

F 8(95) Rejection Appeal-I 2 2 8

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2 Sri Balaji Multispeciality n Surgical Ho-Hanu 685

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Sri Balaji Multispeciality n Surgical Ho-Hanu 685	

Sri Balaji Multispeciality n Surgical Ho-Hanu1685 ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत आधार पर निरस्त किए गए क्लेम के प्रकरण में संयुक्त मुख्य कार्यकारी अधिकारी, राजस्थान स्टेट हेल्थ एश्योरेंस एजेंसी के समक्ष प्रस्तुत अपील पर सुनवाई दिनांक 22/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Manish Kumar (manishbairwa25 2 99 @gmail com)
- Sh Umesh choudhary (bsbynia@gmail com)
- Ex party (driksharma@gmail com)

बैठक में **Sri Balaji Multispeciality n Surgical Ho-Hanu1685** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 24 क्लेम के लिए प्रस्तुत अपील पर विचार किया गया। बीमा कंपनी एवं राजस्थान स्टेट हेल्थ एश्योरेंस एजेंसी द्वारा क्लेम की समीक्षा करने पर अपील में प्रस्तुत प्रकरण के संक्षिप्त तथ्य एवं दोनों पक्षों को सुनने के बाद कमेटी द्वारा संलग्न तालिका के कॉलम संख्या 9 एवं 10 के अनुसार निर्णय प्रदान किया गया। संक्षिप्त विवरण निम्नानुसार है:-

S.No.	Decisions	No of Cases
1	Re-open & pay	9
2	Re-open & Query	0
3	Rightly Rejected	15

अपील की पालना के सम्बन्ध में दिशानिर्देश: -

A. बीमा कम्पनी के लिए:-

बीमा कंपनी को यह भी निर्देशित किया गया कि इस संबंध में की गई कार्यवाही से दिनांक 02/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 02/09/2021 तक नहीं की जाकर सूचित नहीं किया जाता है, तो RSHAA द्वारा अनुबंध के प्रावधान संख्या 1.28.4 के अनुसार कार्यवाही की जाएगी।

B. अस्पताल के लिए:-

यदि बीमा कंपनी द्वारा दिनांक 02/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(E RSHAA)

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
1	T1607183629062	2018/037838	19080012A - 00	12000	Ayn	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID hence Rejected. (Lack of essential documents)7	FIRST THING THAT WE ATTEMPT MORE THAN 10 TIME AND ALSO PATIENT AGE UNDER 6 YEAR'S SO BIO-METRIC CAN'T ABLE TO DO THIS INDENTIFICATION THROUGH BIO-METRIC , SO REQUESTED TO YOU PLEASE RE-OPEN THIS CASE	Rightly Rejected	Wrong package selection, Case is not justify, Hence Right Rejected
2	T1904182763579	2018/029369	19080012A - 00	12000	Kamleshwar	As per RFP, live photo at the time of admission and discharge is not provided.Hence Rejected.7	CASE DONE BEFORE 30.04.2018 AND AS PER GUIDELINE IN VC HELD AT 06.09.2018 CLAIM REJECTION WRONG SO WE ARE APPEAL THIS CASE FOR REOPEN ,KINDLY DO THE SAME	Reopen & Pay	Case is justify, Hence Reopen and Pay

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
3	T1707183640385	2018/029198	19050038A - 00	2250	Samir Kha	This package part procedure of 19050013A7	AS PER OT NOTES CLEARLY MENTION THAT BOTH PROCEDURE ARE DONE IN FAIR MANNER SO KINDLY CONSIDER ABOUT THAT AND REOPEN THIS CASE	Rightly Rejected	Extra package, Included with other, Hence Right Reject
4	T1009184188253	2018/054413	19030042A - 00	18000	Phate Mahammed	Counts of three biometric identification & attempts cannot be seen in this TID, hence rejected.7	PATIENT COME AT HOSPITAL IN EMERGENCY CONDITION HENCE PT WAS ADMITTED IN EMERGENCY AFTER THAT WE ATTEMPT MORE THAN 20 TIME BY BOTH PERSON PATIENT & HIS WIFE BUT BIOMETRIC CAN'T IDENTIFICATION SO WE GENERETE THIS TID THROUGH MOIC ROUTE SO KINDLY LOOK ALL THESE THING & REOPEN THIS CASE	Reopen & Pay	Case is justify, Hence Reopen and Pay

