

F 8(9) Rejection Appeal-I 2 2 8 6

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F 8(9) Rejection Appeal-I 2 2 8 6

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Sudha Hospital and MRC Pvt Ltd-Kota	

Sudha Hospital and MRC Pvt Ltd-Kota1111 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 17/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Vijay Laxmi (mo bsbyraj@gmail com)
- Dr prakash (prakashch 29 @gmail com)
- Mr Ashish Prajapati (sudhahospitalkota@gmail com)

बैठक में **Sudha Hospital and MRC Pvt Ltd-Kota1111** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 40 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	22
2	Re-open & Query	0
3	Rightly Rejected	18

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 01/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 01/09/2021 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 01/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(C RSHAA)

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7/07/202

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	T1311198552707	2019/152028	29100008A - 00	35000	Chhitar Lal	As per D/S pt photo NORMAL DISCHARGED (portal) of pt not justified,D/S mentions LAMA,discrepancy in docs.Rejection due to Claim query Reply after lapse of stipulated period as per RFP. 7	DEAR SIR/MA'AM PREVIOUSLY WE WERE GIVEN SOME OTHER QUERRY AND WE GAVE REPLY FOR THE SAME,OUR PACKAGE WAS REJECTED ON BASIS OF SOME OTHER REASON, WITHOUT GIVING QUERRY KINDLY GIVE US OPPORTUNITY TO RECTIFY CLERICAL ERROR AS PATIENT WAS LAMA AND BY MISTAKE WE SELECTED NORMAL DISCHAGE	Reopen & Pay	as per MDP this package to settled for 19100009 (Non invasive ventilator Support) package 75% pay only as LAMA case hance reopn and pay

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7/07/202

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
2	T1311198552707	2019/152023	19100008A - 00	1500	Chhitar Lal	As per D/S pt photo NORMAL DISCHARGED (portal) of pt not justified,D/S mentions LAMA,discrepancy in docs.Rejection due to Claim query Reply after lapse of stipulated period as per RFP. 7	DEAR SIR/MA'AM PREVIOUSLY WE WERE GIVEN SOME OTHER QUERRY AND WE GAVE REPLY FOR THE SAME,OUR PACKAGE WAS REJECTED ON BASIS OF SOME OTHER REASON, WITHOUT GIVING QUERRY KINDLY GIVE US OPPORTUNITY TO RECTIFY CLERICAL ERROR AS PATIENT WAS LAMA AND BY MISTAKE WE SELECTED NORMAL DISCHARGE	Reopen & Pay	as per MDP all documents uploded than 75% pay only as LAMA case hance reopen and pay
3	T2111198639913	2019/150302	19100003A - 01	1500	Shobhram Gurjar	as per hospital not provide block pt. discharge ticket hence rejected7	DEAR SIR WITHOUT DISCHARGE QUERY FOR CASE REJECT	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject

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7/07/202

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
4	T1311198552707	2019/152033	29200004A - 00	3500	Chhitar Lal	As per D/S pt photo NORMAL DISCHARGED (portal) of pt not justified,D/S mentions LAMA,discrepancy in docs.Rejection due to Claim query Reply after lapse of stipulated period as per RFP. 7	DEAR SIR/MA'AM PREVIOUSLY WE WERE GIVEN SOME OTHER QUERRY AND WE GAVE REPLY FOR THE SAME,OUR PACKAGE WAS REJECTED ON BASIS OF SOME OTHER REASON, WITHOUT GIVING QUERRY KINDLY GIVE US OPPORTUNITY TO RECTIFY CLERICAL ERROR AS PATIENT WAS LAMA AND BY MISTAKE WE SELECTED NORMAL DISCHARGE	Reopen & Pay	as per MDP all documents uploded than 75% pay only as LAMA case hance reopen and pay
5	T2111198639913	2019/150308	19100003A - 07	1500	Shobhram Gurjar	as per hospital not provide block pt. discharge ticket hence rejected7	DEAR SIR WITHOUT DISCHARGE QUERY FOR CASE REJECT	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject
6	T2111198639913	2019/150304	19100003A - 03	1500	Shobhram Gurjar	as per hospital not provide block pt. discharge ticket hence rejected7	DEAR SIR WITHOUT DISCHARGE QUERY FOR CASE REJECT	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject
7	T2111198639913	2019/150307	19100003A - 06	1500	Shobhram Gurjar	as per hospital not provide block pt. discharge ticket hence rejected7	DEAR SIR WITHOUT DISCHARGE QUERY FOR CASE REJECT	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject

