

F 8(9) Rejection Appeal-I 2 2

26 8 2 2

2 SHASTRI NURSING HOME-Sawa 266

-

SHASTRI NURSING HOME-Sawa 266

2 2

SHASTRI NURSING HOME-Sawa 266

F 8(9) Rejection Appeal-I 2 2

26 8 2 2

-

2

- -



SHASTRI NURSING HOME-Sawa 266	

SHASTRI NURSING HOME-Sawa1266 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)
- Mr Umesh Kumar sharma (umeshk sharma@newindia co in)
- Dr Shail Shastri (shailshastri@gmail com)

बैठक में **SHASTRI NURSING HOME-Sawa1266** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 42 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	17
2	Re-open & Query	0
3	Rightly Rejected	25

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।



(EO RSHAA)

Printed On : 06-10-2021 05:01:00 PM



7/07/ 0

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	T1402195643887	2019/110298	49040006A - 00	5500	Prinka Devi	Annexure 3, Complete Treatment chart and Vital chart with Date wise., and procedure with delivery not not provided7	Nomal delivery with episiotomy and perineal repair	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay
2	T2408184019503	2018/049403	19040011A - 00	10000	Soniya	as per query reply wrong package selection ,hence case rejected7	PLS THIS WRONG PACKAGE SALECTION	Rightly Rejected	wrong pkg selection hence rightly rejected
3	T0402195547521	2019/106588	49040008A - 00	9500	dilshad bano	after query hospital not provide annex 3 and detail ot notes and baby treatment details,hence case rejected7	PET WITH NORMAL	Reopen & Pay	case settled pkg pay only normal delivery hence reopen and pay
4	T0705182924517	2019/120126	19080003A - 00	5000	Halki Devi	Hospital not provide discharge summary.7	Basic Package for Neonatal Care (Package for Babies admitted for short term care for conditions like: Transient tachypnoea of newborn OR Mild birth asphyxia OR Jaundice requiring phototherapy OR Hemorrhagic disease of newborn OR Large for date)	Rightly Rejected	baby discharge summary and treatment chart not provide hence rightly rejected
5	T0808183863191	2018/049305	49040008A - 00	9500	Goura Devi	Late TID generation. Live photo on date of admission not uploaded. Hence rejected.7	tid	Rightly Rejected	TID was not generted on the same date of admission hence rightly rejected

Printed On : 06-10-2021 05:01:00 PM



7/07/ 0

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
6	T2408184019503	2018/049408	49040006A - 00	5500	Soniya	kindly provide usg , detail ot notes 7	SOFTWARE IN CORRACTED PLZ AND NOT NESSASARY USG REPORT IN THIS CASE	Rightly Rejected	pkg already paid hence rightly rejected
7	T2706197006067	2019/123674	49040014A - 00	3750	Heenaa	this pkg 49040014A is only for outside delivery7	SIR IS PATIENT KI DELIVERY PKG LENE SE PHLE HO CHUKI THI BAMASHA DELIVERY BAD LAGAYA THA IS KE INDORE DELIVERY TIME 1:20 PM KI JAGAH 2:10PM GALTI SE LIKH DIYA GAYA THA SO ISE RE OPEN KARNE KI KRIPA KARE	Rightly Rejected	manual removal of placenta pkg separately not payable with normal delivery pkg hence rightly rejected
8	T0808197479000	2019/135071	19100002A - 00	750	Foranti Devi	pt stay less then 24 hr hence rejected7	sir pt. 20 hr.stay our hospital .full tratment done accordind one days &after dischcharge pt. so sir this case revert back analysis	Rightly Rejected	(24 Hrs- RR) Claim has been rightly rejected as patient stay is less than 24 hrs.
9	T1901182060836	2019/119973	19080003A - 00	5000	Bhawana Joshi	As per records Aadhar card of patient is available while reason for opting MOIC route is non-availability of Aadhar . Hence rejected.7	SIR PATIENT NOT WELL SO USE MOIC ROUTE SIR REOPEN CASE & PAY	Rightly Rejected	zero biometric attempts seen at IT services failure ,hence rightly rejected .
10	T0706196785427	2019/121737	49040001A - 00	5000	Mamta Devi	After query not provide Detail Delivery note hence rejected 7	SIR WE SEND TO DELIVERY NOTES AFTER QUARRY	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay

