

User Manual for Call Center Grievance Module

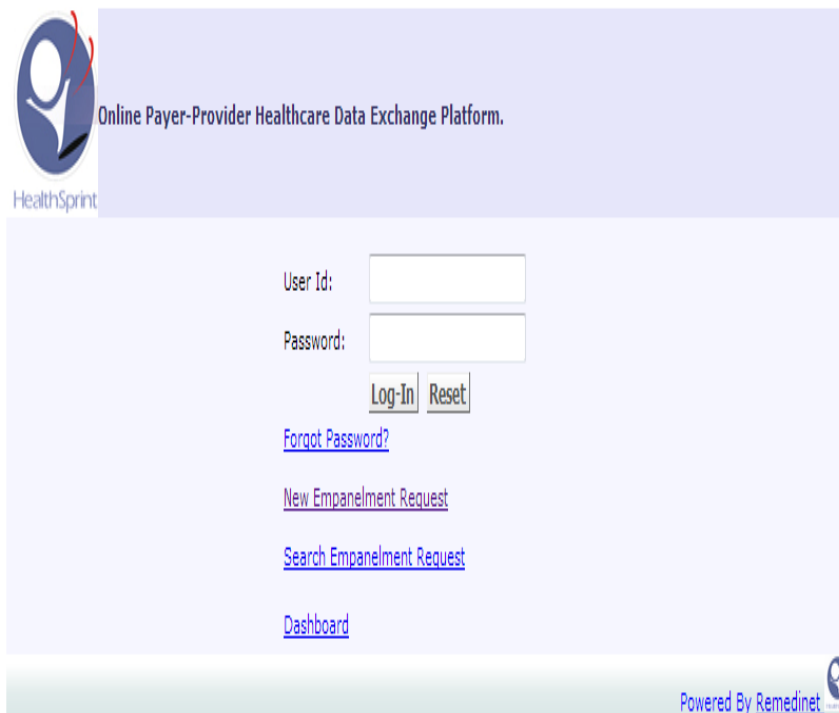
This Document contains procedure to monitor call center grievances

Open browser and type <http://claim.cmchistn.com>

CALL CENTER EXECUTIVE

LOGIN

- Enter the valid User name and Password



The screenshot shows the HealthSprint login interface. At the top left is the HealthSprint logo, which consists of a stylized blue figure with a red swoosh. To the right of the logo, the text "Online Payer-Provider Healthcare Data Exchange Platform." is displayed. Below this, there are two input fields: "User Id:" and "Password:". To the right of the "Password:" field are two buttons: "Log-In" and "Reset". Below the input fields are four links: "Forgot Password?", "New Empanelment Request", "Search Empanelment Request", and "Dashboard". At the bottom right of the page, it says "Powered By Remedinet" with a small Remedinet logo.

- After successful login User will be directed to the below page



Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[New Complaint](#)

[Complaint MIS](#)

Welcome cc_ex

[Logout](#)

Complaint No	<input type="text"/>	Complainant Name	<input type="text"/>
Mobile No	<input type="text"/>	Escalated To	<input type="text" value="All"/>
Patient Name	<input type="text"/>	Source of Complaint	<input type="text" value="All"/>
Complaint Type	<input type="text" value="all"/>	<input type="button" value="Search"/>	
<input type="button" value="UnProcessed"/> <input type="button" value="Processed"/> <input type="button" value="All Transaction"/>			

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (days hh:miss)
1	CC 210564605122	test12	Complaint	Public	5/6/2017 4:02:52 PM		9898989898	Open	CallCenter DPO	5 21:22:33
2	CC 210564604895	karthick	Enquiry	CM Cell	5/5/2017 11:07:22 AM		1234567890	Open	CallCenter DPO	7 02:18:03
3	CC 210564604893	shashi	Complaint	Amma Call Centre	5/4/2017 6:39:48 PM		1234567890	Open	CallCenter DPO	7 18:45:37
4	CC 210564604891	23456789876543234567	Complaint	Amma Call Centre	5/4/2017 6:28:41 PM		1234567890	Open	CallCenter DMO	7 18:56:44
5	CC 210564604842	VIGNESH	Complaint	Public	4/21/2017 3:38:43 PM		7373004267	Open	CallCenter DVO	20 21:46:42
6	CC 210564604718	kathir	Complaint	Public	3/23/2017 1:32:33 PM		8110086847	Open	CallCenter LO	49 23:52:52
7	CC 210564604794	lokesh test02	Enquiry	RTI	4/10/2017 11:48:43 AM		9884089164	ReOpen	CallCenter LO	32 01:36:42
8	CC 210564604783	comp name	Enquiry	Public	4/7/2017 2:39:00 PM		8110086847	Open	CallCenter DPO	34 22:46:25

- Click on New Complaint to register.

Home		Complaint MIS		Welcome cc_ex		Logout	
		Call Regarding*		<input type="radio"/> Enquiry <input type="radio"/> Complaint			
Complainant Name *	<input type="text"/>	Ration Card	<input type="text"/>				
AADHAAR No	<input type="text"/>	URN No	<input type="text"/>				
Mobile No *	<input type="text"/>	Landline No	<input type="text"/>				
Complaint Type *	Select Call Regarding ▼	TPA	<input type="text"/>				
Source of Complaint *	Select Source Complaint ▼	CM cell/RTI/ACC Refno	<input type="text"/>				
Issue Details *	<div><div></div></div>						
Hospital / DC	Select Hospital / DC ▼	Hospital District	Select District ▼				
Ownership Type	Select Ownership ▼	Hospital Name	Enter Hospital				
Beneficiary Name	<input type="text"/>	Beneficiary District	Select District ▼				
Beneficiary Refno	<input type="text"/>	Status *	Select Status ▼				
Priority *	High ▼	Escalated To *	Select Escalated To ▼				
		E-mail	<input type="text"/>				
Action Taken *	<div><div></div></div>	Comments *	<div><div></div></div>				
Upload Files only in pdf, gif, jpeg and jpg files, Size < 5 MB							
Upload File1	<input type="button" value="Browse..."/>	No file selected.					
Upload File2	<input type="button" value="Browse..."/>	No file selected.					
Upload File3	<input type="button" value="Browse..."/>	No file selected.					
<input type="button" value="Save"/>		<input type="button" value="Clear"/>					

- Select the call regarding using check box(Enquiry / complaint)

ENQUIRY

- Enter the required details in all fields
- Select the status as closed using drop down.
- Update comments and Action taken
- Click save button.

By clicking save button, grievance will be closed

COMPLAINT

- Enter the complaint details (Name/ Ration card/ Aadhaar number, URN , Mobile number)
- Select the complaint type using drop down (Demanding payment, Payment Received, Treatment Denied , Treatment Delayed, Un satisfactory treatment, Smart card, Software, Others)
- Select the source of complaint using drop down (Amma call center, CM cell, RTI, Public , Others)
- Enter the CM cell / RTI / Acc Ref no
- Enter the Issue Details
- Select the Hospital /Dc using drop down
- Select the Hospital District using drop down
- Select the Ownership using drop down
- Select the Hospital name using drop down
- Select the Beneficiary Name

- Select the Beneficiary District Using drop down
- Enter the Beneficiary Ref number
- Select the status Using drop down(open / closed)
- Select the Priority using drop down
- Select Escalated to using drop down
- Enter the Action taken
- Enter the comments
- Upload Files(by clicking on browse , select the file and upload it)
- Click on save Button.