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7/07/202

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	T1311198552707	2019/152025	19100008A - 02	1500	Chhitar Lal	As per D/S pt photo NORMAL DISCHARGED (portal) of pt not justified,D/S mentions LAMA,discrepancy in docs.Rejection due to Claim query Reply after lapse of stipulated period as per RFP. 7	DEAR SIR/MA'AM PREVIOUSLY WE WERE GIVEN SOME OTHER QUERRY AND WE GAVE REPLY FOR THE SAME,OUR PACKAGE WAS REJECTED ON BASIS OF SOME OTHER REASON, WITHOUT GIVING QUERRY KINDLY GIVE US OPPORTUNITY TO RECTIFY CLERICAL ERROR AS PATIENT WAS LAMA AND BY MISTAKE WE SELECTED NORMAL DISCHAGE	Reopen & Pay	as per MDP all documents uploded than 75% pay only as LAMA case hance 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
9	T1311198552707	2019/152031	29200002A - 01	2000	Chhitar Lal	As per D/S pt photo NORMAL DISCHARGED (portal) of pt not justified,D/S mentions LAMA,discrepancy in docs.Rejection due to Claim query Reply after lapse of stipulated period as per RFP. 7	DEAR SIR/MA'AM PREVIOUSLY WE WERE GIVEN SOME OTHER QUERRY AND WE GAVE REPLY FOR THE SAME,OUR PACKAGE WAS REJECTED ON BASIS OF SOME OTHER REASON, WITHOUT GIVING QUERRY KINDLY GIVE US OPPORTUNITY TO RECTIFY CLERICAL ERROR AS PATIENT WAS LAMA AND BY MISTAKE WE SELECTED NORMAL DISCHAGE	Reopen & Pay	as per MDP all documents uplodged than 75% pay only as LAMA case hance reopen and pay

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7/07/202

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
10	T1311198552707	2019/152027	19100008A - 04	1500	Chhitar Lal	As per D/S pt photo NORMAL DISCHARGED (portal) of pt not justified,D/S mentions LAMA,discrepancy in docs.Rejection due to Claim query Reply after lapse of stipulated period as per RFP. 7	DEAR SIR/MA'AM PREVIOUSLY WE WERE GIVEN SOME OTHER QUERRY AND WE GAVE REPLY FOR THE SAME,OUR PACKAGE WAS REJECTED ON BASIS OF SOME OTHER REASON, WITHOUT GIVING QUERRY KINDLY GIVE US OPPORTUNITY TO RECTIFY CLERICAL ERROR AS PATIENT WAS LAMA AND BY MISTAKE WE SELECTED NORMAL DISCHARGE	Rightly Rejected	blood sticker not uplodod hance right rejected
11	T2111198639913	2019/150305	19100003A - 04	1500	Shobhram Gurjar	as per hospital not provide block pt. discharge ticket hence rejected7	DEAR SIR WITHOUT DISCHARGE QUERY FOR CASE REJECT	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject

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7/07/202

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	T1311198552707	2019/152024	19100008A - 01	1500	Chhitar Lal	As per D/S pt photo NORMAL DISCHARGED (portal) of pt not justified,D/S mentions LAMA,discrepancy in docs.Rejection due to Claim query Reply after lapse of stipulated period as per RFP. 7	DEAR SIR/MA'AM PREVIOUSLY WE WERE GIVEN SOME OTHER QUERRY AND WE GAVE REPLY FOR THE SAME,OUR PACKAGE WAS REJECTED ON BASIS OF SOME OTHER REASON, WITHOUT GIVING QUERRY KINDLY GIVE US OPPORTUNITY TO RECTIFY CLERICAL ERROR AS PATIENT WAS LAMA AND BY MISTAKE WE SELECTED NORMAL DISCHAGE	Reopen & Pay	as per MDP all documents uplodged than 75% pay only as LAMA case hance reopen and pay

Printed On : 20-09-2021 12:52:11 PM



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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
13	T1312198829765	2019/151730	29120016A - 00	78000	Ashaya Begam	change of package without justification and prior approval and after expiry of policy period 7	PATIENT WAS ADMITTED WHEN POLICY WAS ACTIVE FOR CAG AND ALSO RECEIVE PERMISSION FOR THE SAME BUT AFTER FINDING DIESES AS PER CAG REPORT PATIENT WAS NEED OF PTCA HENCE WE DID THE PROCEDURE SINCE SYSTEM WAS NOT ALLOWING TO EDIT PACKAGE ON 13 DEC WE DID SAME ON 14 DEC KINDLY VERIFY IT BY PATIENT REPORT AND APPROVE THE SAME	Reopen & Pay	as per MDP all documents uplodged hance reopen and pay

Printed On : 20-09-2021 12:52:11 PM



7/07/202

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
14	T1311198552707	2019/152026	19100008A - 03	1500	Chhitar Lal	As per D/S pt photo NORMAL DISCHARGED (portal) of pt not justified,D/S mentions LAMA,discrepancy in docs.Rejection due to Claim query Reply after lapse of stipulated period as per RFP. 7	DEAR SIR/MA'AM PREVIOUSLY WE WERE GIVEN SOME OTHER QUERRY AND WE GAVE REPLY FOR THE SAME,OUR PACKAGE WAS REJECTED ON BASIS OF SOME OTHER REASON, WITHOUT GIVING QUERRY KINDLY GIVE US OPPORTUNITY TO RECTIFY CLERICAL ERROR AS PATIENT WAS LAMA AND BY MISTAKE WE SELECTED NORMAL DISCHAGE	Reopen & Pay	as per MDP all documents uploded than 75% pay only as LAMA case hance 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
15	T0711184750468	2018/089584	29120015A - 00	54000	Parmanand Meena	Stent sticker with patient detail & date and Thrombosuction catheter sticker not provided. hence rejected.7	SIR, SIR, In this case the margdarshak due to over Sight as a clerical error did 'nt put date and name of pt. but this sticker of lot NO 831057005 SN.NO.4002831021 8003 belongs to pt. Parmanand meena TID NO T0711184750468 -- sir In this case of parmanand meena thrombosuction procedure was planned but at the time of procdure does'nt required hence not done.	Reopen & Pay	as per MDP all documents uplodged hance reopen and pay
16	T2111198639913	2019/150303	19100003A - 02	1500	Shobhram Gurjar	as per hospital not provide block pt. discharge ticket hence rejected7	DEAR SIR WITHOUT DISCHARGE QUERY FOR CASE REJECT	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject

Printed On : 20-09-2021 12:52:11 PM



7/07/202

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	T1311198552707	2019/152032	29200002A - 02	2000	Chhitar Lal	As per D/S pt photo NORMAL DISCHARGED (portal) of pt not justified,D/S mentions LAMA,discrepancy in docs.Rejection due to Claim query Reply after lapse of stipulated period as per RFP. 7	DEAR SIR/MA'AM PREVIOUSLY WE WERE GIVEN SOME OTHER QUERRY AND WE GAVE REPLY FOR THE SAME,OUR PACKAGE WAS REJECTED ON BASIS OF SOME OTHER REASON, WITHOUT GIVING QUERRY KINDLY GIVE US OPPORTUNITY TO RECTIFY CLERICAL ERROR AS PATIENT WAS LAMA AND BY MISTAKE WE SELECTED NORMAL DISCHAGE	Reopen & Pay	as per MDP all documents uplodged than 75% pay only as LAMA case hance reopen and pay

