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SATISH HOSPITAL SATISH MEDICARE P	

SATISH HOSPITAL SATISH MEDICARE P LTD-Alwa1986 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 Shweta Agarwal (drshwetaa @gmail com)
- RSHAA (raj rshaa@gov in)
- Dr Satish (satishhospitals@gmail com)

बैठक में **SATISH HOSPITAL SATISH MEDICARE P LTD-Alwa1986** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 39 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	14
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।



(CEO RSHAA)



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	T0806196798062	2019/122953	19100002A - 00	750	Sandeep Kumar	inadequate duration of stay (less than 24 hours),hence case rejected 7	PATIENT ATTENDENT REQUEST ON DISCHARGE	Rightly Rejected	TREATMENT CHART DATE WISE NOT PROVIDE , SUPPORTIVE INVESTIGATION NOT PROVIDE
2	T2305196617546	2019/122967	19100003A - 01	1500	Vinod Kumar	as per d/s and portal pt discharge on 23-May-19 03:00 PM,and claim submitted on 12 june And as per rfp we req live one so not payable 7	PORTAL ISSUE	Rightly Rejected	TREATMENT CHART DATE WISE NOT PROVIDE , SUPPORTIVE INVESTIGATION NOT PROVIDE
3	T2305196617546	2019/122966	19100003A - 00	1500	Vinod Kumar	as per d/s and portal pt discharge on 23-May-19 03:00 PM,and claim submitted on 12 june And as per rfp we req live one so not payable 7	PORTAL ISSUE	Rightly Rejected	TREATMENT CHART DATE WISE NOT PROVIDE , SUPPORTIVE INVESTIGATION NOT PROVIDE
4	T2908184062435	2019/094732	19080003A - 00	5000	Pooja	patient admission date is different on documents, annexure 3 is not provided by hospital, hence case rejected.7	WE SENT ANX 3	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED
5	T0806196800679	2019/122972	19100003A - 02	1500	pappu	inadequate duration of stay (less than 24 hours),hence case rejected 7	DISCHARGE ON REQUEST	Rightly Rejected	LESS THAN 24 HOURS DURATION , HENCE CLAIM NOT PAYABLE
6	T1911184851568	2019/095239	19080003A - 00	5000	NEELAM SAINI	hospital not provide Verified pt. photo id and birth certificate of baby hence rejected 7	WE HAVE NOT RECIEVE ANY QUERY AND BABY DETAILS QUERY SUBMITTED	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED

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1	2	3	4	5	6	7	8	9	10
7	T2110184589570	2019/096201	19100003A - 00	1500	Vidhya Devi	3 COUNTS OF BIOMETRIC NOT DONE,inspite of query ICU CHART IS NOT PROVIDED HENCE CASE REJECTED7	HAS BEEN SUBMITTED	Rightly Rejected	ICU CHART NOT PROVIDE , HENCE NOT JUSTIFIED
8	T1810184562388	2019/094726	19080003A - 00	5000	Manisha Yadav	HOSPITAL NOT PROVIDE ANNEX.3 CLAIM REJECTED 7	ALREADY SENT ON DISCHARGE TIME	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED
9	T2010184581664	2019/095604	49040002A - 00	9000	Manisha Yadav	Detail OT note not provide hence rejected 7	HAS BEEN SUBMITTED	Rightly Rejected	DETAILED OT NOTES NOT PROVIDED
10	T2606183431876	2019/095197	19030062A - 00	20000	Kumedan	Hospital not provide Annexure 1 & 4 hence rejected . 7	ALREADY SUBMITTED	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY
11	T1711184836785	2019/095295	19080003A - 00	5000	Pooja Kanwar	hospital not provide annexure 3 hence rejected 7	HAS BEEN SUBMITTED	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED
12	T1910184574557	2019/095282	19080003A - 00	5000	Pooja	hospital not provide JUSTIFY (pt. name) & (verifit) ON portal and provide annex.3 and vital & treatment chart date wise claim are rejected7	WE HAVE NOT RECIEVE ANY QUERY	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED
13	T0306196741518	2019/122970	19100003A - 01	1500	Prahlad	As per RFP live photo of discharge time not provided, Hence rejected 7	PLEASE REOPEN THIS CASE AND CHECK CAREFULLY DISCHARGE LIVE PHOTO	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY

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1	2	3	4	5	6	7	8	9	10
14	T1911184856119	2019/094683	19080003A - 00	5000	Mamta Yadav	hospital not provide Verified pt. photo id and birth certificate of baby hence rejected 7	BIRTH CERTIFICATE NOT DONE AND VERIFIED PT PHOTO ID ALSO PROVIDE IN QUERY	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED
15	T2105183069449	2019/094367	19080003A - 00	5000	Pinki Arya	hospital did not provide readable Annexure 3 , and Birth certificate of child, hence rejected7	Please raise the query than we can provide anx-3 and birth certificate was not done	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY
16	T1707183636903	2019/094374	19040032A - 00	15300	Komal	after query provide reason on annexure 2 invalid , hence rejected7	Please raise the query than we send vailed anx-2	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY
17	T2511184910253	2019/094499	19080003A - 00	5000	Manisha Devi	hospital not provide Verified pt. photo id and birth certificate hence rejected 7	BIRTH CERTIFICATE NOT DONE	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY
18	T2411184899185	2019/094687	19080003A - 00	5000	Mamta Morodiya	hospital not provide Verified pt. photo id and birth certificate of baby hence rejected 7	BIRTH CERTIFICATE NOT DONE AND VERIFIED PATIENT ID PROOF SEND IN QUERY	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED
19	T2305196617546	2019/122965	19100002A - 00	750	Vinod Kumar	as per d/s and portal pt discharge on 23-May-19 03:00 PM, and claim submitted on 12 june And as per rfp we req live one so not payable 7	PORTAL ISSUE	Rightly Rejected	TREATMENT CHART DATE WISE NOT PROVIDE , SUPPORTIVE INVESTIGATION NOT PROVIDE

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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	T0306196741518	2019/122968	19100002A - 00	750	Prahlad	As per RFP live photo of discharge time not provided, Hence rejected 7	PLEASE REOPEN THIS CASE AND CHECK CAREFULLY DISCHARGE LIVE PHOTO	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY
21	T2505196641809	2019/122957	19040036A - 00	3000	Beena Kumari Saini	AS PER ENCLOSED DOCUMENT NO DETAIL OF THIS PKG Conventional Tubectomy SO CLAIM NOT PAYABLE 7	PLEASE RAISE QUERY THAN WE SEND TUBECTOMY NOTS	Rightly Rejected	OT NOTES NOT PROVIDED ,HENCE NOT PAYABLE
22	T2511184910792	2019/094688	19080003A - 00	5000	Suman Devi	hospital not provide Verified pt. photo id and birth certificate hence rejected7	BIRTH CERTIFICATE NOT DONE AND VERIFIED PT ID PROOF ALSO PROVIDED INQUERY	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED
23	T2711184930912	2019/096209	19100002A - 00	750	Surendra Kumar	rejection due to lack of icu vitals and treatment details7	WE HAVE NOT RECIEVE ANY QUERY	Rightly Rejected	ICU CHART NOT PROVIDE , HENCE NOT JUSTIFIED
24	T2309184311306	2019/095319	29200002A - 00	2000	Puran Mal Soni	hospital not provide rft report claim are rejcted 7	WE HAVE NOT RECIEVE ANY QUERY	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY
25	T2210184603530	2019/094749	19080003A - 00	5000	Pooja Devi	INSPIRE OF QUERY ICU CHART IS NOT GIVEN7	WE HAVE NOT RECIEVE ANY QUERY	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED
26	T2410184624661	2019/095323	49040002A - 00	9000	Pooja Devi	after repeated query Kindly provide discharge summary of Pooja Devi.hospital not replied hence rejected7	WE HAVE NOT RECIEVE ANY QUERY	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED

