

# GIC Common Empanelment Platform

## Hospital FAQ & Application Guide

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*A step-by-step reference for hospitals applying for empanelment on the CEP portal*

### **⚠ IMPORTANT NOTICE — Please Read Before You Begin**

- The empanelment process is entirely FREE. You will never be asked to pay any fee at any stage.
- Do NOT engage any agent, broker, consultant, or intermediary to facilitate your empanelment. GI Council does not authorise any third party to act on its behalf.
- Do NOT pay any money to any individual or organisation claiming to assist with empanelment. Such payments are fraudulent.
- Engaging any external party / intermediary for influencing the empanelment process will result in application rejection.
- If anyone solicits money or promises to expedite/guarantee your empanelment, report it immediately to the GI Council office.
- Once your application is submitted, no changes can be made. Review every field carefully before submitting.
- Please ensure correctness of information submitted. It is important to note the empanelment application based on wrong information is liable to cancellation.

## 1. About the Common Empanelment Platform (CEP)

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### **Q: What is the Common Empanelment Platform (CEP)?**

**A:** The CEP is a centralised, digital platform managed by the General Insurance Council (GI Council) for hospitals to apply for empanelment with GIC insurance companies across India. It standardises and streamlines the entire empanelment process — from application to MOU signing — in a single online portal.

### **Q: Who manages the CEP portal?**

**A:** The CEP is managed by the General Insurance Council (GI Council). State Program Coordinators (SPCs) are assigned per state to manage applications. Verifiers conduct document and facility verification. A panel of five designated insurers (Referral Group) per state reviews and approves tariffs.

### **Q: Is there a cost to apply for empanelment?**

**A:** No. The empanelment process is completely free of charge. There are no registration fees, processing fees, or any other charges at any stage of the process. Do not pay any amount to any person or agency in connection with your empanelment application.

**Q: What is a Rohini ID and do I need one?**

**A:** Rohini ID is your hospital's unique national identification number assigned under the national health facility registry. It is required to register on the CEP portal. If your hospital does not have a Rohini ID, please register on the National Health Facility Registry (HFR) first.

**Q: Which types of hospitals can apply?**

**A:** Both hospitals and day-care centres can apply. The portal supports Single Speciality and Multi-Speciality hospitals across Allopathy, AYUSH, and other streams. Hospitals may be privately owned, trust-based, government-aided, or under other ownership structures.

## 2. Accessing the CEP Portal

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**Q: How do I access the CEP portal?**

**A:** Open a web browser (Google Chrome or Mozilla Firefox recommended) and navigate to the official CEP portal URL provided by GI Council. Do not use third-party links or links shared by agents. Always use the official URL directly. ([Click Here to access the portal](#))

**Q: How do I create an account?**

**A:** To register on the CEP portal:

- Visit the portal and click 'Register' or 'New Hospital Registration'.
- Enter your Hospital Name, Email ID, and Rohini ID in the Pre-Form fields.
- Submit the form to receive login credentials on your registered email.
- Check your inbox (and spam/junk folder) for an email containing your login details.
- Log in using the credentials provided and change your password on first login.

**Q: What if I do not receive my login credentials by email?**

**A:** Check your spam or junk mail folder first. If you still cannot find the email, contact the GI Council helpdesk directly. Do not share your email ID with any intermediary or agent for credential retrieval.

**Q: I forgot my password. How do I reset it?**

**A:** On the CEP portal login page, click 'Forgot Password' and follow the prompts. A password reset link will be sent to your registered email address. If you face issues, contact the GI Council helpdesk.

**Q: Can multiple people from my hospital access the portal?**

**A:** Only one account is created per hospital using the registered email ID and Rohini ID. Ensure the email ID used for registration is a monitored hospital account, as all notifications and communications (including the MOU signing invitation) will be sent there.

**Q: What should I do if I face technical issues logging in?**

**A:** Ensure you are using a supported browser (Chrome or Firefox), check your internet connection, and clear your browser cache. If the issue persists, contact the GI Council helpdesk with details of the error.

### 3. The Empanelment Process — Overview

The empanelment process consists of the following stages. Each stage must be completed before proceeding to the next.