By clicking save button, complaint will be saved as shown below



Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[New Complaint](#)
[Complaint MIS](#)

Welcome cc_ex

[Logout](#)

Complaint No

Complainant Name

Mobile No

Escalated To

Patient Name

Source of Complaint

Complaint Type

Successfully Inserted Complaint No is CC_210564605132 !!!

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (days hh:mm:ss)
1	CC_210564605132	ewewwww	Complaint	Amma Call Centre	5/12/2017 11:13:46 AM		1234567890	Open	CallCenter DPO	0 00:04:51
2	CC_210564605122	test12	Complaint	Public	5/6/2017 4:02:52 PM		9898989898	Open	CallCenter DPO	5 19:15:45
3	CC_210564604895	karthick	Enquiry	CM Cell	5/5/2017 11:07:22 AM		1234567890	Open	CallCenter DPO	7 00:11:15
4	CC_210564604893	shashi	Complaint	Amma Call Centre	5/4/2017 6:39:48 PM		1234567890	Open	CallCenter DPO	7 16:38:49
5	CC_210564604891	23456789876543234567	Complaint	Amma Call Centre	5/4/2017 6:28:41 PM		1234567890	Open	CallCenter DMO	7 16:49:56
6	CC_210564604842	VIGNESH	Complaint	Public	4/21/2017 3:38:43 PM		7373004267	Open	CallCenter DVO	20 19:39:54
7	CC_210564604718	kathir	Complaint	Public	3/23/2017 1:32:33 PM		8110086847	Open	CallCenter LO	49 21:46:04
8	CC_210564604794	lokesh test02	Enquiry	RTI	4/10/2017 11:48:43 AM		9884089164	ReOpen	CallCenter LO	31 23:29:54
9	CC_210564604783	comp name	Enquiry	Public	4/7/2017 2:39:00 PM		8110086847	Open	CallCenter DPO	34 20:39:37
10	CC_210564604782	kkkkkk	Enquiry	Public	4/7/2017 2:22:17 PM		1234567893	Open	CallCenter DPO	34 20:56:20

- User can generate MIS report by clicking Complaint MIS tab



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[New Complaint](#)

[Complaint MIS](#)

Welcome cc_ex

[Logout](#)

Complaint No

Complainant Name

Mobile No

Escalated To

Patient Name

Source of Complaint

Complaint Type

Search

[UnProcessed](#) [Processed](#) [All Transaction](#)

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (days hh:mm:ss)
1	CC 210564605122	test12	Complaint	Public	5/6/2017 4:02:52 PM		9898989898	Open	CallCenter DPO	5 20:48:27
2	CC 210564604895	karthick	Enquiry	CM Cell	5/5/2017 11:07:22 AM		1234567890	Open	CallCenter DPO	7 01:43:57
3	CC 210564604893	shashi	Complaint	Amma Call Centre	5/4/2017 6:39:48 PM		1234567890	Open	CallCenter DPO	7 18:11:31
4	CC 210564604891	23456789876543234567	Complaint	Amma Call Centre	5/4/2017 6:28:41 PM		1234567890	Open	CallCenter DMO	7 18:22:38
5	CC 210564604842	VIGNESH	Complaint	Public	4/21/2017 3:38:43 PM		7373004267	Open	CallCenter DVO	20 21:12:36
6	CC 210564604718	kathir	Complaint	Public	3/23/2017 1:32:33 PM		8110086847	Open	CallCenter LO	49 23:18:46
7	CC 210564604794	lokesh test02	Enquiry	RTI	4/10/2017 11:48:43 AM		9884089164	ReOpen	CallCenter LO	32 01:02:36
8	CC 210564604783	comp name	Enquiry	Public	4/7/2017 2:39:00 PM		8110086847	Open	CallCenter DPO	34 22:12:19



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[Home](#) [New Complaint](#) [Complaint MIS](#)

[Logout](#)

Call Regarding	<input type="text" value="Select Call Regarding"/>	Status	<input type="text" value="Select Status"/>
Escalated To	<input type="text" value="Select Escalated To"/>	Hospital / DC	<input type="text" value="Select Hospital / DC"/>
Hospital District	<input type="text" value="Select District"/>	Beneficiary District	<input type="text" value="Select District"/>
Ownership Type	<input type="text" value="Select Ownership"/>	Source of Complaint	<input type="text" value="Select Source Complaint"/>
Complaint Type	<input type="text" value="Select Complaint Type"/>		
Duration: From	<input type="text" value=""/>	To	<input type="text" value=""/>

Generate MIS

Expanded MIS

- Select the required details using drop down in all fields.
- Select the date duration using calendar(From date and to date)

- Click on Generate MIs, report is displayed as shown below

[Generate MIS](#)
[Expanded MIS](#)

Ref No.	Call Regarding	Complaint Date	Complainant Name	Mobile No	Complaint Type	Issue Details	Patient Name	Patient Refno	Escalated To	Complaint Status	Action Taken	Comments	Last Processed Time
CC_210564604792	Complaint	4/10/2017 11:35:11 AM	lokesh test01	9884089164	DEMANDING PAYMENT	retvert ert retertreveerwt erter tretewrtret gvdvdfvgdvsgvgdgdgvgvsfg	lokesh test01		CallCenter DPO	PreClosed	dpo test	testing dpo	4/10/2017 11:38:08 AM
CC_210564604784	Complaint	4/7/2017 2:50:52 PM	Arun	9790559387	DEMANDING PAYMENT	dgdfgdfg	Ganesh		CallCenter Auditor	Closed	etertert	eterter	4/7/2017 2:55:02 PM




- Click on Expanded MIS to download (in Excel)

DISTRICT PROJECT OFFICER

Login:

Enter Valid Username and Password



Online Payer-Provider Healthcare Data Exchange Platform.

User Id:


Password:

[Forgot Password?](#)

[New Empanelment Request](#)

[Search Empanelment Request](#)

[Dashboard](#)

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- After Successful Login, User will be directed to below page



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[Complaint MIS](#)

Welcome cc_dpo

[Logout](#)

Complaint No	<input type="text"/>	Complainant Name	<input type="text"/>
Mobile No	<input type="text"/>	Escalated To	<input type="text" value="All"/>
Patient Name	<input type="text"/>	Source of Complaint	<input type="text" value="All"/>
Complaint Type	<input type="text" value="all"/>	<input type="button" value="Search"/>	
<input type="button" value="UnProcessed"/> <input type="button" value="Processed"/> <input type="button" value="All Transaction"/>			

