

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

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2 SHRI KRISHNA HOSPITAL-Daus 89

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| SHRI KRISHNA HOSPITAL-Daus 89 |  |

**SHRI KRISHNA HOSPITAL-Daus189** 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 16/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- DR HOTI LAL GUPTA (hlgupta @yahoo co in)
- dr vaibhav (vaibhavkuldeep@gmail com)
- Sh Krishan Dutt Sharma (umeshdutt @gmail com)
- Sh Ramesh Banshiwal (umeshdutt @gmail com)

बैठक में **SHRI KRISHNA HOSPITAL-Daus189** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 33 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 | 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।



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( 0 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     | T2208197625321 | 2019/137861 | 29050011A-00 | 6000     | Dharma Singh Gurjar | live photo on the date of admission not captured7 | This is a case of tertiary package, where as per RFP rules patient photo is uploaded at time pre-authorization request. The photo was captured on 17.08.2019 at the time pre-authorization request. The patient was admitted on 21.08.2019 after receiving approval. There is no provision of uploading photo at the time of admission of tertiary patient. The rejection of package is wrong. Case is rejected without query which is violation of RFP rules. Kindly Re-open the package & order payment. | Reopen & Pay | As per available document/reports booked pkg is justified / 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                                                                                      |
| 2     | T0207197064667 | 2019/132213 | 19100008A<br>- 00 | 1500     | Shila Bai | after Reminder<br>2-hospital<br>not justify why TID not<br>generated within one<br>hour of<br>admission.,rejected7 | As per BSBY<br>guideline 2017 point<br>no. 7(1) patient can<br>bring Bhamashah<br>Card same day of<br>admission not with in<br>one hour of<br>admission which is<br>reason of rejection.<br>Kindly order reopen<br>& pay to NIAC. | Reopen &<br>Pay | As per available document/reports<br>booked pkg is justified , hence<br>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     | T0403195809567 | 2019/111161 | 29050011A<br>- 00 | 6000     | Ramesh<br>Chand<br>Meena | As per RFP live photo at the time of admission is not provided, hence rejected.<br>7 | This a case of tertiary package admission where as per RFP rules patient photo is uploaded at time pre-authorization request. The photo was uploaded on 27.02.2019 at the time pre-authorization request. The patient was admitted on 03.03.2019 after receiving approval. There is no provision of uploading photo at the time of admission of tertiary patient. We have submitted reply on 23.03.2019 on mail to NIAC but even after verbal acceptance of wrong rejection by NIAC on phone at 5.06pm on 23.03.2019 no revert back was done. The rejection of package is wrong. Kindly Re-open the package & order payment. | Rightly<br>Rejected | As per available document/reports booked pkg is not justified , hence rightly 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                                                                                 |
| 4     | T2111184877552 | 2019/099412 | 19100005A<br>- 00 | 1350     | Supita                 | T2111184877552<br>7                                                                                       | Digital X- Ray is not included in MDP. We have submitted post operative X- Ray on portal on time. No reason for justification of rejection was mentioned by NIAC. We have also submitted digital X- Ray on mail when it was accepted on site. Kindly open and make payment. | Reopen & Pay | As per available document/reports booked pkg is justified / hence reopen and pay . |
| 5     | T2510184636886 | 2019/099413 | 19030071A<br>- 00 | 18000    | Laxman<br>Singh Gurjar | after Reminder 2- hospital not -provide details OT notes . and pre and post x rays,with pt name,rejected7 | With pt name pre and post x-ray were uploaded at the time of discharge on portal. O.T. notes were also submitted with is fifteen days of query as per guideline. Kindly open and order payment.                                                                             | Reopen & Pay | As per available document/reports booked pkg is justified , 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                                                                                 |