Stage	What Happens
Step 1 — Registration	Create your account on the CEP portal using your hospital email and Rohini ID
Step 2 — Application	Complete all 7 sections of the multi-stage application form
Step 3 — IOFC Exclusion Check	System automatically checks insurance company exclusion data
Step 4 — Auto-Grading	Automated scoring of your hospital on 200+ parameters (max score: 317)
Step 5 — Screening	Verifier reviews your application, validates documents, may raise queries
Step 6 — Verification	Virtual or Physical verification of your hospital facility wherever applicable
Step 7 — Tariff Negotiation	GI Council officer negotiates rates; referred to 5 designated insurers for approval
Step 8 — MOU Signing	Digital signing of MOU after AI-based verification of all agreed terms
Step 9 — Empanelment	Empanelment ID generated; hospital added to the central database

**Q: How long does the empanelment process take?**

**A:** The timeline varies depending on your application's completeness, verification outcomes, and tariff negotiation. Ensuring all valid and mandatory documents are accurate and uploaded correctly at the time of submission significantly reduces delays.

**Q: Will I be notified at each stage?**

**A:** Yes. The CEP portal sends email notifications at every key stage — registration, submission confirmation, query notifications, verification requests, tariff decisions, MOU signing invitation, and final empanelment confirmation. Ensure your registered email is active and regularly monitored.

## 4. Filling the Application Form

### i Key Reminder Before You Start

- Once you submit your application, NO changes or corrections can be made.
- Review every section thoroughly before clicking 'Submit'.
- You can save your progress and return to complete the form later using 'Save & Resume'.
- Ensure all documents are ready before you begin — incomplete uploads cause delays.

### Q: How is the application form structured?

**A:** The application form is divided into 7 sections (stages), plus a final consent. Each section must be completed before moving to the next. Below is a summary of all sections and the information required:

Form Section	Key Information Required	Input Type
Pre-Form	Hospital Name, Email ID, Rohini ID	Text / Numeric
General Information	Hospital name, address, city, state, pincode, PAN, registration number, licensing authority, HFR status, provider category, ownership type, fire NOC, NABH/NABL accreditation	Text, Dropdown, Radio
Bed Details	Total beds (general, ICU, NICU, PICU, HDU, day-care, isolation), operation theatres	Numeric
Manpower Details	Doctors (full-time/part-time/visiting), nurses, paramedics, supporting staff counts	Numeric
Infrastructure Details	Facilities: pharmacy, blood bank, pathology lab, radiology, emergency services, lift, generator, ambulance, CCTV, biomedical waste	Radio / Yes/No/NA
Service Details	Medical & surgical specialties offered, imaging services (X-ray, MRI, CT, USG), laboratory services	Radio / Yes/No/NA
Financial Details	Bank account details, IFSC, account type, GST number	Text
Documentation	Registration certificate, PAN card, cancelled cheque, building plan, PCB NOC, Fire Safety NOC, BMW certificate, accreditation certificates (NABH/JCI), AERB/FDA/NDPS licences, HOTA certificate	File Upload (PDF)
Infrastructure Images	Address proof photo, front entrance, exterior view, reception, OPD, OT, ICU, consultation chamber, pathology lab, specialised equipment	Image Upload (JPG/PNG)

Confidential — For Hospital Use Only

This information is intended for hospitals applying for empanelment on the Common Empanelment Platform (CEP). It is for guidance purposes only and is subject to change as per General Insurance Council policies.

Form Section	Key Information Required	Input Type
Final Consent	Declaration and consent to terms and conditions	Checkbox

**Q: What is the 'Save & Resume' feature?**

**A:** You do not need to complete the entire form in one sitting. You can save your progress at any point and return later to continue. However, you must eventually complete and submit all sections. Your application is not reviewed until final submission.

**Q: How do I fill the General Information section correctly?**

**A:** Pay close attention to the following fields:

- Hospital/Daycare Centre Name: Enter the exact legal name as it appears in your registration certificate.
- Address: Enter your complete registered address including door/block number, building name, street, location, city, and pincode.
- PAN Number: Enter the PAN of the hospital entity, not of an individual.
- Registration Number: This is your government-issued hospital registration/licence number.
- Licensing Authority: Select the law under which your hospital is licensed from the dropdown.
- HFR Status: If registered with the National Health Facility Registry, provide your National Identification Number.
- Provider Category, Stream, and Speciality: Select options that accurately describe your facility type.
- Ownership: Select the correct ownership structure (Private, Trust, Government-aided, etc.).
- Aspirational District: If your hospital is in a listed Aspirational District, select 'Yes' and choose your district from the dropdown.