Printed On : 06-10-2021 05:01:00 PM



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
11	T0402195547521	2019/106589	49040011A - 00	3400	dilshad bano	after query hospital not provide annex 3 and detail ot notes and baby treatment details,hence case rejected7	PPH EXP	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay
12	T0702195577676	2019/106168	19040034A - 00	12000	Kamla	As per document pre & post op. USG report not provide by hospital 7	send with qury	Rightly Rejected	pt. admission 07.02.2019 but pre pt. photo are capture 08 .02 .2019 case not justified hence rightly rejected
13	T1907197263173	2019/138740	19080003A - 00	5000	Farida	PROPER TREATMENT CHART IS NOT GIVEN7	no quarry send nicu chart by nia,only send quarry ds summmarry	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay
14	T3003196065186	2019/123676	19080003A - 00	5000	Ranjana Goyal	Baby Discharge summery not provided hence rejected.7	SIR BABY KA D/S SUMAARY ALAG SE NAHI DETE HAI MOTHER KE INDORE KE SATH HI ATTECH KAR DETE HAI	Rightly Rejected	baby discharge summary and treatment chart not provide hence rightly rejected
15	T0808183864970	2018/049642	49040014A - 00	3750	Manju	wrong pkg selection7	softwear problem	Rightly Rejected	manual removal of placenta pkg separately not payable with normal delivery pkg hence rightly rejected
16	T0103195781247	2019/119930	19080003A - 00	5000	Hameedan	even after repeated query the hospital did not provide discharge ticket of the baby hence rejected. 7	sir i have full detail ds baby document with.mother ds ticket then why did rejected form.	Rightly Rejected	after query hospital document not provide hence rightly rejected
17	T1310198226105	2019/143101	19010053A - 00	15000	Kailashi	after query hospital not provide ot note, bt bag hence rejected7	pt.kept only conservation tratment for 4 days with high antibiotic & alerady sent to bt sticker so sir,reopen this case	Rightly Rejected	after query hospital OT notes not provide hence rightly rejected



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
18	T2103195968498	2019/120375	49040006A - 00	5500	Mala	as per rfp live discharge photo is not provided hence rejected7	sir, we have send to all documents of patient related treatment .	Rightly Rejected	pre and post pt. photo are same case not justified hence rightly rejected
19	T1303195896092	2019/120414	19040011A - 00	10000	shamshad	DISCREPANCY IN DOD AND DISCHARGE LIVE PHOTO HENCE REJECTED7	SIR , WE was did send discharge time photo and alredy send to pt.	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay
20	T2604182818309	2018/049647	49040006A - 00	5500	Gandodi Devi	as per RFP live photo at the time of admission and discharge is not provided AND not provide annexure 2 and discharge summary.hence rejected7	SOFTWARE PROBLEM	Rightly Rejected	pre and post pt. photo are uploaded case not justified hence rightly rejected
21	T1103195869837	2019/119086	19010165A - 00	12000	LATIF	OT NOTE ARE NOT AS PER THE LETTER NO 2027	sir reopen this cASE PLEASE	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay
22	T0701181992773	2019/119975	19080003A - 00	5000	Shilpi Sharma	Biometric non-identification reason not mentioned on Annex-2. Hence rejected.7	SIR REOPEN THAT CASE AND SEND TO ANEX 2 ,PLEASE SIR REOPEN CASE	Rightly Rejected	zero biometric attempts seen at IT services failure ,hence rightly rejected .
23	T0904196168535	2019/123114	19040028A - 00	10500	Panbai	detail procedure note not provided hence rejected7	sir we already sent to detail Exploration of abdominal haematoma pkg	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay
24	T3003182588787	2019/120150	19040029A - 00	8000	Krishna Kumari Prajapat	as per given notes this procedure not done hence rejected7	SIR, WE was send to step by step by that procedure	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay



7/07/ 0

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	T0110184384903	2019/120170	19040029A - 00	8000	Ishu Aroda Khan	Not provide Complete Producer notes So case has Reject7	sir, we send to dr. prec prept.photo cbc reports other documents discharge summary discharge time photo and patient feedback reports .	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay
26	T1403195907858	2019/119966	19040033A - 00	4250	Rahisan	as per rfp live admission photo is not provided hence rejected 7	sir reopen that case	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay
27	T0604196133908	2019/123675	19080003A - 00	5000	Chinta Jogi	Treatment & discharge summary of baby with photo of baby at the time of admission not provided7	SIR BABY KA PKG MOTHER KI TID PAR LENE KI VAJAH SE ADMMISON TIME PHOTO NAHI DE PATE HAI DISCHARGE TIME PAR HI MOTHER KE SATH BABY KI LIVE PHOTO UPLOAD KARTE HAI BABY DISCHARGE SUMMARY BHI MOTHER KE INDORE ME HI DETE HAI ALAG SE NAHI DETE HAI	Rightly Rejected	baby discharge summary and treatment chart not provide hence rightly rejected