| 6     | T0403195809567 | 2019/111160 | 29050009A<br>- 00 | 24000    | Ramesh<br>Chand<br>Meena | As per RFP live photo at the time of admission is not provided, hence rejected.<br>7 | This a case of tertiary package admission where as per RFP rules patient photo is uploaded at time pre-authorization request. The photo was uploaded on 27.02.2019 at the time pre-authorization request. The patient was admitted on 03.03.2019 after receiving approval. There is no provision of uploading photo at the time of admission of tertiary patient. We have submitted reply on 23.03.2019 on mail to NIAC but even after verbal acceptance of wrong rejection by NIAC on phone at 5.06pm on 23.03.2019 no revert back was done. The rejection of package is wrong. Kindly Re-open the package & order payment. | Reopen & Pay | As per available document/reports booked pkg is justified / 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                                                                                             |
| 7     | T3007197385593 | 2019/140722 | 19050013A<br>- 00 | 8400     | Hariram<br>Meena      | after Reminder<br>2-hospital not -provide<br>uroflowmetry<br>report,rejected7 | NIAC has rejected<br>case of Shri Hariram<br>Meena Tid No.<br>T3007197385593<br>even after submitting<br>MDP document<br>Cystoscopy report &<br>Photo. They are<br>demanding<br>Uroflowmetry report.<br>As per MDP either<br>Cystoscopy or<br>uroflowmetry report<br>is required only.<br>Kindly instruct NIAC<br>to follow MDP. And<br>reopen the case and<br>order for payment. | Reopen &<br>Pay     | As per available document/reports<br>booked pkg is justified / hence<br>reopen and pay .       |
| 8     | T1410184523960 | 2019/094962 | 19100008A<br>- 01 | 1500     | Laxmi Devi<br>Mahawar | HOSPITAL NOT<br>PROVIDED B.T<br>STICKERS HENCE<br>REJECTED.7                  | Case was rejected<br>without query and no<br>query in seven days<br>violating mandatory<br>guide line point<br>no.17(1) & 17(1)-1.<br>As site is not<br>accepting we are<br>submitting B.T.<br>sticker by mail dated<br>24.10.2018. Kindly<br>open and order for<br>payment.                                                                                                      | Rightly<br>Rejected | As per available document/reports<br>booked pkg is not justified , hence<br>rightly 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                                                                                 |
| 9     | T0403195809567 | 2019/111159 | 19050008A<br>- 00 | 9000     | Ramesh<br>Chand<br>Meena | As per RFP live photo at the time of admission is not provided, hence rejected.<br>7 | This a case of tertiary package admission where as per RFP rules patient photo is uploaded at time pre-authorization request. The photo was uploaded on 27.02.2019 at the time pre-authorization request. The patient was admitted on 03.03.2019 after receiving approval. There is no provision of uploading photo at the time of admission of tertiary patient. We have submitted reply on 23.03.2019 on mail to NIAC but even after verbal acceptance of wrong rejection by NIAC on phone at 5.06pm on 23.03.2019 no revert back was done. The rejection of package is wrong. Kindly Re-open the package & order payment. | Reopen & Pay | As per available document/reports booked pkg is justified / 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                                                                                       |
| 10    | T1809197945134 | 2019/148461 | 19010107A<br>- 00 | 10000    | Sumitra Devi | HOSPITAL NOT PROVIDED BLOCK PT DOCUMENTS HENCE REJECTED 7 | Pt. Smt. Sumitra Devi TID No.T1809197945134 was admitted in our hospital for operation Laproscopic Appendicectomy on 18.09.2019. We uploaded Prescription at the time of admission and her photo was captured. By mistake, Marg Darshak uploaded the Discharge Ticket, OT Notes, Feedback Form and USG report of other patient Lalita Devi who was also discharged on same day on 20.09.2019. NIAC raised query " Indication for Blocked Package" on 28.09.2019. We replied the query on portal on 04.10.2019 which was totally correct NIAC rejected the package without query.Reply submitted after rejection on mail as portal do not accept it.<br>Kindly accept the appeal. We have | Rightly Rejected | As per available document/reports booked pkg is not justified , hence rightly 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                                                                                 |
|       |                |             |                   |          |            |                                                                                      | operated Pt. Smt Sumitra Devi for Laproscopic Appendicetomy. We have submitted all correct documents on mail to NIAC but they have not considered the real & correct operation. We should not be punished for an innocent human error. Kindly examine the case and order for payment.                                        |              |                                                                                    |