**Q: How do I fill the Bed Details section?**

**A:** Enter accurate counts for each bed type as it exists in your facility today:

- General ward beds, ICU beds, NICU beds, PICU beds, HDU beds.
- Day-care beds and isolation beds.
- Number of functional Operation Theatres.
- Do not inflate numbers. Bed counts are verified during the physical or virtual verification stage.

**Q: How do I fill the Manpower Details section?**

**A:** Enter the accurate headcount for staff currently employed:

- Doctors: separately count full-time, part-time, and visiting consultants.
- Nurses, paramedical staff, and supporting/administrative staff.
- Only count staff who are currently working at your facility.

**Q: How do I fill Infrastructure and Service Details?**

**A:** For each item (pharmacy, blood bank, lab, radiology, emergency services, etc.):

- Select 'Yes' only if the facility is currently operational and on-premises.
- Select 'No' if the service is not available at your hospital.
- Select 'NA' only where the option is genuinely not applicable.
- For specialties and services, select only those that are actively available and staffed.
- These details directly affect your automated hospital grading score — accuracy is critical.

**Q: What bank details are required in the Financial Details section?**

**A:** Provide your hospital's primary bank account details:

- Bank account number (as per your cancelled cheque).
- IFSC code of your bank branch.
- Account type (Current/Savings).
- GST number, if applicable.
- These must match exactly with your cancelled cheque uploaded in the Documents section.

## 5. Uploading Documents and Infrastructure Photos

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**Q: What documents do I need to upload?**

**A:** Prepare the following documents before beginning your upload:

- Hospital Registration Certificate (issued by the licensing authority).
- PAN Card of the hospital entity.
- Hospital's Cancelled Cheque.
- Building plan authorised by civic body.
- Pollution Control Board (PCB) NOC.
- Fire Safety NOC.
- Biomedical Waste (BMW) Management Certificate.
- GST Certificate (if applicable).
- Accreditation Certificate — NABH, JCI, or JACHO (if applicable).
- Lift Commission Certificate (if applicable).
- PCPNDT Registration Certificate (if applicable).
- MTP Certificate (if applicable).
- AERB Licence for imaging services (if applicable).
- FDA Licence for in-house pharmacy and blood bank (if applicable).
- NDPS Licence for in-house pharmacy (if applicable).
- HOTA Registration Certificate (if applicable).
- Any other relevant supporting documents.

**Q: What infrastructure photos must I upload?**

**A:** Mandatory photos:

- Hospital Address Proof Photo.
- Hospital Front Entrance Photo.

**A:** Optional but strongly recommended photos:

- Hospital Exterior View, Main Reception Area, Patient Waiting Area, OPD View.
- Operation Theatre (OT) View, ICU View, Consultation Chamber.
- Patient Room Interior, Pathology Lab, Specialised Equipment.
- Other supporting images.

**Q: Are there file size or format restrictions on uploads?**

**A:** Documents must be uploaded as PDF files. Infrastructure photos should be in JPG or PNG format. File sizes are subject to the portal's limits. Ensure your files are clear and legible — blurred, password-protected, or truncated documents will be flagged during screening.

**Q: What if a certificate is not applicable to my hospital?**

**A:** For documents that are genuinely not applicable (e.g., PCPNDT if you do not have ultrasound equipment), you may leave that upload empty. However, if the corresponding service was marked as 'Yes' in the Service Details section, the document upload is mandatory and its absence will raise a query.

## 6. Reviewing and Submitting Your Application

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### **⚠ FINAL SUBMISSION IS PERMANENT — NO CHANGES ARE POSSIBLE AFTER SUBMISSION**

- Once you click 'Submit', your application is locked. You cannot edit, update, or correct any field.
- Documents cannot be re-uploaded or replaced after submission.
- Incorrect or missing information at submission may result in queries, delays, or rejection of your application.
- Use the 'Application Preview' feature to review every section before you submit.

