



सत्यमेव जयते

Government of Mizoram



# MIZORAM UNIVERSAL HEALTHCARE SCHEME (MUHCS)

## Guidelines for Verification and Categorization of Private Healthcare Providers (Within the State of Mizoram)



Mizoram State Health Care Society  
Department of Health & Family Welfare

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## Table of Contents

<b>1. Introduction &amp; Scope .....</b>	<b>4</b>
<b>2. Verification and Categorization of Private Healthcare Providers- Approach &amp; Criteria .....</b>	<b>4</b>
2.1. Approach for Verification and Categorization.....	4
2.2. Incentive Structure for Verified and Categorised Private Healthcare Providers under MUHCS.....	5
<b>Annexure 1: Verification and Categorization Checklist under MUHCS.....</b>	<b>6</b>

## Abbreviations

MUHCS	- Mizoram Universal HealthCare Scheme
HCP	- Healthcare Provider
ICU	- Intensive Care Unit
IEC	- Information, Education and Communication
NABH	- National Accreditation Board for Hospitals and Healthcare Providers
MSHCS	- Mizoram State Health Care Society

## 1. Introduction & Scope

This policy / guideline may be called the “**Verification and Categorization Guidelines of Private Healthcare Providers**” within the State.

Due to rising population size, growing income and higher expectations of health care users has resulted in increased demand of health care. This has resulted in inflationary costs of health care services and medical technology coupled with phenomenal growth of private health care sector. Simultaneously, the public sector alone cannot cater to the requirement of the general population, thus the need to onboard more private providers to provide healthcare services is prevalent.

The Govt. of Mizoram does not have a policy/guideline on verification and categorization of private healthcare providers, therefore the department of Health & Family Welfare is framing a policy/guideline for Verification and Categorization of private healthcare providers within the state, where the beneficiaries will get cashless health benefits for treatment within the State.

However, as healthcare providers differs in terms of service quality provided as well as other factors, it is judicious that categorization of private healthcare providers, based on an exhaustive criterion be made. This can justify the variations in incentives for services while at the same time, it would bring efficient government fund utilization for services under government sponsored schemes. This categorization is also an attempt to bring improvement in quality of services across the network of private healthcare providers, motivate them to aspire for continuous enhancement of services, thus contributing to overall efficiency.

For all empaneled private healthcare providers verified and categorised under MUHCS, additional incentives will be provided from the base package rates as per categorisation. The incentive amount may be revised from time-to-time as per the Government’s decision. Verification and Categorization of private healthcare providers is a continuous process and interested HCP can apply at any point of time.

While the grading system under National Health Authority has three gradings - Bronze, Silver and Gold where Gold is the NABH accreditation while Silver is the NABH Entry level, it is found that many hospitals in Mizoram currently cannot be graded at Bronze, the lowest strata. Therefore, the need to have category below Bronze is imperative, thus the need for state-based tool, taking into consideration local factors. The tool has been field tested in Aizawl, Lunglei and Serchhip Districts and is found to give an excellent degree of accuracy. The detailed parameters for categorization of private healthcare providers is enclosed (Annexure 1). Any aspiring private HCP will henceforth be verified and categorized according to this policy/guideline only.

## 2. Verification and Categorization of Private Healthcare Providers- Approach & Criteria

### 2.1.Approach for Verification and Categorization

2.1.1. All private healthcare providers empaneled under MUHCS will be categorised as follows:

- **Gold** : HCP having NABH Full accreditation
- **Silver** : HCP having NABH Entry Level accreditation
- **Bronze** : HCP verified based on checklist in Annexure 1 with a score of 200 and above.
- **Below Bronze (Upper Crest)** : HCP verified based on checklist in Annexure 1 with the score between 100-199.
- **Below Bronze (Lower Crest)** : HCP verified based on checklist in Annexure 1 with the score below 100.

2.1.2. Private healthcare providers certified under NABH needs no further verification based on the criteria in Annexure 1.