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1	2	3	4	5	6	7	8	9	10
27	T3010184686865	2019/095293	29080001A - 00	24000	Sapana	As per provided document complete date wise IPD notes & Chest x-ray & ABG report not provide by hospital hence Rejected 7	WE HAVE NOT RECIEVE ANY QUERY	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED
28	T2710184648168	2019/094725	19080003A - 00	5000	Munesh	hospital not provide annexure 3 ,nicu chart rejected7	WE ALREADY PROVIDED ANX-3 AND NICU CHART	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED
29	T2711184930912	2019/096210	19100003A - 02	1500	Surendra Kumar	rejection due to lack of icu vitals and treatment details7	WE HAVE NOT RECIEVE ANY QUERY	Rightly Rejected	ICU CHART NOT PROVIDE , HENCE NOT JUSTIFIED
30	T0306196741518	2019/122969	19100003A - 00	1500	Prahlad	As per RFP live photo of discharge time not provided, Hence rejected 7	PLEASE REOPEN THIS CASE AND CHECK CAREFULLY DISCHARGE LIVE PHOTO	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY
31	T2909184368935	2019/095565	19100002A - 05	750	Usha Devi	Reminder 2--Kindly propay only 1 day hospital not provide treatment chart vide CBC report & treatment detail, clarify why you have done over writing on discharge ticket with DOD 7	PLEASE RAISE THE QUERY THAN WE PROVIDE EVERTHING	Rightly Rejected	TREATMENT CHART DATE WISE NOT PROVIDE , SUPPORTIVE INVESTIGATION NOT PROVIDE
32	T2006183372195	2019/095502	19100003A - 01	1500	Basanti Devi	As per document stay of 24 hrs not completed, Hence claim Rejected.7	we are selected right time	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY
33	T2010184584212	2019/094791	19080003A - 00	5000	Krishna	INSPIRE OF QUERY DOCUMENTS DOESNT GIVEN7	we have not recieve any query	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED

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1	2	3	4	5	6	7	8	9	10
34	T2605196649006	2019/122964	19050061A - 00	3000	sita	as per hospital not provide pre operative x-ray hence rejected 7	DEAR SIR PLEASE RAISE THE QUERY THEN WE SEND PRE OP XRAY	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY
35	T3009184381460	2019/094736	19100003A - 01	1500	Vishnu Singh	Hospital not provide cbc & supportive investigation which is mandatory in support of diagnosis Hence claim rejected 7	WE HAVE NOT RECIEVE ANY QUERY IN OUR PORTAL	Reopen & Pay	PKG IS JUSTIFIED , HENCE CLAIM PAYABLE
36	T1406196866510	2019/122973	29030023A - 00	10000	Tushar Yadav	hospital not provide pre operative x-ray of blocked pt. tushar hence rejected 7	THIS IS SOFTWARE PROBLEM PLEASE RAISE QUERY THEN WE PROVIDE REMAINING DOCUMENTS	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY
37	T2311184889790	2019/095294	29200002A - 00	2000	Bhayram	after Reminder 1-hospital not provide latest rft report hence rejected 7	HAS BEEN SUBMITTED	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY
38	T0306196741518	2019/122971	19100003A - 02	1500	Prahlad	As per RFP live photo of discharge time not provided, Hence rejected 7	PLEASE REOPEN THIS CASE AND CHECK CAREFULLY DISCHARGE LIVE PHOTO	Reopen & Pay	BLOCK PKG IS JUSTIFIED HENCE REOPEN & PAY
39	T1908183976787	2019/094756	19080003A - 00	5000	Anju Kumari	hosp did not provide verified pt id hence rejected 7	WE ALREADY SUBMITTED ID PROOF AND ANX-6 ALSO	Rightly Rejected	DOCTOR NOT REGISTERED WITH RMC HENCE REJECTED

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