#### **Q: How do I review my application before submitting?**

**A:** Before final submission, the portal provides an 'Application Preview' screen showing all entered information across every section. Go through each section systematically — General Information, Bed Details, Manpower, Infrastructure, Services, Financial Details, Documents, and Photos. Verify names, numbers, addresses, and uploaded files.

#### **Q: What is the Final Consent checkbox?**

**A:** On the last page, you will find a declaration checkbox: 'I hereby give my consent to the terms and conditions outlined below.' You must check this box to confirm that all information provided is accurate and that you agree to the platform's terms. Checking this box and clicking 'Submit' finalises your application.

#### **Q: Can I withdraw or edit my application after submission?**

**A:** No. Once submitted, the application is locked and cannot be withdrawn or edited by the hospital. contact the GI Council immediately, as any corrective action is at the discretion of the Council.

#### **Q: What happens immediately after I submit?**

**A:** You will receive a submission confirmation email on your registered email address. Your application will undergo an automated IOFC Exclusion Check and then an automated hospital grading based on 200+ parameters. It will then be assigned to a Verifier for screening.

## 7. After Submission — Queries, Verification, and Decisions

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**Q: What is the screening stage?**

**A:** A Verifier assigned by the SPC will review your application in detail — checking the accuracy of all information, validating your uploaded documents, and assessing completeness. If any field is unclear or a document is missing, the Verifier will raise a query.

**Q: What should I do if I receive a query?**

**A:** Respond to all queries promptly:

- Log in to the CEP portal and navigate to your application status dashboard.
- View the query raised by the Verifier — it will be linked to the specific field in question.
- Provide a clear, complete written response and upload any supporting document if required.
- Do not ignore queries. Unanswered queries will stall your application.
- All query interactions are recorded in the portal's audit trail.

**Q: What is the verification stage?**

**A:** After screening, the SPC will determine whether a physical or virtual verification of your hospital is required. If your last verification was more than 2 years ago, a mandatory verification will be conducted. For recent verifications, the SPC may waive or conduct a discretionary check.

Fast Track Empanelment:

- a. NABH accreditation (minimum entry level)
- b. Empanelment with one or more insurers
- c. Registration with Local Authority / CEA
- d. Owned and operated by an allopathic doctor
- e. Declaration by the hospital confirming non-involvement in fraud and abuse. In case of fraud, the hospital will be de-empanelled by all 32 insurers of the GI Council for a period of three years.

**Q: What happens during virtual verification?**

**A:** If virtual verification is selected:

- You will receive a link to download a mobile verification application.
- Using the app, you will upload photos and videos of your facility as per a checklist provided.
- Each photo is automatically watermarked with GPS coordinates and timestamp.
- Upload the facility walkthrough video as required.
- All evidence is reviewed by the Verifier remotely.

**Q: What if my application is declined?**

**A:** If your application is declined at any stage (screening, verification, or tariff), the reason will be documented and available in your portal dashboard. You will receive a notification via email. Contact the GI Council for guidance on any further steps.

[commonpanel@gicouncil.in](mailto:commonpanel@gicouncil.in)

## 8. Tariff Negotiation and MOU Signing

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**Q: What is tariff negotiation?**

**A:** After successful verification, the SPC will initiate tariff negotiations. The mode of negotiation depends on your hospital size: Standard Mode applies to hospitals with fewer than 50 beds AND fewer than 20 insurance tie-ups. Detailed Mode applies to hospitals with 50 or more beds OR 20 or more tie-ups, and involves reference tariffs shared by five designated insurers.

**Q: Who approves the final tariff?**

**A:** The finalised tariff is submitted to a Referral Group of five designated insurers per state. Each insurer reviews and casts an approval or rejection vote. If three or more insurers reject the tariff, the application is declined. Otherwise, the process proceeds to MOU signing.

**Q: What is the MOU signing process?**

**A:** The MOU (Memorandum of Understanding) is signed digitally:

- You will receive an email invitation from the Leegality platform with a secure signing link.
- Link will be shared on the registered email Id from the where application has been filled.
- Click the link and review the complete MOU document and attached tariff.
- Enter the required fields: Date of Execution, Effective Date, and your Designation.
- #Complete updated Aadhaar card verification via the NSDL portal (mandatory for digital signing).
- Sign the MOU digitally on the Leegality platform.
- The GI Council will then countersign. You will receive the fully executed MOU via email.