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (days hh:mm:ss)
1	CC 210564605132	ewewwrrw	Complaint	Amma Call Centre	5/12/2017 11:13:46 AM		1234567890	Open	CallCenter DPO	0 00:11:10
2	CC 210564605122	test12	Complaint	Public	5/6/2017 4:02:52 PM		9898989898	Open	CallCenter DPO	5 19:22:04
3	CC 210564604895	karthick	Enquiry	CM Cell	5/5/2017 11:07:22 AM		1234567890	Open	CallCenter DPO	7 00:17:34
4	CC 210564604893	shashi	Complaint	Amma Call Centre	5/4/2017 6:39:48 PM		1234567890	Open	CallCenter DPO	7 16:45:08
5	CC 210564604783	comp name	Enquiry	Public	4/7/2017 2:39:00 PM		8110086847	Open	CallCenter DPO	34 20:45:56
6	CC 210564604782	kkkkkk	Enquiry	Public	4/7/2017 2:22:17 PM		1234567893	Open	CallCenter DPO	34 21:02:39
7	CC 210564604771	Jite Complaint	Complaint	RTI	4/4/2017 1:02:44 PM		7760362017	Open	CallCenter DPO	37 22:22:12
8	CC 210564604751	Test complaint	Complaint	Public	3/28/2017 4:59:44 PM		9790559387	Open	CallCenter DPO	44 18:25:12
9	CC 210564604724	Arun	Complaint	CM Cell	3/23/2017 6:12:53 PM		9790559387	Open	CallCenter DPO	49 17:12:03
10	CC 210564604721	checksms	Complaint	Public	3/23/2017 6:01:12 PM		8110086847	Open	CallCenter DPO	49 17:23:44

1 2

- Click on Complaint number to open the case.

2	Open	rererttr	dyeyreyeyr	cc_ex	CallCenter DPO	5/12/2017 11:18:37 AM
REFNO :	CC_210564605132	Call Regarding*		<input type="radio"/> Enquiry <input checked="" type="radio"/> Complaint		
Complainant Name *	ewewwrrw	Ration Card	wrteyrtutyojhg			
AADHAAR No	223344556788	URN No	1223456543234567898765			
Mobile No *	1234567890	Landline No				
Complaint Type *	DEMANDING PAYMENT	TPA				
Source of Complaint *	Amma Call Centre	CM cell/RTI/ACC Refno	eyeeyryryeyryeyyr			
Issue Details *	adgfshdjfkg1					
Hospital / DC	Hospital	Hospital District	CHENNAI			
Ownership Type	Government	Hospital Name	DEMOHOSP			
Beneficiary Name	shashi	Beneficiary District	CHENNAI			
Beneficiary Refno		Status *	Select Status			
Priority *	High	Escalated To *	Select Escalated To			
		E-mail				
Action Taken *	rererttr	Comments *	dyeyreyeyr ,... ffdsa			
Upload Files only in pdf, gif, jpeg and jpg files, Size < 5 MB						
Upload File1	Browse...	No file selected.	CC_210564605132_1_Koala.jpg			
Upload File2	Browse...	No file selected.				
Upload File3	Browse...	No file selected.				
		Save	Clear			

- Select the Status (Open/ close)
- Select the Escalated using drop down (if the status is selected open)
- Update the Details (Action taken and comments)
- Upload the file if required.
- Click on save button.

By clicking on save button complaint will be forwarded to next level.

COMPLAINT MIS

- User can generate MIS report by clicking complaint MIS tab.



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Chief Minister's Comprehensive Health Insurance Scheme

[Complaint MIS](#)

Welcome cc_dpo

[Logout](#)

Complaint No

Complainant Name

Mobile No

Escalated To

Patient Name

Source of Complaint

Complaint Type

Search

[UnProcessed](#)

[Processed](#)

[All Transaction](#)

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (d)
1	CC 210564605122	test12	Complaint	Public	5/6/2017 4:02:52 PM		9898989898	Open	CallCenter DPO	5 21:03:46
2	CC 210564604895	karthick	Enquiry	CM Cell	5/5/2017 11:07:22 AM		1234567890	Open	CallCenter DPO	7 01:59:16
3	CC 210564604893	shashi	Complaint	Amma Call Centre	5/4/2017 6:39:48 PM		1234567890	Open	CallCenter DPO	7 18:26:50
4	CC 210564604783	comp name	Enquiry	Public	4/7/2017 2:39:00 PM		8110086847	Open	CallCenter DPO	34 22:27:3
5	CC 210564604782	kkkkkk	Enquiry	Public	4/7/2017 2:22:17 PM		1234567893	Open	CallCenter DPO	34 22:44:2
6	CC 210564604771	Jite Complaint	Complaint	RTI	4/4/2017 1:02:44 PM		7760362017	Open	CallCenter DPO	38 00:03:5
7	CC 210564604751	Test complaint	Complaint	Public	3/28/2017 4:59:44 PM		9790559387	Open	CallCenter DPO	44 20:06:5
8	CC 210564604724	Arun	Complaint	CM Cell	3/23/2017 6:12:53 PM		9790559387	Open	CallCenter DPO	49 18:53:4

Clicking on complaint MIS tab, the below page is displayed

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[Home](#) [Complaint MIS](#) [Logout](#)

Call Regarding: Select Call Regarding ▼

Escalated To: Select Escalated To ▼

Hospital District: Select District ▼

Ownership Type: Select Ownership ▼

Complaint Type: Select Complaint Type ▼

Status: Select Status ▼

Hospital / DC: Select Hospital / DC ▼

Beneficiary District: Select District ▼

Source of Complaint: Select Source Complaint ▼

Duration: From [Date Picker] To [Date Picker]

[Generate MIS](#) [Expanded MIS](#)

Powered By Remedinet

- Select the required details using drop down in all fields
- Select the date using calendar(From date and To date)

- Click on Generate MIS to get the report

[Generate MIS](#)[Expanded MIS](#)

Ref No.	Call Regarding	Complaint Date	Complainant Name	Mobile No	Complaint Type	Issue Details	Patient Name	Patient Refno	Escalated To	Complaint Status	Action Taken	Comments	Last Processed Time
CC_210564604792	Complaint	4/10/2017 11:35:11 AM	lokesh test01	9884089164	DEMANDING PAYMENT	retvert ert retertreveerwt ertter tretewrtret gvdfrvdfvgdvsgvddgdgvsfg	lokesh test01		CallCenter DPO	PreClosed	dpo test	testing dpo	4/10/2017 11:38:08 AM
CC_210564604784	Complaint	4/7/2017 2:50:52 PM	Arun	9790559387	DEMANDING PAYMENT	dgdfgdfg	Ganesh		CallCenter Auditor	Closed	etertert	eterter	4/7/2017 2:55:02 PM

- Click on Expanded MIS to download (in Excel)

DISTRICT VIGILANCE OFFICER

Login

Enter Valid User name and Password.



Online Payer-Provider Healthcare Data Exchange Platform.

HealthSprint

User Id:

Password:

[Forgot Password?](#)

[New Empanelment Request](#)

[Search Empanelment Request](#)

[Dashboard](#)

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After successful Login, User will be directed below page



Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[Complaint MIS](#)

Welcome cc_dvo

[Logout](#)

Complaint No

Complainant Name

Mobile No

Escalated To

Patient Name

Source of Complaint

Complaint Type

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (days hh:mm:ss)
1	CC_210564605132	ewewwww	Complaint	Amma Call Centre	5/12/2017 11:13:46 AM		1234567890	Open	CallCenter DVO	0 00:36:52
2	CC_210564604842	VIGNESH	Complaint	Public	4/21/2017 3:38:43 PM		7373004267	Open	CallCenter DVO	20 20:11:55
3	CC_210564604775	test	Complaint	Public	4/4/2017 4:06:09 PM		7760362017	Open	CallCenter DVO	37 19:44:29
4	CC_210564604717	Karthi	Complaint	CM Cell	3/23/2017 1:17:00 PM		8110086847	Open	CallCenter DVO	49 22:33:38

- Click on Complaint number to open the particular case.

