FAQs for Patient Provider Support Agency (PPSA):-

1. What is PPSA under NTEP?

Patient Provider Support Agency (PPSA) is a mechanism under NTEP to engage and support private healthcare providers in TB case detection, notification, and treatment.

2. What is the role of PPSA?

PPSA facilitates notification of TB patients from the private sector, ensures treatment adherence, and provides patient support services.

1. **Who implements PPSA at the district level?**

PPSA is implemented through empanelled agencies working under the supervision of District TB Officers (DTOs).

4. Are private patients covered under PPSA?

Yes, TB patients diagnosed and treated in the private sector are covered under PPSA.

5. Is TB treatment free for patients under PPSA?

Yes, patients can receive free anti-TB drugs and support from the government, even if diagnosed in the private sector.

6. How are TB patients notified under PPSA?

Patients are notified through the Nikshay portal by private providers with support from PPSA staff.

7. What support is provided to patients under PPSA?

Patients receive treatment support, adherence counselling, DBT benefits, and follow-up services.

8. What is the role of PPSA in treatment adherence?

PPSA ensures patients complete their treatment through regular follow-ups and counselling.

9. Are private providers incentivized under PPSA?

Yes, private providers are given incentives for notification and successful treatment outcomes as per NTEP guidelines.

10. How does PPSA improve TB control?

PPSA bridges the gap between private and public sectors, ensuring complete reporting and quality care for TB patients.

11. Which districts have the PPSA ?

13 Districts of Haryana have adopted PPSA in their districts.

12.   What is meant by shifting of patients from private to public sector under PPSA?

It refers to TB patients initially diagnosed/notified in private facilities who later move to public health facilities for treatment.

13. What does "HR should be filled as per RFP" mean in PPSA?

It means that all human resource positions must be recruited as per the numbers and roles defined in the Request for Proposal (RFP).

14. Why is it important to fill HR as per RFP?

Proper staffing ensures smooth implementation of PPSA activities, including patient tracking, notification, and adherence support.

15. What happens if HR is not filled as per RFP?

It can lead to gaps in service delivery, increased workload on existing staff, and poor program performance.

16. Who is responsible for ensuring HR recruitment under PPSA?

The empanelled PPSA agency is responsible for recruiting and maintaining HR as per RFP guidelines, under supervision of district authorities.

17. Can HR positions be reduced or modified by the agency?

No, HR positions should not be reduced or altered without prior approval from the competent authority.

18. How does inadequate HR affect PPSA performance?

It impacts patient follow-up, notification from private sector, counselling, and overall monitoring activities. Adequate and trained HR ensures better coordination with private providers, improved patient support, and higher treatment success rates

19. Is there any monitoring mechanism for HR under PPSA?

Yes, district and state health authorities regularly monitor HR availability and performance.

20. What action can be taken if HR is not filled as per RFP?
Authorities may issue notices, seek explanations, or take contractual action against the agency.

21. How are patients notified in the private sector classified under NTEP?
All patients notified by private providers are classified as private sector patients for all programmatic purposes.

22. Can private sector notified patients be transferred to the public sector?
No, such patients should not be transferred to the public sector for classification purposes.

23. What if a private patient takes anti-TB drugs from the government supply?
Even if the patient receives free anti-TB medicines from the government, their classification will remain as a private sector patient.

24. Why should private patients not be reclassified as public patients?
To ensure accurate reporting, proper tracking of private sector contribution, and effective implementation of PPSA.

25. Who is responsible for maintaining correct patient records?

District TB staff, including STS/TBHV and PPSA teams, are responsible for ensuring correct classification in Nikshay.

26. Does drug source determine patient classification?

No, classification is based on the notifying provider, not on the source of medicines.

27. What is the impact of incorrect classification?

It leads to misreporting, affects PPSA performance indicators, and disturbs program monitoring.

28. Can a patient's classification be changed after notification?

No, once notified by a private provider, the patient should continue to be recorded as a private sector patient.

29. How should such patients be managed operationally?
They should continue to receive support under PPSA while being correctly recorded as private patients.

30. What is an ABHA ID?
ABHA (Ayushman Bharat Health Account) ID is a unique digital health ID that enables storage and access of an individual's health records in a secure manner.

31. Is it mandatory to create an ABHA ID for TB patients?
Yes, it is mandatory to create an ABHA ID for all TB patients to ensure proper tracking and management of their treatment.

32. Why is ABHA ID important for TB patients?

- Ensures continuity of care
- Maintains complete digital health records
- Helps healthcare providers access accurate patient history
- Reduces duplication and errors in records

33. Can a TB patient receive treatment without an ABHA ID?
Yes, treatment will not be denied. However, having an ABHA ID improves monitoring and treatment outcomes.

34. How can an ABHA ID be created?

- Through the official ABHA portal or mobile application
- Using Aadhaar or mobile number for registration
- At any government health facility

35. Is there any cost involved in creating an ABHA ID?
No, ABHA ID creation is completely free of cost.

36. Is the data linked with ABHA ID secure?
Yes, the system is secure and patient data is shared only with consent.

37. Can a patient have more than one ABHA ID?
No, each individual is assigned a unique ABHA ID.

38. Can ABHA ID be linked with TB programs like Nikshay?
Yes, ABHA ID can be integrated with Nikshay for better patient tracking and management.

39. Why is this guideline important for PPSA?

It ensures transparency, strengthens public-private partnership, and helps in accurate assessment of program outcomes.