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
5	T1806183352110	2018/042204	19010060A - 00	17500	Kisturi	hospital not provide annexure 77	WE PROVIDE ANNEXURE 7 ALONG WITH DEATH CERTIFICATE OF PATIENT TO NIA HENCE WRONG REJECTION KINDLY REOPEN THIS CASE	Rightly Rejected	OT notes not complete, not provide Anex. 7, Hence Right Rejected
6	T1605183020119	2018/040624	19040036A - 00	3000	Saroj	Counts of three Bio-Metric identification attempts could not be seen in this TID.hence rejected 7	PATIENT ADMITTED THROUGH BIOMETRIC BY HER HUSBAND VERIFICATION HENCE PATIENT HAVE BOTH HAND MEHNDI ON THAT PRESENT TIME SO WE DID That KINDLY REOPEN THIS CASE EITHER NOT A VALID REASON FOR REJECTION	Rightly Rejected	Biometric verification by other person, pre patient live photo date is mismatch on admission time, As per OT notes case is not justify, Hence Rejected
7	T1804182754334	2018/029185	19010061A - 00	2400	Kamla	live photo at the time of admission / discharge is not provided by hosiptal 7	CASE DONE BEFORE 30.04.2018 AS PER GIVEN INSTRUCTION IN VC HELD 06.09.2018	Rightly Rejected	Not provide discharge card, OT notes, clinical photo during procedure, Hence Right Rejected

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
8	T0904182676866	2018/029365	19100005A - 02	1350	Kavita	As per RFP, live photo of patient at time of admission /Discharge are not provide hence claim rejected 7	CASE DONE BEFORE 30.04.2018 AND AS PER GUIDELINE IN VC HELD AT 06.09.2018 CLAIM REJECTION WRONG SO WE ARE APPEAL THIS CASE FOR REOPEN ,KINDLY DO THE SAME	Reopen & Pay	Case is justify, Hence Reopen and Pay
9	T1806183352110	2018/042203	19010052A - 00	15000	Kisturi	hospital not provide annexure 77	WE PROVIDE ANNEXURE 7 ALONG WITH DEATH CERTIFICATE OF PATIENT TO NIA HENCE WRONG REJECTION KINDLY REOPEN THIS CASE	Rightly Rejected	OT notes not complete, not provide Anex. 7, Hence Right Rejected
10	T1804182755707	2018/029190	19050060A - 00	3000	Mangi Lal	As per RFP, live photo at the time of admission and discharge is not provided ,hence rejected7	CASE DONE BEFORE 30.04.2018 , SO AS PER GIVEN GUIDELINE IN VC HELD 06.09.2018 APPEAL FOR REOPEN	Rightly Rejected	Case is not justify, Hence Right Rejected
11	T3006183472131	2018/029352	19100005A - 00	1350	Krishna	hospital not provide bt bag sticker hence rejected7	CLAIM REJECTED WITHOUT ANY QUIRY HENCE WE HAVE BT RECEIPT & BT STICKER AND WE DID THAT IN FAIR MANNER	Rightly Rejected	BT stiker not provide, Case is not justify, Hence Right Rejected

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
12	T1804182755707	2018/029189	19050059A - 00	5000	Mangi Lal	As per RFP, live photo at the time of admission and discharge is not provided ,hence rejected7	CASE DONE BEFORE 30.04.2018 , SO AS PER GIVEN GUIDELINE IN VC HELD 06.09.2018 APPEAL FOR REOPEN	Rightly Rejected	Cystoscopy report not provide, wrong package, Right Rejected
13	T2004182771935	2018/037824	19010106A - 00	13000	mohan lal	As per RFP patient live photo at the time of admission & discharged not provided by hospital hence claim rejected7	CASE DONE BEFORE RFP OF PATIENT LIVE PHOTO HENCE REQUESTED TO YOU PLEASE REOPEN THIS CASE AND PROCESS THIS	Rightly Rejected	Case is not justify, Hence Right Rejected
14	T0503195824553	2019/110550	29050011A - 00	6000	Shalu Saini	as per rfp live photo at the time of discharge not provided, hence rejected7	Wrong rejection because at the time of discharge live photo has been uploaded by us hence requested to you please reopen this case	Rightly Rejected	Extra package, Included with other, Hence Right Reject