3	Open	rererttr	dyeyreyreyr ,... ffdsa	cc_dpo	CallCenter DVO	5/12/2017 11:44:56 AM
REFNO :	CC_210564605132		Call Regarding*		<input type="radio"/> Enquiry <input checked="" type="radio"/> Complaint	
Complainant Name *	<input type="text" value="ewewwrrw"/>		Ration Card		<input type="text" value="wrteyrtutyojhg"/>	
AADHAAR No	<input type="text" value="223344556788"/>		URN No		<input type="text" value="1223456543234567898765"/>	
Mobile No *	<input type="text" value="1234567890"/>		Landline No		<input type="text"/>	
Complaint Type *	<input type="text" value="DEMANDING PAYMENT"/>		TPA		<input type="text"/>	
Source of Complaint *	<input type="text" value="Amma Call Centre"/>		CM cell/RTI/ ACC Refno		<input type="text" value="eyeeyryryeyryeyr"/>	
Issue Details *	<input type="text" value="adgfshdjfkgl"/>					
Hospital / DC	<input type="text" value="Hospital"/>		Hospital District		<input type="text" value="CHENNAI"/>	
Ownership Type	<input type="text" value="Government"/>		Hospital Name		<input type="text" value="DEMOHOSP"/>	
Beneficiary Name	<input type="text" value="shashi"/>		Beneficiary District		<input type="text" value="CHENNAI"/>	
Beneficiary Refno	<input type="text"/>		Status *		<input type="text" value="Select Status"/>	
Priority *	<input type="text" value="High"/>		Escalated To *		<input type="text" value="Select Escalated To"/>	
			E-mail		<input type="text"/>	
Action Taken *	<input type="text" value="rererttr"/>		Comments *		<input type="text" value="dyeyreyreyr ,... ffdsa"/>	
Upload Files only in pdf, gif, jpeg and jpg files, Size < 5 MB						
Upload File1	<input type="button" value="Browse..."/>		No file selected.		CC_210564605132_1_Koala.jpg	
Upload File2	<input type="button" value="Browse..."/>		No file selected.			
Upload File3	<input type="button" value="Browse..."/>		No file selected.			
<input type="button" value="Save"/>		<input type="button" value="Clear"/>				

- Select the status (open / closed)
- Select Escalated using drop down (If status is selected open)
- Update comments and Action taken
- Upload file if required
- Click on save button

By clicking save, complaint will be forwarded to next level.

COMPLAINT MIS

- User can generate MIS report by clicking complaint MIS tab.



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[Complaint MIS](#)

Welcome cc_dpo

[Logout](#)

Complaint No

Complainant Name

Mobile No

Escalated To

Patient Name

Source of Complaint

Complaint Type

Search


[UnProcessed](#)

[Processed](#)

[All Transaction](#)

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (d)
1	CC 210564605122	test12	Complaint	Public	5/6/2017 4:02:52 PM		9898989898	Open	CallCenter DPO	5 21:03:46
2	CC 210564604895	karthick	Enquiry	CM Cell	5/5/2017 11:07:22 AM		1234567890	Open	CallCenter DPO	7 01:59:16
3	CC 210564604893	shashi	Complaint	Amma Call Centre	5/4/2017 6:39:48 PM		1234567890	Open	CallCenter DPO	7 18:26:50
4	CC 210564604783	comp name	Enquiry	Public	4/7/2017 2:39:00 PM		8110086847	Open	CallCenter DPO	34 22:27:3
5	CC 210564604782	kkkkkk	Enquiry	Public	4/7/2017 2:22:17 PM		1234567893	Open	CallCenter DPO	34 22:44:2
6	CC 210564604771	Jite Complaint	Complaint	RTI	4/4/2017 1:02:44 PM		7760362017	Open	CallCenter DPO	38 00:03:5
7	CC 210564604751	Test complaint	Complaint	Public	3/28/2017 4:59:44 PM		9790559387	Open	CallCenter DPO	44 20:06:5
8	CC 210564604724	Arun	Complaint	CM Cell	3/23/2017 6:12:53 PM		9790559387	Open	CallCenter DPO	49 18:53:4



Clicking on complaint MIS tab, the below page is displayed




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[Home](#) [Complaint MIS](#) [Logout](#)

Call Regarding	Select Call Regarding ▼	Status	Select Status ▼
Escalated To	Select Escalated To ▼	Hospital / DC	Select Hospital / DC ▼
Hospital District	Select District ▼	Beneficiary District	Select District ▼
Ownership Type	Select Ownership ▼	Source of Complaint	Select Source Complaint ▼
Complaint Type	Select Complaint Type ▼		
Duration: From	<input type="text"/> 	To	<input type="text"/> 

Generate MIS Expanded MIS

Powered By  Remedinet

- Select the required details using drop down in all fields
- Select the date using calendar(From date and To date)

- Click on Generate MIS to get the report

[Generate MIS](#)
[Expanded MIS](#)

Ref No.	Call Regarding	Complaint Date	Complainant Name	Mobile No	Complaint Type	Issue Details	Patient Name	Patient Refno	Escalated To	Complaint Status	Action Taken	Comments	Last Processed Time
CC_210564604792	Complaint	4/10/2017 11:35:11 AM	lokesh test01	9884089164	DEMANDING PAYMENT	retvert ert retertreveerwt ertretewrtret gvdfvdfvgdivsdgvdgdgvgvsg	lokesh test01		CallCenter DPO	PreClosed	dpo test	testing dpo	4/10/2017 11:38:08 AM
CC_210564604784	Complaint	4/7/2017 2:50:52 PM	Arun	9790559387	DEMANDING PAYMENT	dgdfgdfg	Ganesh		CallCenter Auditor	Closed	etertert	eterter	4/7/2017 2:55:02 PM

Click on Expanded MIS to download (in Excel)

DEDICATED MEDICAL OFFICER

Login

Enter Valid User name and Password.



Online Payer-Provider Healthcare Data Exchange Platform.

HealthSprint

User Id:


Password:

[Forgot Password?](#)

[New Empalement Request](#)

[Search Empalement Request](#)

[Dashboard](#)

Powered By [Remedinet](#) 

After successful login, User will be directed to below page.



Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[Complaint MIS](#)

Welcome cc_dmo

[Logout](#)

Complaint No

Complainant Name

Mobile No

Escalated To

Patient Name

Source of Complaint

Complaint Type

Search

[UnProcessed](#)

[Processed](#)

[All Transaction](#)

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (days hh:mm:ss)
1	CC 210564605132	ewewwww	Complaint	Amma Call Centre	5/12/2017 11:13:46 AM		1234567890	Open	CallCenter DMO	0 00:51:57
2	CC 210564604891	23456789876543234567	Complaint	Amma Call Centre	5/4/2017 6:28:41 PM		1234567890	Open	CallCenter DMO	7 17:37:02

Click on complaint number to open the particular case.