2.1.3. The verified and categorized private healthcare providers will undergo a renewal process, once every 2 years or till the expiry of validity of certification (NABH) whichever is earlier or till such time the HCP submits a request to MSHCS for re-categorization.

2.1.4. MSHCS may revise the verification and categorization criteria as and when necessary.

2.1.5. MSHCS will be responsible for creating awareness among the healthcare service providers about the scheme ensuring maximum private healthcare providers participation. MSHCS may conduct IEC campaigns or sensitisation workshops at various levels to discuss the contours of the scheme, the process and criteria for Verification and Categorization, incentive structure on health benefit packages, process of claims settlement etc. with the private healthcare providers.

2.1.6. ERP system under MUHCS will have the module for verification and categorisation of private healthcare providers.

## 2.2. Incentive Structure for Verified and Categorised Private Healthcare Providers under MUHCS

Incentives applicable for Private Healthcare Providers under MUHCS.

Categorization	Additional incentives from base package rate
Gold	40%
Silver	30%
Bronze	20%
Below Bronze - Upper Crest	10%
Below Bronze - Lower Crest	N/A

## Annexure 1: Verification and Categorization Checklist under MUHCS

SECTION A: FACILITY INFORMATION		
Facility Name		
Valid Registration No.		
<b>Contact Details</b>		
Address		
District		
Pin Code		
Hospital contact number		
Hospital email id		
Name of Nodal Officer		
Contact number of Nodal officer		
Email id of Nodal Officer		
Facility Type <i>(tick whichever is applicable)</i>	Private Hospital	
	Mission Hospital	
	Others	
In-patient bed capacity	Deluxe	
	Private	
	Semi private	
	General	
	ICU	
	ICCU	
	HDU	
NICU		
Hospital Quality Certification	NABH Full Accreditation	
	NABH Entry Level Accreditation	
	None	

**SECTION B: SERVICES OFFERED**

Does the facility offer the following services? (Yes=3, Partial= 1, No=0)

	YES	PARTIAL	NO	Remarks
<b>1. Out Patient Department</b>				
<b>2. 24x7 Emergency Service (Casualty)</b>				
<b>3. Speciality Offered</b>				
(a) Medicine				
(b) General Surgery				
(c) Pediatrics				
(d) Obstetrics & Gynaecology				
(e) Orthopedics				
(f) Ophthalmology				
(g) Cardiology				
(h) Cardio-thoracic Surgery				
(i) Nephrology				
(j) ENT				
(k) Oncology				
(l) Dentistry				
(m) Dermatology				
(n) Radiology				
(o) Pathology				
(p) Neurology				
(q) Microbiology				
(r) Radiotherapy				
(s) Plastic & Reconstructive Surgery				
(t) Respiratory Medicine				
(u) Hemodialysis				
(v) Haematology				
(w) Anesthesiology				
(x) Gastro-enterology				
(y) Neurosurgery				
(z) Cardiothoracic				
<b>4. 24x7 Pharmacy Service</b>				
<b>5. Physiotherapy/Occupational therapy</b>				

**SECTION C: MEDICAL INFRASTRUCTURE****Does the facility have the following infrastructure? (Yes=3, Partial= 1, No=0)**

	YES	PARTIAL	NO	REMARKS
1. Labour Room				
2. New Born Unit				
3. Functional intensive care unit (Monitors & Ventilators)				
4. Functional intensive care unit (without Monitors & ventilators)				
5. High Dependence Unit				
6. Intensive Critical Care Unit				
7. Neonatal Intensive Care Unit (NICU)				
8. Paediatrics ICU				
9. Surgery ICU				
10. Medicine ICU				
11. General X-Ray machine				
12. Ultrasonography (USG) Machine				
13. CT Scan Machine				
14. MRI machine				
15. Mammography Machine				
16. Dental X-Ray Machine				
17. Defibrillator Machine				
18. Electrocardiogram (ECG) Machine				
19. Electroencephalogram (EEG) Machine				
20. Angiography				
21. Operation Theatre				
22. Minor Operation Theatre				
23. Immunization Room				
24. Family Planning Centre				
25. Functional Hemodialysis				
26. Mortuary/Cold Room				
27. 24 hrs. BLSA Service				
28. Endoscopy Machine				
29. Colonoscopy Machine				
30. Laparoscopy Machine				
31. Incubator				