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1	2	3	4	5	6	7	8	9	10
18	T1806196904712	2019/132040	19030044A - 00	13000	Shivraj Malav	post opp. x-ray not provide hence rejected7	SIR , ALREADY PRE AND POST X RAYS WERE ATTACHED WITH THE SUBMISSION OF CLAIM BUT THE CASE HAS BEEN REJECTED ON ACCOUNT OF NOT PROVIDING POST OP X RAY WHEREAS IT IS SUBMITTED ALREADY KINDLY REOPEN THE CASE AND PAY FOR THE SAME.	Reopen & Pay	as per MDP all documents uplodet hance reopen and pay
19	T1610198261513	2019/152035	29200004A - 00	3500	Deepika	delayed query reply.hence rejected 7	AFTER QUERRY RAISED BY YOU WHEN WE WENT ON PORTAL TO REPLY IT WENT ON PENDING WITH ANALYSER AND WHEN WE RECEIVED 2 REMINDER WE REPLIED FOR THE SAME WE APPOLOGISE FOR THE SAME KINDLY APPROVE AND PAY THE PACKAGE	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject

Printed On : 20-09-2021 12:52:11 PM



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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
20	T2111198639913	2019/150310	19100003A - 09	1500	Shobhram Gurjar	as per hospital not provide block pt. discharge ticket hence rejected7	DEAR SIR WITHOUT DISCHARGE QUERY FOR CASE REJECT	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject
21	T1311198552707	2019/152029	29100017A - 00	2000	Chhitar Lal	As per D/S pt photo NORMAL DISCHARGED (portal) of pt not justified,D/S mentions LAMA,discrepancy in docs.Rejection due to Claim query Reply after lapse of stipulated period as per RFP. 7	DEAR SIR/MA'AM PREVIOUSLY WE WERE GIVEN SOME OTHER QUERRY AND WE GAVE REPLY FOR THE SAME,OUR PACKAGE WAS REJECTED ON BASIS OF SOME OTHER REASON, WITHOUT GIVING QUERRY KINDLY GIVE US OPPORTUNITY TO RECTIFY CLERICAL ERROR AS PATIENT WAS LAMA AND BY MISTAKE WE SELECTED NORMAL DISCHAGE	Reopen & Pay	as per MDP all documents uploded than 75% pay only as LAMA case hance reopen and pay
22	T2611198688939	2019/151875	29060061A - 00	80000	Ashok	as per RMC number not match from mention doctor name in ot notes. hence rejected 7	We appologise for the clerical mistake correct RMC no. of Dr. Kapil Jain is 15984 we are assuring you for not repeating such clerical error kindly approve the claim and oblige	Reopen & Pay	as per MDP all documents uploded hance reopen and pay

Printed On : 20-09-2021 12:52:11 PM



7/07/202

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
23	T2111198639913	2019/150309	19100003A - 08	1500	Shobhram Gurjar	as per hospital not provide block pt. discharge ticket hence rejected7	DEAR SIR WITHOUT DISCHARGE QUERY FOR CASE REJECT	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject
24	T1311198552707	2019/152030	29200002A - 00	2000	Chhitar Lal	As per D/S pt photo NORMAL DISCHARGED (portal) of pt not justified,D/S mentions LAMA,discrepancy in docs.Rejection due to Claim query Reply after lapse of stipulated period as per RFP. 7	DEAR SIR/MA'AM PREVIOUSLY WE WERE GIVEN SOME OTHER QUERRY AND WE GAVE REPLY FOR THE SAME,OUR PACKAGE WAS REJECTED ON BASIS OF SOME OTHER REASON, WITHOUT GIVING QUERRY KINDLY GIVE US OPPORTUNITY TO RECTIFY CLERICAL ERROR AS PATIENT WAS LAMA AND BY MISTAKE WE SELECTED NORMAL DISCHAGE	Reopen & Pay	as per MDP all documents uploded than 75% pay only as LAMA case hance 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
25	T1312198829765	2019/151729	29120007A - 00	5000	Ashaya Begam	change of package without justification and prior approval and after expiry of policy period 7	PATIENT WAS ADMITTED WHEN POLICY WAS ACTIVE FOR CAG AND ALSO RECEIVE PERMISSION FOR THE SAME BUT AFTER FINDING DIESES AS PER CAG REPORT PATIENT WAS NEED OF PTCA HENCE WE DID THE PROCEDURE SINCE SYSTEM WAS NOT ALLOWING TO EDIT PACKAGE ON 13 DEC WE DID SAME ON 14 DEC KINDLY VERIFY IT BY PATIENT REPORT AND APPROVE THE SAME	Reopen & Pay	as per MDP all documents uplodged hance reopen and pay

