

Interview guides for different categories of respondents¹

I. Interview guide Private hospital providers

Key aspects	Questions/ probes
Profile of the respondent	• What is the role and nature of your work profile in the hospital? • What is the mode of your engagement with this hospital? • Since when have you been working/associated with this hospital?
Empanelment on the scheme and its process	• Why your hospital is not empanelled on PMJAY? • Have you been interested in the empanelment of your hospital on PMJAY? • If yes, have you applied to the state department for the empanelment? If yes, please share the application experience- did you face any hurdles at the government level/local official level? • In your opinion, how was the process and how could it be improved, if needed and on what aspects?
Issues with the empanelment process, if any	• What are your reasons, constraints, or reservations about empanelment on the scheme? • Probes- - Operational issues- Technical/managerial capacities, Technical requirement, Communication mechanism, Governance mechanism, Empanelment process, delayed claim settlement - Structural issues-eligibility criteria, implementation/financial arrangement, - Financial issues- non-viable rates, corruption

¹ It should be noted that, 1, these are interview guides for qualitative interviews with a set of key points and questions that the researcher will ask as deemed appropriate during the interview. 2. Set of questions and its tone will be customised/tailored based on the respondents, even from the same category

Necessary Changes for improving private hospitals engagement in the scheme	• How can these issues be addressed for having more private hospitals empaneled in the scheme? • What changes need to be made in the scheme's operational policy to increase private hospitals' engagement in the scheme?
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II. Interview guide for concerned state and district level officials

Key aspects	Questions/ probes
Profile of the respondent	• What is the role and nature of your work profile in the hospital? • Since when have you been working on the scheme?
Private hospitals engagement and empanelment on the scheme	• What have been your observations regarding private hospitals' engagement in the scheme? • What has been your experience regarding private hospital empanelment in the scheme? • Do you think private hospital should be made optimally be part of the scheme? Please elaborate the reason to explain the answer • Why are some hospitals not inclined to join the scheme? What are the factors to it, in your opinion?
Challenges in private hospital empanelment in the scheme	• What kind of issues do you face with private hospital empanelment in the scheme? • What kind of issues do you face with scheme implementation with private hospitals? • What do you think about scheme's major dependency on the private hospitals?
Necessary Changes for improving private hospitals	• What changes should be made and feasible to improve private hospitals engagement in the scheme?

engagement in the scheme	
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III. Interview guide for Community representatives (civil society/ health activists)

Key aspects	Questions/ probes
private hospitals' engagement in the scheme	• What have been your observations regarding private hospitals' engagement in the scheme? • How do private hospitals use the scheme/respond to the scheme? • Are there eligible kind of pvt hospitals in your area which aren't part of the scheme? • Why are some hospitals not inclined to join the scheme? What are the factors to it, in your opinion?
Challenges faced by patients	• In areas where public hospitals are not there/poorly functional and private hospitals are also not existing, what happens to the scheme and so to patients? any case of patients who had to travel long distance for treatment because of such situation? Please narrate it briefly. • In your district total empanelled hospitals are XYZ but do you think there are sufficient hospitals in areas far from city/remote areas in the district? If not what patients from those areas do? Is scheme useful to them then?
Suggestions for improving private hospitals engagement in the scheme	• What changes should be made and feasible to improve private hospitals engagement in the scheme?