4	Open	rererttr	dyeyreyreyr ,... ffdsa	cc_dvo	CallCenter DMO	5/12/2017 11:58:12 AM
REFNO :		CC_210564605132		Call Regarding*		<input type="radio"/> Enquiry <input checked="" type="radio"/> Complaint
Complainant Name *		<input type="text" value="ewewwrrw"/>		Ration Card		<input type="text" value="wrteyrutiyojhg"/>
AADHAAR No		<input type="text" value="223344556788"/>		URN No		<input type="text" value="1223456543234567898765"/>
Mobile No *		<input type="text" value="1234567890"/>		Landline No		<input type="text"/>
Complaint Type *		<input type="text" value="DEMANDING PAYMENT"/>		TPA		<input type="text"/>
Source of Complaint *		<input type="text" value="Amma Call Centre"/>		CM cell/RTI/ACC Refno		<input type="text" value="eyeeyryryeyryeyr"/>
Issue Details *		<input type="text" value="adgfshdjfkgl"/>				
Hospital / DC		<input type="text" value="Hospital"/>		Hospital District		<input type="text" value="CHENNAI"/>
Ownership Type		<input type="text" value="Government"/>		Hospital Name		<input type="text" value="DEMOHOSP"/>
Beneficiary Name		<input type="text" value="shashi"/>		Beneficiary District		<input type="text" value="CHENNAI"/>
Beneficiary Refno		<input type="text"/>		Status *		<input type="text" value="Open"/>
Priority *		<input type="text" value="High"/>		Escalated To *		<input type="text" value="LIASION OFFICER"/>
				E-mail		<input type="text"/>
Action Taken *		<input type="text" value="rererttr"/>		Comments *		<input type="text" value="dyeyreyreyr ,... ffdsa"/>
Upload Files only in pdf, gif, jpeg and jpg files, Size < 5 MB						
Upload File1		<input type="button" value="Browse..."/> No file selected. CC_210564605132_1_Koala.jpg				
Upload File2		<input type="button" value="Browse..."/> No file selected.				
Upload File3		<input type="button" value="Browse..."/> No file selected.				
<input type="button" value="Save"/>		<input type="button" value="Clear"/>				

- Select the status using drop down (open / close)
- Select Escalated (if status is selected open)
- Update the Action taken and comments
- Upload file if required.
- Click on save button.

COMPLAINT MIS

- User can generate MIS report by clicking complaint MIS tab.



Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[Complaint MIS](#)

Welcome cc_dpo

[Logout](#)

Complaint No

Complainant Name

Mobile No

Escalated To

Patient Name

Source of Complaint

Complaint Type

Search

[UnProcessed](#)

[Processed](#)

[All Transaction](#)

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (d)
1	CC 210564605122	test12	Complaint	Public	5/6/2017 4:02:52 PM		9898989898	Open	CallCenter DPO	5 21:03:46
2	CC 210564604895	karthick	Enquiry	CM Cell	5/5/2017 11:07:22 AM		1234567890	Open	CallCenter DPO	7 01:59:16
3	CC 210564604893	shashi	Complaint	Amma Call Centre	5/4/2017 6:39:48 PM		1234567890	Open	CallCenter DPO	7 18:26:50
4	CC 210564604783	comp name	Enquiry	Public	4/7/2017 2:39:00 PM		8110086847	Open	CallCenter DPO	34 22:27:3
5	CC 210564604782	kkkkkk	Enquiry	Public	4/7/2017 2:22:17 PM		1234567893	Open	CallCenter DPO	34 22:44:2
6	CC 210564604771	Jite Complaint	Complaint	RTI	4/4/2017 1:02:44 PM		7760362017	Open	CallCenter DPO	38 00:03:5
7	CC 210564604751	Test complaint	Complaint	Public	3/28/2017 4:59:44 PM		9790559387	Open	CallCenter DPO	44 20:06:5
8	CC 210564604724	Arun	Complaint	CM Cell	3/23/2017 6:12:53 PM		9790559387	Open	CallCenter DPO	49 18:53:4

Clicking on complaint MIS tab, the below page is displayed

Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[Home](#) [Complaint MIS](#) [Logout](#)

Call Regarding: Select Call Regarding ▼

Escalated To: Select Escalated To ▼

Hospital District: Select District ▼

Ownership Type: Select Ownership ▼

Complaint Type: Select Complaint Type ▼

Status: Select Status ▼

Hospital / DC: Select Hospital / DC ▼

Beneficiary District: Select District ▼

Source of Complaint: Select Source Complaint ▼

Duration: From [Date Picker] To [Date Picker]

[Generate MIS](#) [Expanded MIS](#)

Powered By Remedinet

- Select the required details using drop down in all fields
- Select the date using calendar(From date and To date)

- Click on Generate MIS to get the report

[Generate MIS](#)
[Expanded MIS](#)


Ref No.	Call Regarding	Complaint Date	Complainant Name	Mobile No	Complaint Type	Issue Details	Patient Name	Patient Refno	Escalated To	Complaint Status	Action Taken	Comments	Last Processed Time
CC_210564604792	Complaint	4/10/2017 11:35:11 AM	lokesh test01	9884089164	DEMANDING PAYMENT	retvert ert retertreveerwt ertretewrtret gvdfvdfvgdivsdgvdgdgvgvsg	lokesh test01		CallCenter DPO	PreClosed	dpo test	testing dpo	4/10/2017 11:38:08 AM
CC_210564604784	Complaint	4/7/2017 2:50:52 PM	Arun	9790559387	DEMANDING PAYMENT	dgdfgdfg	Ganesh		CallCenter Auditor	Closed	etertert	eterter	4/7/2017 2:55:02 PM

Click on Expanded MIS to download (in Excel)

LIASON OFFICER

Login

Enter Valid Username and Password



Online Payer-Provider Healthcare Data Exchange Platform.

User Id:


Password:

[Forgot Password?](#)

[New Empanelment Request](#)

[Search Empanelment Request](#)

[Dashboard](#)

Powered By [Remedinet](#) 

After successful login, user will be directed to below page.



Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[Complaint MIS](#)

Welcome cc_lo

[Logout](#)

Complaint No

Complainant Name

Mobile No

Escalated To

Patient Name

Source of Complaint

Complaint Type

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (days hh:mm:ss)
1	CC_210564605132	ewewwww	Complaint	Amma Call Centre	5/12/2017 11:13:46 AM		1234567890	Open	CallCenter LO	0 01:03:05
2	CC_210564604718	kathir	Complaint	Public	3/23/2017 1:32:33 PM		8110086847	Open	CallCenter LO	49 22:44:18
3	CC_210564604794	lokesh test02	Enquiry	RTI	4/10/2017 11:48:43 AM		9884089164	ReOpen	CallCenter LO	32 00:28:08

Click on complaint number to open the particular case.