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1	2	3	4	5	6	7	8	9	10
26	T1906183356996	2018/039605	29060047A - 00	24800	Rameshchan d	as per RFP live photo of pt at the time of admission not provided, hence rejected 7	PHOTO IS TAKEN LIVE AND IT IS TAKEN AT BHAMASHAH COUNTER ONLY AT 21 JUNE 2018 AT 11.45 AM KINDLY PROPERLY SEE IN SOFTWARE , REJECTION UNJUSTIFIED OPEN THE CASE AND PAY FOR THE SAME	Reopen & Pay	as per MDP all documents uploaded hance reopen and pay
27	T1206196844772	2019/132053	29120015A - 00	54000	Laturi Bai	discharge live photo at the date and time of discharge is not provided. Hence rejected.7	SIR LIVE PHOTO WAS DONE NOT FOR UPLOAD	Rightly Rejected	as per MDP documents not uploaded hance right reject
28	T1304182717130	2018/054150	29120081A - 00	50000	prbhu lal	As per RFP, live photo at the time of discharge is not provided. also as per procedure detail provided vein graft used for which separate pkg is available Hence rejected. 7	we want to appeal at SGRC for this case. the live photos were submitted both time separately i.e. admission and discharge.	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject

Printed On : 20-09-2021 12:52:11 PM



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1	2	3	4	5	6	7	8	9	10
29	T2611198688939	2019/151874	19100008A - 00	1500	Ashok	as per RMC number not match from mention doctor name in ot notes. hence rejected 7	We appologise for the clerical mistake correct RMC no. of Dr. Kapil Jain is 15984 we are assuring you for not repeating such clerical error kindly approve the claim and oblige	Reopen & Pay	as per MDP all documents uploded hance reopen and pay
30	T2704196341053	2019/122260	29120026A - 00	30000	Bhanwar Bai	Despite query IVUS report not provided, Hence rejected.7	KINDLY PROVIDE US OPTION TO UPLOAD IVUS REPORT SINCE IT WAS NOT UPLOADED AT THE TIME DISCHARGE OF PATIENT DUE TO CLERICAL ERROR	Reopen & Pay	as per MDP all documents uploded hance reopen and pay
31	T2111198639913	2019/150301	19100003A - 00	1500	Shobhram Gurjar	as per hospital not provide block pt. discharge ticket hence rejected7	DEAR SIR WITHOUT DISCHARGE QUERY FOR CASE REJECT	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject
32	T0807197129735	2019/136175	19020035A - 00	9000	Dhapu Bai	hospital not provided supportive investigation report hence rejected 7	OUR CASE IS STRAIGHTLY REJECTED BY ANALYZER WITHOUT EVEN RAISING QUERRY, IT IS TO REQUEST YOU THAT KINDLY OPEN THE CASE AND GIVE US OPPORTUNITY TO SUBMIT REQUIRED DOCUMENTS	Reopen & Pay	as per MDP all documents uploded hance 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
33	T2707197350695	2019/136177	29120007A - 00	5000	Manju Ranawat	cap. poto on the date of admission not found7	PATIENT WAS UNDERGONE FOR CATH WITHOUT OXYMETRY AND PRE AUTH APPROVAL WAS RAISED ON DATE OF CREATION REQUEST AND PATIENT WAS ADMITTED ON NEXT DAY AFTER APPROVAL SO KINDLY APPROVE OUR PACKAGE AND PAID	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject
34	T2111198639913	2019/150300	19100002A - 00	750	Shobhram Gurjar	as per hospital not provide block pt. discharge ticket hence rejected7	DEAR SIR WITHOUT DISCHARGE QUERY FOR CASE REJECT	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject
35	T1610198261513	2019/152034	29200002A - 00	2000	Deepika	delayed query reply.hence rejected 7	AFTER QUERRY RAISED BY YOU WHEN WE WENT ON PORTAL TO REPLY IT WENT ON PENDING WITH ANALYSER AND WHEN WE RECEIVED 2 REMINDER WE REPLIED FOR THE SAME WE APPOLOGISE FOR THE SAME KINDLY APPROVE AND PAY THE PACKAGE	Rightly Rejected	TID Creation and time of admission more than 1 hours hance 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
36	T1510198252548	2019/151876	29120005A - 00	28000	Barji Bai	delayed query reply by hospital hence case rejected 7	After receiving final query on 5.11.2019 we replied on 15.11.2019 with sticker since OT notes are not prepared in this procedure we already submitted Angioplasty report at time of discharge of patient.first query received on 23-10-2019 and again it become pending for approval with analyses and again we received query reminder on 28.10.2019 and same become pending with analyser final reminder received on 5.11.2019 we gave reply by 15.11.2019 kindly approve the case	Reopen & Pay	as per MDP all documents uplodged hance reopen and pay
37	T2111198639913	2019/150306	19100003A - 05	1500	Shobhram Gurjar	as per hospital not provide block pt. discharge ticket hence rejected7	DEAR SIR WITHOUT DISCHARGE QUERY FOR CASE REJECT	Rightly Rejected	TID Creation and time of admission more than 1 hours hance right reject

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7/07/202

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
38	T1510198252548	2019/151877	29120007A - 00	5000	Barji Bai	delayed query reply by hospital hence case rejected 7	After receiving final query on 5.11.2019 we replied on 15.11.2019 with sticker since OT notes are not prepared in this procedure we already submitted Angioplasty report at time of discharge of patient.first query received on 23-10-2019 and again it become pending for approval with analyses and again we received query reminder on 28.10.2019 and same become pending with analyser final reminder received on 5.11.2019 we gave reply by 15.11.2019 kindly approve the case	Reopen & Pay	as per MDP all documents uplodged hance reopen and pay

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7/07/202

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
39	T1512185095184	2019/113145	29140003A - 00	40000	Buddhi Prakash	REJECTION DUE TO WRONG PACKAGE SELECTION.7	THIS IS TO APPEAL THAT PT . BUDDHI PRAKASH WAS DON OPERATION PLEURECTOMY / DECORTICATION BUT THE CASE WAS REJECTED , REASON GIVEN IS OF SELECTION OF WRONG PACKAGE THIS IS TO	Rightly Rejected	wrong pkg selection hence rightly rejection
40	T1312198829765	2019/151731	29120107A - 00	20000	Ashaya Begam	change of package without justification and prior approval and after expiry of policy period 7	PATIENT WAS ADMITTED WHEN POLICY WAS ACTIVE FOR CAG AND ALSO RECEIVE PERMISSION FOR THE SAME BUT AFTER FINDING DIESES AS PER CAG REPORT PATIENT WAS NEED OF PTCA HENCE WE DID THE PROCEDURE SINCE SYSTEM WAS NOT ALLOWING TO EDIT PACKAGE ON 13 DEC WE DID SAME ON 14 DEC KINDLY VERIFY IT BY PATIENT REPORT AND APPROVE THE SAME	Reopen & Pay	as per MDP all documents uplodged hance reopen and pay

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