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
15	T1605183015674	2018/038340	29050009A - 00	24000	Bala Devi	count of 3 time biometric verification not identified with this tid hence rejected7	CHOOSING BEFORE MOIC ROUTE WE ATTEMPT MORE THAN 50 TIME INSTEAD OF 3 TIME AFTER THAT PATIENT ADMITTED THROUGH MOIC ROUTE ITS CERTIFIED PATIENT ALSO, SO KINDLY CONSIDER THAT BY PHONE TO PATIENT AND REOPEN THIS CASE EITHER WRONG REJECTION BY NIAC	Rightly Rejected	Biometric verification by other person, pre patient live photo date is mismatch on admission time, Hence Rejected
16	T0503195824553	2019/110548	29050009A - 00	24000	Shalu Saini	as per rfp live photo at the time of discharge not provided, hence rejected7	Wrong rejection because at the time of discharge live photo has been uploaded by us hence requested to you please reopen this case	Reopen & Pay	Case is justify, Hence Reopen and Pay

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
17	T0904182676866	2018/029360	19100005A - 01	1350	Kavita	As per RFP, live photo of patient at time of admission /Discharge are not provide hence claim rejected 7	CASE DONE BEFORE 30.04.2018 AND AS PER GUIDELINE IN VC HELD AT 06.09.2018 CLAIM REJECTION WRONG SO WE ARE APPEAL THIS CASE FOR REOPEN ,KINDLY DO THE SAME	Reopen & Pay	Case is justify, Hence Reopen and Pay
18	T0904182676866	2018/029356	19010108A - 00	13000	Kavita	As per RFP, live photo of patient at time of admission /Discharge are not provide hence claim rejected 7	CASE DONE BEFORE 30.04.2018 AND AS PER GUIDELINE IN VC HELD AT 06.09.2018 CLAIM REJECTION WRONG SO WE ARE APPEAL THIS CASE FOR REOPEN ,KINDLY DO THE SAME	Reopen & Pay	Case is justify, Hence Reopen and Pay

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
19	T1605183015674	2018/038341	29050011A - 00	6000	Bala Devi	count of 3 time biometric verification not identified with this tid hence rejecated7	CHOOSING BEFORE MOIC ROUTE WE ATTEMPT MORE THAN 50 TIME INSTEAD OF 3 TIME AFTER THAT PATIENT ADMITTED THROUGH MOIC ROUTE ITS CERTIFIED PATIENT ALSO, SO KINDLY CONSIDER THAT BY PHONE TO PATIENT AND REOPEN THIS CASE EITHER WRONG REJECTION BY NIAC	Rightly Rejected	Biometric verification by other person, pre patient live photo date is mismatch on admission time, Hence Rejected
20	T2004182771935	2018/037825	19010108A - 00	13000	mohan lal	As per RFP patient live photo at the time of admission & discharged not provided by hospital hence claim rejected7	CASE DONE BEFORE RFP OF PATIENT LIVE PHOTO HENCE REQUESTED TO YOU PLEASE REOPEN THIS CASE AND PROCESS THIS	Reopen & Pay	Case is justify, Hence Reopen and Pay

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
21	T0904182676866	2018/029358	19100005A - 00	1350	Kavita	As per RFP, live photo of patient at time of admission /Discharge are not provide hence claim rejected 7	CASE DONE BEFORE 30.04.2018 AND AS PER GUIDELINE IN VC HELD AT 06.09.2018 CLAIM REJECTION WRONG SO WE ARE APPEAL THIS CASE FOR REOPEN ,KINDLY DO THE SAME	Reopen & Pay	Case is justify, Hence Reopen and Pay
22	T1804182756370	2018/029194	19010107A - 00	10000	Vinod	Onward 5 april -as per RFP, live photo at the time of admission and/or discharge is not provided.hence rejected 7	CASE DONE BEFORE 30.04.2018 , SO AS PER GIVEN GUIDELINE IN VC HELD 06.09.2018 APPEAL FOR REOPEN	Reopen & Pay	Case is justify, Hence Reopen and Pay
23	T3006183472131	2018/029353	19100005A - 01	1350	Krishna	hospital not provide bt bag sticker hence rejcted7	CLAIM REJECTED WITHOUT ANY QUIRY HENCE WE HAVE BT RECEIPT & BT STICKER AND WE DID THAT IN FAIR MANNER	Rightly Rejected	BT stiker not provide, Case is not justify, Hence Right Rejected

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
24	T1607183629062	2018/037836	19080002A - 00	7200	Ayn	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID hence Rejected. (Lack of essential documents)7	FIRST THING THAT WE ATTEMPT MORE THAN 10 TIME AND ALSO PATIENT AGE UNDER 6 YEAR'S SO BIO-METRIC CAN'T ABLE TO DO THIS INDENTIFICATION THROUGH BIO-METRIC , SO REQUESTED TO YOU PLEASE RE-OPEN THIS CASE	Rightly Rejected	Case is not justify, Hence Right Rejected

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