Open		rererttr		dyeyreyeyr ,... ffdsa		cc_dmo		CallCenter LO		5/12/2017 12:12:40 PM	
REFNO :		CC_210564605132		Call Regarding*		<input type="radio"/> Enquiry <input checked="" type="radio"/> Complaint					
Complainant Name *		ewewwrrw		Ration Card		wrteyrtutyjhg					
AADHAAR No		223344556788		URN No		1223456543234567898765					
Mobile No *		1234567890		Landline No							
Complaint Type *		DEMANDING PAYMENT		TPA							
Source of Complaint *		Amma Call Centre		CM cell/RTI/ACC Refno		eyeeyryryeyryeyyr					
Issue Details *		adgfshdjfkg1									
Hospital / DC		Hospital		Hospital District		CHENNAI					
Ownership Type		Government		Hospital Name		DEMOHOSP					
Beneficiary Name		shashi		Beneficiary District		CHENNAI					
Beneficiary Refno				Status *		Select Status					
Priority *		High		Escalated To *		Select Escalated To					
Action Taken *		rererttr		E-mail							
				Comments *		dyeyreyeyr ,... ffdsa					
Upload Files only in pdf, gif, jpeg and jpg files, Size < 5 MB											
Upload File1		Browse...		No file selected.		CC_210564605132_1_Koala.jpg					
Upload File2		Browse...		No file selected.							
Upload File3		Browse...		No file selected.							
		Save		Clear							

- Select the status using drop down (open/closed)
- Select Escalated(If status is selected open)
- Update Action taken and comments
- Upload file if required.
- Click on save button.

Clicking save button, complaint will be forwarded to next level.

COMPLAINT MIS

- User can generate MIS report by clicking complaint MIS tab.



Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[Complaint MIS](#)

Welcome cc_dpo

[Logout](#)

Complaint No	<input type="text"/>	Complainant Name	<input type="text"/>
Mobile No	<input type="text"/>	Escalated To	All <input type="text"/>
Patient Name	<input type="text"/>	Source of Complaint	All <input type="text"/>
Complaint Type	all <input type="text"/>	<input type="button" value="Search"/>	
<input type="button" value="UnProcessed"/> <input type="button" value="Processed"/> <input type="button" value="All Transaction"/>			

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (d)
1	CC 210564605122	test12	Complaint	Public	5/6/2017 4:02:52 PM		9898989898	Open	CallCenter DPO	5 21:03:46
2	CC 210564604895	karthick	Enquiry	CM Cell	5/5/2017 11:07:22 AM		1234567890	Open	CallCenter DPO	7 01:59:16
3	CC 210564604893	shashi	Complaint	Amma Call Centre	5/4/2017 6:39:48 PM		1234567890	Open	CallCenter DPO	7 18:26:50
4	CC 210564604783	comp name	Enquiry	Public	4/7/2017 2:39:00 PM		8110086847	Open	CallCenter DPO	34 22:27:31
5	CC 210564604782	kkkkkk	Enquiry	Public	4/7/2017 2:22:17 PM		1234567893	Open	CallCenter DPO	34 22:44:21
6	CC 210564604771	Jite Complaint	Complaint	RTI	4/4/2017 1:02:44 PM		7760362017	Open	CallCenter DPO	38 00:03:51
7	CC 210564604751	Test complaint	Complaint	Public	3/28/2017 4:59:44 PM		9790559387	Open	CallCenter DPO	44 20:06:51
8	CC 210564604724	Arun	Complaint	CM Cell	3/23/2017 6:12:53 PM		9790559387	Open	CallCenter DPO	49 18:53:41

Clicking on complaint MIS tab, the below page is displayed

Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[Home](#) [Complaint MIS](#) [Logout](#)

Call Regarding: Select Call Regarding ▼

Escalated To: Select Escalated To ▼

Hospital District: Select District ▼

Ownership Type: Select Ownership ▼

Complaint Type: Select Complaint Type ▼

Status: Select Status ▼

Hospital / DC: Select Hospital / DC ▼

Beneficiary District: Select District ▼

Source of Complaint: Select Source Complaint ▼

Duration: From: [Date Picker] To: [Date Picker]

[Generate MIS](#) [Expanded MIS](#)

Powered By Remedinet

- Select the required details using drop down in all fields
- Select the date using calendar(From date and To date)

- Click on Generate MIS to get the report

[Generate MIS](#)
[Expanded MIS](#)

Ref No.	Call Regarding	Complaint Date	Complainant Name	Mobile No	Complaint Type	Issue Details	Patient Name	Patient Refno	Escalated To	Complaint Status	Action Taken	Comments	Last Processed Time
CC_210564604792	Complaint	4/10/2017 11:35:11 AM	lokesh test01	9884089164	DEMANDING PAYMENT	retvert ert retertreveerwit enter tretewrtret gvdfvdfvgdvsgvgdgdgvgvsg	lokesh test01		CallCenter DPO	PreClosed	dpo test	testing dpo	4/10/2017 11:38:08 AM
CC_210564604784	Complaint	4/7/2017 2:50:52 PM	Arun	9790559387	DEMANDING PAYMENT	dgdgdfg	Ganesh		CallCenter Auditor	Closed	etertert	eterter	4/7/2017 2:55:02 PM




Click on Expanded MIS to download (in Excel)

VIGILANCE PO

Login

Enter Valid Username and Password.



Online Payer-Provider Healthcare Data Exchange Platform.

User Id:


Password:

[Forgot Password?](#)

[New Empanelment Request](#)

[Search Empanelment Request](#)

[Dashboard](#)

Powered By [Remedinet](#) 

After successful Login, User will be directed to below page.



Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[Complaint MIS](#)

Welcome cc_vpo

[Logout](#)

Complaint No	<input type="text"/>	Complainant Name	<input type="text"/>
Mobile No	<input type="text"/>	Escalated To	<input type="text" value="All"/>
Patient Name	<input type="text"/>	Source of Complaint	<input type="text" value="All"/>
Complaint Type	<input type="text" value="all"/>	<input type="button" value="Search"/>	
<input type="button" value="UnProcessed"/> <input type="button" value="Processed"/> <input type="button" value="All Transaction"/>			

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (days hh:mm:ss)
1	CC_210564605132	newwwr	Complaint	Amma Call Centre	5/12/2017 11:13:46 AM		1234567890	Open	CallCenter VPO	0 01:13:35
2	CC_210564604756	test	Complaint	Public	3/31/2017 3:20:29 PM		7373004172	Open	CallCenter VPO	41 21:06:52

Click on complaint number to open the case.