**Q: Can I download a copy of the signed MOU?**

**A:** Yes. Once both parties have signed, the final executed MOU is available for download from the Leegality platform and from your CEP portal dashboard.

**Q: What happens if the MOU signing link expires?**

**A:** Contact the insurance lead and further escalated GI council.

[commonpanel@gicouncil.in](mailto:commonpanel@gicouncil.in)

**Q: What happens if the MOU signature failure is received?**

**A:** You can contact the appropriate insurance lead/SPC members directly for any queries or assistance. Alternatively, you may also connect with GI council for further support or guidance.

## 9. Post-Empanelment

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**Q: What happens after the MOU is signed?**

**A:** Upon completion of MOU signing by both parties, your hospital is officially empanelled. A unique Empanelment ID is generated and you will receive a confirmation notification. Your hospital will be added to the GIC central empanelled hospital database, which is accessible to insurance companies.

**Q: Can I update my hospital details after empanelment?**

**A:** For changes to SPOC contact information, you may contact the GI Council. Any significant updates to hospital details, services, or infrastructure will be subject to the Council's update and re-verification process. Please refer to the post-empanelment guidelines issued by GI Council.

## 10. Fraud Warning — Protect Yourself

**⚠ DO NOT PAY ANY MONEY — THIS IS A FREE PROCESS**

- GI Council does NOT authorise any agent, broker, consultant, or third party to charge fees for empanelment.

- No GI Council official will ever ask for money in exchange for empanelment, faster processing, or guaranteed approval.
- Empanelment decisions are based solely on merit, documentation, and compliance with stated criteria.
- Any person claiming to have 'contacts' at GI Council or promising to 'get you empanelled' for a fee is committing fraud.
- Do not share your CEP portal login credentials with any third party.
- Do not allow any agent to fill or submit your application on your behalf.
- Paying intermediaries does not guarantee empanelment and will not be refunded.

**Q: What should I do if someone asks me for money for empanelment?**

**A:** Take the following steps immediately:

- Refuse the payment. Do not transfer any amount.
- Do not share your portal credentials, PAN, bank details, or documents with such individuals.
- Note down the person's name, contact details, and details of the request.
- Report the incident to the GI Council helpdesk by email or phone immediately.
- You may also file a complaint with local police or the relevant regulatory authority.
- Report the incident to the GI Council helpdesk by email immediately at:

[commonpanel@gicouncil.in](mailto:commonpanel@gicouncil.in)

**Q: Are there any authorised consultants for CEP empanelment?**

**A:** No. GI Council has not authorised any external consultant, agency, or individual to represent hospitals or facilitate the empanelment process. The entire process is designed to be completed directly by the hospital on the CEP portal. If you need assistance, contact the GI Council helpdesk directly — it is free of charge.

## 11. Help and Support

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**Q: Who do I contact if I have questions about my application?**

**A:** Contact the GI Council helpdesk directly through the contact details available on the official CEP portal. Do not rely on unofficial sources, agents, or intermediaries for information about your application status.

**Q: Where can I check the status of my application?**

**A:** Log in to the CEP portal and view your Status Dashboard. It shows your current application stage, any pending queries, verification status, and tariff/MOU progress. Email notifications are also sent at each stage transition.

**Q: What if I experience a technical issue with the portal during form filling?**

**A:** Before contacting support:

- Use the 'Save & Resume' feature to save your current progress.
- Try refreshing the page or clearing your browser cache.
- Switch to a different supported browser (Chrome or Firefox).
- Check your internet connection.
- If the issue persists, contact the GI Council technical helpdesk with a screenshot of the error.

**Q: What browser should I use for the best experience?**

**A:** Google Chrome (latest version) or Mozilla Firefox (latest version) are recommended. Avoid using Internet Explorer or outdated browser versions as they may not support all portal features.

**Q: What are common reasons for application queries or rejection?**

**A:**

- Mismatch between declared services and uploaded documents
- Incorrect bed / manpower numbers
- Expired statutory certificates
- Blurred or unreadable documents
- Inflated infrastructure claims
- Hospitals applying through intermediaries/agents.

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