

F 8(9) Rejection Appeal-I 2 2 67

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MADHAV HOSPITAL-Alwa2697	

MADHAV HOSPITAL-Alwa2697 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 24/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Tej Singh (tejsinghmeena7 @gmail com)
- Jigyasa gahlot (jigyasa gahlot@newindia co in)
- Abhay singh (madhavbehror@gmail com)

बैठक में **MADHAV HOSPITAL-Alwa2697** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 14 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	3
2	Re-open & Query	0
3	Rightly Rejected	11

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।



(J O RSHAA)



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	T0908197495356	2019/138968	49040010A - 00	12000	Seema Kumari	AS PER DOCUMENTS normal Delivery pkg paid7	Comprehensive package booked and all relevant and required documents were provided, still paid for normal delivery package.	Rightly Rejected	alredy paid hence reject
2	T1908197579506	2019/140216	19080013A - 00	7000	Shakti Singh	BLOCK PT. DOCUMENTS NOT PROVIDE HENCE REJECTED7	bABY WAS ADMITTED ON FATHER'S TID, AS MOTHER WAS POSTPARTUM AND COULD NOT COME FOR BIOMETRIC VERIFICATION. ANNEXURE 3 WAS PROVIDED FOR SAME, STILL REJECTED WITHOUT QUERY.	Reopen & Pay	doc is complete hence approved
3	T2309198003832	2019/138863	19030062A - 00	20000	Johri Lal Mehra	Identity of pt with verified person doesn't match. Different name written on DS or pt name on portal . No ID attached to verify the person hence rej..7	Patient name is same on Aadhar car and Bhamashah card (Johari Ram Mehara), however it is mis-spelt on bhamashah portal. All the ID Documents could be provided in query reply. However, rejected without query. hence kindly reopen.	Reopen & Pay	doc is complete hence approved

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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
4	T0706196789831	2019/122395	19080013A - 00	7000	Manisha	null7	Part-payment. Since both package were taken for different individuals (baby and mother), both should have been fully paid.	Rightly Rejected	alredy paid hence reject
5	T1209197876242	2019/138967	19080013A - 00	7000	Beena Yadav	null7	Part-payment. Both packages booked for different individuals and should have been paid in full.	Rightly Rejected	alredy paid hence reject
6	T1208197521656	2019/136959	19080013A - 00	7000	Annu Kumari	null7	Part-payment. Both packages booked for different individuals (mother and baby), hence both should have been paid in full.	Rightly Rejected	alredy paid hence reject
7	T0407197082277	2019/130238	19080013A - 00	7000	Savita Kumari	null7	Part payment. Since both packages booked for different individuals (baby and mother), both should have been paid fully.	Rightly Rejected	alredy paid hence reject
8	T1008197508350	2019/133529	19080013A - 00	7000	Kavita Devi	null7	Part-payment. Both packages booked for different individuals (baby and mother), hence, both should have been paid in full amount.	Rightly Rejected	alredy paid hence 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
9	T2309198003832	2019/138864	19030080A - 00	12500	Johri Lal Mehra	Identity of pt with verified person doesn't match. Different name written on DS or pt name on portal . No ID attached to verify the person hence rej..7	Patient name is same on Aadhar and bhamashah card (Johari Ram Mehara), however it is mis spelt on BSBY Portal. Relevant ID could be provided in reply to query, however no query was raises. Hence kindly reopen.	Rightly Rejected	alredy paid hence reject
10	T1006196823101	2019/122397	19080013A - 00	7000	Anita	null7	Part-payment. Both packages were taken for different individuals (mother and baby), still only 75% of baby package was paid. Both packages should have been paid fully.	Rightly Rejected	alredy paid hence reject
11	T2009197966130	2019/151265	19080013A - 00	7000	Chidiya	null7	Part payment. Both packages booked for different individuals and both should have been paid in full..	Rightly Rejected	alredy paid hence reject
12	T1810198277349	2019/142075	19080013A - 00	7000	Poonam Rohilla	null7	Part-payment. Both mother and baby were admitted on mother's TID, however both are two different individuals and should have been fully paid.	Rightly Rejected	alredy paid hence 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
13	T1005196478411	2019/118806	49040010A - 00	12000	Pooja Kumari	kindly provide procedure notes.7	Procedure notes already provided, yet rejected without any particular reason..	Reopen & Pay	justify case hence approved
14	T0805196447928	2019/119936	19100003A - 01	1500	Chrigh	AFTER REMINDER HOSPITAL NOT PROVIDE ICU CHART HENCE REJECTED7	rejected ithout any apparent reason	Rightly Rejected	doc is not complete hence reject

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