6	Open	rererttr	dyeyreyreyr ,... ffdsa	cc_lo	CallCenter VPO	5/12/2017 12:21:30 PM
REFNO :	CC_210564605132		Call Regarding*		<input type="radio"/> Enquiry <input checked="" type="radio"/> Complaint	
Complainant Name *	<input type="text" value="ewewwrrw"/>		Ration Card		<input type="text" value="wrteyrtutyojhg"/>	
AADHAAR No	<input type="text" value="223344556788"/>		URN No		<input type="text" value="1223456543234567898765"/>	
Mobile No *	<input type="text" value="1234567890"/>		Landline No		<input type="text"/>	
Complaint Type *	<input type="text" value="DEMANDING PAYMENT"/>		TPA		<input type="text"/>	
Source of Complaint *	<input type="text" value="Amma Call Centre"/>		CM cell/RTI/ACC Refno		<input type="text" value="eyeeyryryeyryeyr"/>	
Issue Details *	<input type="text" value="adgfhjdjfkq1"/>					
Hospital / DC	<input type="text" value="Hospital"/>		Hospital District		<input type="text" value="CHENNAI"/>	
Ownership Type	<input type="text" value="Government"/>		Hospital Name		<input type="text" value="DEMOHOSP"/>	
Beneficiary Name	<input type="text" value="shashi"/>		Beneficiary District		<input type="text" value="CHENNAI"/>	
Beneficiary Refno	<input type="text"/>		Status *		<input type="text" value="Select Status"/>	
Priority *	<input type="text" value="High"/>		Escalated To *		<input type="text" value="Select Escalated To"/>	
			E-mail		<input type="text"/>	
Action Taken *	<input type="text" value="rererttr"/>		Comments *		<input type="text" value="dyeyreyreyr ,... ffdsa"/>	
Upload Files only in pdf, gif, jpeg and jpg files, Size < 5 MB						
Upload File1	<input type="button" value="Browse..."/> No file selected.		CC_210564605132_1_Koala.jpg			
Upload File2	<input type="button" value="Browse..."/> No file selected.					
Upload File3	<input type="button" value="Browse..."/> No file selected.					
<input type="button" value="Save"/>		<input type="button" value="Clear"/>				

- Select the status using drop down(open/closed)
- Select Escalated using drop down (if status is selected open)
- Update Action taken and comments.
- Upload file if required
- Click on save button.

COMPLAINT MIS

- User can generate MIS report by clicking complaint MIS tab.



Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[Complaint MIS](#)

Welcome cc_dpo

[Logout](#)

Complaint No

Complainant Name

Mobile No

Escalated To

Patient Name

Source of Complaint

Complaint Type

Search


[UnProcessed](#)

[Processed](#)

[All Transaction](#)

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (d)
1	CC 210564605122	test12	Complaint	Public	5/6/2017 4:02:52 PM		9898989898	Open	CallCenter DPO	5 21:03:46
2	CC 210564604895	karthick	Enquiry	CM Cell	5/5/2017 11:07:22 AM		1234567890	Open	CallCenter DPO	7 01:59:16
3	CC 210564604893	shashi	Complaint	Amma Call Centre	5/4/2017 6:39:48 PM		1234567890	Open	CallCenter DPO	7 18:26:50
4	CC 210564604783	comp name	Enquiry	Public	4/7/2017 2:39:00 PM		8110086847	Open	CallCenter DPO	34 22:27:31
5	CC 210564604782	kkkkkk	Enquiry	Public	4/7/2017 2:22:17 PM		1234567893	Open	CallCenter DPO	34 22:44:21
6	CC 210564604771	Jite Complaint	Complaint	RTI	4/4/2017 1:02:44 PM		7760362017	Open	CallCenter DPO	38 00:03:51
7	CC 210564604751	Test complaint	Complaint	Public	3/28/2017 4:59:44 PM		9790559387	Open	CallCenter DPO	44 20:06:51
8	CC 210564604724	Arun	Complaint	CM Cell	3/23/2017 6:12:53 PM		9790559387	Open	CallCenter DPO	49 18:53:41



Clicking on complaint MIS tab, the below page is displayed




Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[Home](#) [Complaint MIS](#) [Logout](#)

Call Regarding	Select Call Regarding ▼	Status	Select Status ▼
Escalated To	Select Escalated To ▼	Hospital / DC	Select Hospital / DC ▼
Hospital District	Select District ▼	Beneficiary District	Select District ▼
Ownership Type	Select Ownership ▼	Source of Complaint	Select Source Complaint ▼
Complaint Type	Select Complaint Type ▼		
Duration: From	<input type="text"/> 	To	<input type="text"/> 

Generate MIS Expanded MIS

Powered By  Remedinet

- Select the required details using drop down in all fields
- Select the date using calendar(From date and To date)

- Click on Generate MIS to get the report

[Generate MIS](#)
[Expanded MIS](#)

Ref No.	Call Regarding	Complaint Date	Complainant Name	Mobile No	Complaint Type	Issue Details	Patient Name	Patient Refno	Escalated To	Complaint Status	Action Taken	Comments	Last Processed Time
CC_210564604792	Complaint	4/10/2017 11:35:11 AM	lokesh test01	9884089164	DEMANDING PAYMENT	retvert ert retertreveerwit enter tretewrtret gvdfvdfvgdivsdgvdgdgdgvsfg	lokesh test01		CallCenter DPO	PreClosed	dpo test	testing dpo	4/10/2017 11:38:08 AM
CC_210564604784	Complaint	4/7/2017 2:50:52 PM	Arun	9790559387	DEMANDING PAYMENT	dgdgdfg	Ganesh		CallCenter Auditor	Closed	etertert	eterter	4/7/2017 2:55:02 PM



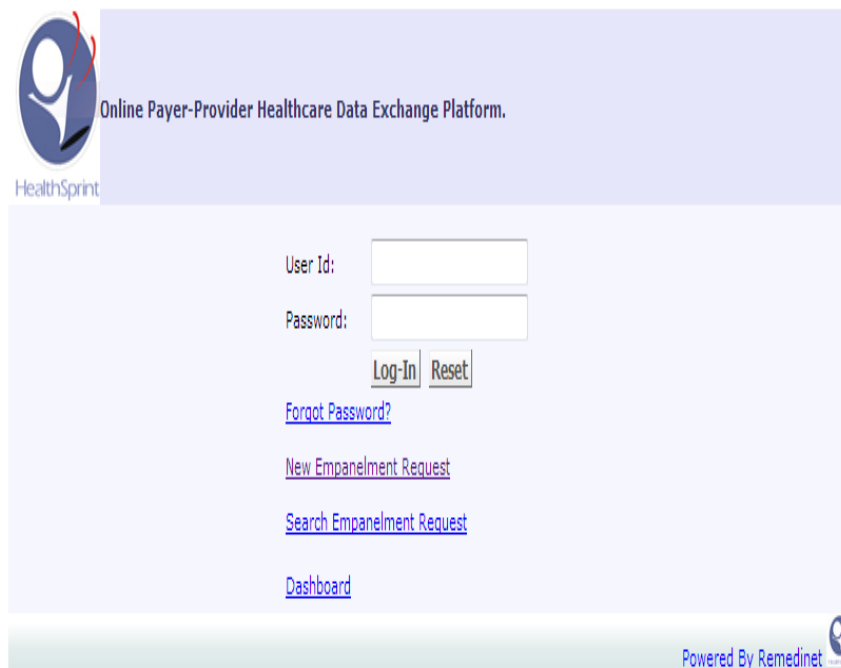
Click on Expanded MIS to download (in Excel)

If the closed case (complaint) has to Re open, it will be processed in Audit role

AUDIT

Login

Enter Valid Username and Password



The screenshot shows the HealthSprint login interface. At the top left is the HealthSprint logo, which consists of a blue circle with a white stylized figure and the text 'HealthSprint' below it. To the right of the logo is the text 'Online Payer-Provider Healthcare Data Exchange Platform.' Below this, there are two input fields: 'User Id:' and 'Password:'. To the right of the 'Password:' field are two buttons: 'Log-In' and 'Reset'. Below the input fields are four links: 'Forgot Password?', 'New Empanelment Request', 'Search Empanelment Request', and 'Dashboard'. At the bottom right of the page, it says 'Powered By Remedinet' with a small Remedinet logo.