Printed On : 06-10-2021 05:01:00 PM



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
28	T1310198226105	2019/143105	19100005A - 01	1350	Kailashi	after query hospital not provide ot note, bt bag hence rejected7	pt.kept only conservation tratment for 4 days with high antibiotic & alerady sent to bt sticker so sir,reopen this case	Rightly Rejected	after query hospital BT notes not provide hence rightly rejected
29	T2103195968498	2019/120374	19080003A - 00	5000	Mala	as per rfp live discharge photo is not provided hence rejected7	sir, we have send to all documents of patient related treatment .	Rightly Rejected	baby discharge summary and treatment chart not provide hence rightly rejected
30	T3101195510506	2019/106171	19100005A - 00	1350	Birma Devi	after Reminder 2-- hospital not PROVIDE CLEAR DETAIL OT NOTES hence rejected7	plz send rimaindar qury	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay
31	T0504196126048	2019/123687	19080003A - 00	5000	Shalu	after query hospital not provide baby details and annex 3 ot baby treatment chart hence case rejected7	SIR SEND TO REPET QUARY	Rightly Rejected	baby discharge summary and treatment chart not provide hence rightly rejected
32	T2908184064878	2019/120114	49040008A - 00	9500	Renakumari	count of three biometric identification and otp attempts could not be seen in this tid hence rejected7	Pre-eclampsia + Normal Delivery	Rightly Rejected	zero biometric attempts seen at IT services failure ,hence rightly rejected .
33	T0706196785427	2019/121738	49040011A - 00	3400	Mamta Devi	After query not provide Detail Delivery note hence rejected 7	SIR WE SEND TO DELIVERY NOTES AFTER QUARRY	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay



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
34	T2307197305048	2019/143756	19080003A - 00	5000	Poonam	As per Audit Remark, Baby found with mother. Baby never admitted in NICU ward since birth.Hence, Rejected. 7	sir,baby kept in nicu for 3 days .baby was discharged at 6 pm ,auditor came at 9 pm thats why baby was with pt. no vechile available at last time.thats why pt.discharged on next day	Rightly Rejected	baby discharge summary and treatment chart not provide hence rightly rejected
35	T0702195577676	2019/106169	19040035A - 00	9600	Kamla	As per document pre & post op. USG report not provide by hospital 7	send qury	Rightly Rejected	pt. admission 07.02.2019 but pre pt. photo are capture 08 .02 .2019 case not justified hence rightly rejected
36	T3003196065186	2019/123677	49040013A - 00	15000	Ranjana Goyal	O.T notes as per letter no 202 not provided hence rejected.7	SIR SEND TO NOTES ALLREADY	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay
37	T1310198226105	2019/143104	19100005A - 00	1350	Kailashi	after query hospital not provide ot note, bt bag hence rejected7	pt.kept only conservation tratment for 4 days with high antibiotic & alerady sent to bt sticker so sir,reopen this case	Rightly Rejected	after query hospital BT notes not provide hence rightly rejected
38	T1502195651097	2019/110299	19040029A - 00	8000	Chetna Kumari	treatment chart, ot notes , procedure note and delivery note and annex -3 not provided 7	Exploration of perineal haematoma AND Resuturing of episiotomy	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay
39	T1403195907858	2019/119965	19040011A - 00	10000	Rahisan	as per rfp live admission photo is not provided hence rejected 7	Salpingo Oophorectomy,Sucti on evacuation - vesicular mole, missed abortion D OR E sir, re open that case	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay



7/07/ 0

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
40	T1506183327347	2018/049350	19080003A - 00	5000	Badami Devi	As per records Aadhar card of mother is available while reason for opting MOIC route is non-availability of Aadhar . Hence rejected. 7	ANX	Rightly Rejected	baby discharge summary and treatment chart not provide hence rightly rejected
41	T3101195510506	2019/106170	19040030A - 00	15000	Birma Devi	after Reminder 2-- hospital not PROVIDE CLEAR DETAIL OT NOTES hence rejected7	plz send rimaindar qury	Reopen & Pay	as pre MDP all documents uploaded case justified hence reopen and pay
42	T0402195547521	2019/106587	19080003A - 00	5000	dilshad bano	after query hospital not provide annex 3 and detail ot notes and baby treatment details,hence case rejected7	NEONETAL PACKAGE	Rightly Rejected	after query hospital document not provide hence rightly rejected

Printed On : 06-10-2021 05:01:00 PM