**SECTION D: GENERAL INFRASTRUCTURE****Does the facility have the following have the following? (Yes=3, Partial= 1, No=0)**

	YES	PARTIAL	NO	REMARKS
1. Supply of clean piped running water & water reservoir				
2. Safe drinking water (Reverse Osmosis)				
3. Laundry Room				
4. Kitchen				
5. Visitors Washroom				
6. ICTC Centre				
7. Fire-fighting equipment				
8. Display of floor plan exit route				
9. Stand by generator (s) and UPS back ups				
10. Incinerator				
11. Composite pit				
12. Support vehicle				
13. Fence & Gate				
14. Ramp/Disability friendly walkways				
15. Elevators/Lift facility				
16. Medical Waste Segregation Bins				
17. Adequate Lighting & Ventilation				
18. Hand Washing Technique Display				
19. Bio-Medical waste color bin display				
20. Documented policies for disinfection & sterilization of instruments				
21. Documented policies for disposal of Bio-Medical Waste				
22. CCTV System				
23. Segregated ward for Medicine				
24. Segregated ward for General Surgery				
25. Segregated ward for Male & Female				
26. Segregated ward for Orthopaedics				
27. Segregated ward for ENT				
28. Segregated ward for Paediatrics				
29. Segregated ward for Ophthalmology				
30. Segregated ward for Obstetrics & Gynaecology				
31. Facility for general ward				
32. Facility for Deluxe/Private/Semi Private Rooms				
33. Burn Management Ward				
34. Health Facility Registration (HFR) under ABDM				
35. Display of Patient's Rights & Responsibilities (citizens charter)				
36. Display of PEP guidelines				
37. Parking facility of at least 5 LMV & 5 Motorcycle within the facility				
38. RCC Type of Hospital Building				
39. Marble/ Glaze Flooring of hospital indoor (ICU/OT/Ward)				
40. Availability of Waiting Hall/Lounge				
41. Rehabilitation therapy				
42. Outdoor space/garden for relaxation				
43. Cafeteria inside hospital				

**SECTION E: PERSONNEL****Does the facility have the following personnel? (Yes=3, Partial= 1, No=0)**

	<b>YES</b>	<b>PARTIAL</b>	<b>NO</b>	<b>REMARKS</b>
1. Health Records Information Manager				
2. Medical Engineering Technician				
3. Medical Laboratory Technician				
4. Radiology Technician				
5. Security Personnel				
6. Pharmacist				
7. Optometrist				
8. Nutritionist/Dietician				
9. Anesthesiologist				
10. General Surgeon				
11. Orthopaedic Surgeon				
12. ENT surgeon				
13. Obs/Gynae specialist				
14. Nephrologist				
15. Neurologist				
16. Ophthalmologist				
17. Dermatologist				
18. Paediatrician				
19. Pathologist				
20. Psychiatrist				
21. Radiologist				
22. Medicine Specialist				
23. Plastic Surgeon				
24. Cardiologist				

**SECTION F: FINDINGS AND RECOMMENDATIONS**

**Findings**

**Recommendations**

**Registered owner/ In- charge of the facility/Administrator**

Name:	Designation:
Date:	Signature:

**INSPECTION TEAM**

S.No	Date of inspection	Name	Designation	Signature
1				
2				
3				
4				

Scoring System		
Yes	Partial	No
3	1	0

Maximum Score Obtainable: 384	
Category	Score Level
Gold	NABH full accreditation
Silver	NABH entry level
Bronze	Above 200
Below Bronze (upper crest)	100 – 200
Below Bronze (lower crest)	Below 100