HealthSprint Online Payer-Provider Healthcare Data Exchange Platform.

User Id:

Password:

[Forgot Password?](#)

[New Empanelment Request](#)

[Search Empanelment Request](#)

[Dashboard](#)

Powered By Remedinet

After Successful Login, User will be directed to below page



Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[Complaint MIS](#)

Welcome cc_audit

[Logout](#)

Complaint No	<input type="text"/>	Complainant Name	<input type="text"/>
Mobile No	<input type="text"/>	Escalated To	All <input type="text"/>
Patient Name	<input type="text"/>	Source of Complaint	All <input type="text"/>
Complaint Type	all <input type="text"/>	<input type="button" value="Search"/>	
<input type="button" value="UnProcessed"/> <input type="button" value="Processed"/> <input type="button" value="All Transaction"/>			

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (days hh:mm:ss)
1	CC 210564605132	ewewwrv	Complaint	Amma Call Centre	5/12/2017 11:13:46 AM		1234567890	PreClosed	CallCenter VPO	0 01:26:36
2	CC 210564604874	testname	Complaint	Amma Call Centre	4/25/2017 3:38:14 PM		9884089164	PreClosed	CallCenter DVO	16 21:02:08
3	CC 210564604792	lokesh test01	Complaint	CM Cell	4/10/2017 11:35:11 AM		9884089164	PreClosed	CallCenter DPO	32 01:05:11

- Click on complaint number to open particular case.

PreClosed		rererttr		dyeyreyreyr ,... ftdsa		cc_vpo		CalCenter VPO		5/12/2017 12:35:02 PM	
REFNO :		CC_210564605132		Call Regarding*		<input type="radio"/> Enquiry <input checked="" type="radio"/> Complaint					
Complainant Name *		ewewwrw		Ration Card		wrtreyrutyogh					
AADHAAR No		223344556788		URN No		1223456543234567898765					
Mobile No *		1234567890		Landline No							
Complaint Type *		DEMANDING PAYMENT		TPA							
Source of Complaint *		Amma Call Centre		CM cell/RTI/ACC Refno		eyeeyryryeyryeyr					
Issue Details *		adgfshdjfkg1									
Hospital / DC		Hospital		Hospital District		CHENNAI					
Ownership Type		Government		Hospital Name		DEMOHOSP					
Beneficiary Name		shashi		Beneficiary District		CHENNAI					
Beneficiary Refno				Status *		Select Status					
Priority *		High		Escalated To *		Select Escalated To					
				E-mail							
Action Taken *		rererttr		Comments*		dyeyreyreyr ,... ftdsa					
Upload Files only in pdf, gif, jpeg and jpg files, Size < 5 MB											
Upload File1		Browse...		No file selected.		CC_210564605132_1 Koala.jpg					
Upload File2		Browse...		No file selected.							
Upload File3		Browse...		No file selected.							
		Save		Clear							

- Select the status using drop down (open/closed)
- Select Escalated using drop down (if selected open)
- Update Action taken and comments
- Upload file if required
- Click on save button.

COMPLAINT MIS

- User can generate MIS report by clicking complaint MIS tab.



Government of Tamil Nadu

Chief Minister's Comprehensive Health Insurance Scheme

[Complaint MIS](#)

Welcome cc_dpo

[Logout](#)

Complaint No

Complainant Name

Mobile No

Escalated To

Patient Name

Source of Complaint

Complaint Type

Search


[UnProcessed](#)

[Processed](#)

[All Transaction](#)

Sr No.	Complaint No	COMPLAINANT NAME	CALL REGARDING	SOURCE OF COMPLAINT	FIRST COMPLAINT DATE	COMPLAINT CLOSED DATE	MOBILE NO	COMPLAINT STATUS	ESCALATED TO	AGING (d)
1	CC 210564605122	test12	Complaint	Public	5/6/2017 4:02:52 PM		9898989898	Open	CallCenter DPO	5 21:03:46
2	CC 210564604895	karthick	Enquiry	CM Cell	5/5/2017 11:07:22 AM		1234567890	Open	CallCenter DPO	7 01:59:16
3	CC 210564604893	shashi	Complaint	Amma Call Centre	5/4/2017 6:39:48 PM		1234567890	Open	CallCenter DPO	7 18:26:50
4	CC 210564604783	comp name	Enquiry	Public	4/7/2017 2:39:00 PM		8110086847	Open	CallCenter DPO	34 22:27:31
5	CC 210564604782	kkkkk	Enquiry	Public	4/7/2017 2:22:17 PM		1234567893	Open	CallCenter DPO	34 22:44:21
6	CC 210564604771	Jite Complaint	Complaint	RTI	4/4/2017 1:02:44 PM		7760362017	Open	CallCenter DPO	38 00:03:51
7	CC 210564604751	Test complaint	Complaint	Public	3/28/2017 4:59:44 PM		9790559387	Open	CallCenter DPO	44 20:06:51
8	CC 210564604724	Arun	Complaint	CM Cell	3/23/2017 6:12:53 PM		9790559387	Open	CallCenter DPO	49 18:53:41



Clicking on complaint MIS tab, the below page is displayed




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Chief Minister's Comprehensive Health Insurance Scheme

[Home](#) [Complaint MIS](#) [Logout](#)

Call Regarding	Select Call Regarding ▼	Status	Select Status ▼
Escalated To	Select Escalated To ▼	Hospital / DC	Select Hospital / DC ▼
Hospital District	Select District ▼	Beneficiary District	Select District ▼
Ownership Type	Select Ownership ▼	Source of Complaint	Select Source Complaint ▼
Complaint Type	Select Complaint Type ▼		
Duration: From	<input type="text"/> 	To	<input type="text"/> 

Generate MIS Expanded MIS

Powered By  Remedinet

- Select the required details using drop down in all fields
- Select the date using calendar(From date and To date)

- Click on Generate MIS to get the report

[Generate MIS](#)
[Expanded MIS](#)

Ref No.	Call Regarding	Complaint Date	Complainant Name	Mobile No	Complaint Type	Issue Details	Patient Name	Patient Refno	Escalated To	Complaint Status	Action Taken	Comments	Last Processed Time
CC_210564604792	Complaint	4/10/2017 11:35:11 AM	lokesh test01	9884089164	DEMANDING PAYMENT	retvert ert retertreveerwit enter tretewrtret gvdfvdfvgdvsgvgdgdgvgvsg	lokesh test01		CallCenter DPO	PreClosed	dpo test	testing dpo	4/10/2017 11:38:08 AM
CC_210564604784	Complaint	4/7/2017 2:50:52 PM	Arun	9790559387	DEMANDING PAYMENT	dgdfgdfg	Ganesh		CallCenter Auditor	Closed	etertert	eterter	4/7/2017 2:55:02 PM



Click on Expanded MIS to download (in Excel)