	admeerut-cghs@nic.in
18	Additional Director, Mumbai	022-22018600, 022-22018612	ad.mum@cghs.nic.in
19	Additional Director, Nagpur	0712-2513723	ad.ng@cghs.nic.in
20	Additional Director, Patna	0612-2221819	ad.pa@cghs.nic.in
21	Additional Director, Pune	020-24265608	ad.pu@cghs.nic.in
22	Additional Director, Ranchi	0651-2480147	adcghs.ran-jhr@gov.in
23	Additional Director, Shillong	0364-2520652	ad.cghs-meg@gov.in
24	Additional Director, Thiruvananthapuram	0471-2449760	ad.tr@cghs.nic.in