| 11    | T1606196887152 | 2019/132217 | 19080003A<br>- 00 | 5000     | Anita Devi | hospital not provide dsate vise nicu chart and treatment chart hence case rejected 7 | Patient NIAC rejected claim of TID. T1606196887152 of Baby of Anita Devi without query and violated BSBY guideline 2017 point no. 17(1). Given Treatment has been mentioned on Discharged ticket. After analyzer rejection we have submitted NICU treatment & Vital chart on mail. Kindly approve package and order payment. | Reopen & Pay | As per avaialble document/reports booked pkg is justified , 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                                                                                 |
| 12    | T0207197064667 | 2019/132212 | 19040024A-00 | 9200     | Shila Bai | after Reminder 2-hospital not justify why TID not generated within one hour of admission.,rejected7 | As per BSBY guideline 2017 point no. 7(1) patient can bring Bhamashah Card same day of admission not with in one hour of admission which is reason of rejection. Kindly order reopen & pay to NIAC.                                                                        | Reopen & Pay | As per available document/reports booked pkg is justified , hence reopen and pay.  |
| 13    | T2111184877552 | 2019/099411 | 19030062A-00 | 20000    | Supita    | as per p[rovided x ray,post x ray not justified,rejecteda7                                          | Digital X- Ray is not included in MDP. We have submitted post operative X- Ray on portal on time. No reason for justification of rejection was mentioned by NIAC. We have also submitted digital X-Ray on mail when it was accepted on site. Kindly open and make payment. | Reopen & Pay | As per available document/reports booked pkg is justified / 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                                                                                 |
| 14    | T0103195788714 | 2019/114383 | 19010180A-00 | 10000    | Pooja Gautam | no investigatory report with pt detail seal and sign by dr as per mdp[usg/ct/mri/xray report with pt detail]not given by hospital hence rejected 7 | On 09.03.2019 a query was raised that USG report and detail OT notes as per circular no.202 were not submitted. X-Ray and OT notes as per circular no. 202 were uploaded on site on 02.03.2019 before query at time discharge. As per MDP USG is not necessary when X-Ray is already submitted. Hence query and rejection is wrong. Kindly reopen and pay. | Reopen & Pay | As per available document/reports booked pkg is justified , hence reopen and pay.  |
| 15    | T2802195774705 | 2019/111398 | 19110008A-02 | 100      | Raja Devi    | After Query Pre & post Op Clinical photo after Extraction not provided , hence claim rejected7                                                     | As per MDP requirement clinical photo is not required still we have submitted clinical photo already. The rejection of package is wrong. Kindly Re-open the package & order payment.                                                                                                                                                                       | Reopen & Pay | As per avaialble document/reports booked pkg is justified , 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                                                                                       |
| 16    | T2606196996939 | 2019/140935 | 19030062A<br>- 00 | 20000    | Dayaram<br>Meena | as per post xray film<br>wrong package<br>selection hence case<br>rejected7 | As per BSBY<br>guideline point<br>no.18(2) rejection<br>letter has to be given<br>in form –"Sh" which<br>has been not<br>provided by NIAC<br>and as per point<br>no.18(3) rejection is<br>only possible on six<br>grounds mentioned<br>in RFP rule no.18 is<br>mandatory which<br>NIAC has failed to<br>follow. As per RFP<br>rule BSBY guideline<br>point 17(1) all<br>possible queries<br>should be made at<br>one time. We have<br>operated the patient<br>and he is enjoying<br>benefits of<br>treatment. Hence<br>case may kindly be<br>opened and payment<br>order should be<br>issued. | Reopen &<br>Pay | As per available document/reports<br>booked pkg is justified , hence<br>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    | T1410184523960 | 2019/094960 | 19100005A<br>- 00 | 1350     | Laxmi Devi<br>Mahawar | HOSPITAL NOT<br>PROVIDED B.T<br>STICKERS HENCE<br>REJECTED.7                                            | Case was rejected<br>without query and no<br>query in seven days<br>violating mandatory<br>guide line point<br>no.17(1) & 17(1)-1.<br>As site is not<br>accepting we are<br>submitting B.T.<br>sticker by mail dated<br>24.10.2018. Kindly<br>open and order for<br>payment. | Rightly<br>Rejected | As per available document/reports<br>booked pkg is not justified , hence<br>rightly rejected . |
| 18    | T2802195774705 | 2019/111396 | 19110008A<br>- 00 | 100      | Raja Devi             | After Query Pre & post<br>Op Clinical photo after<br>Extraction not provided<br>, hence claim rejected7 | As per MDP<br>requirement clinical<br>photo is not required<br>still we have<br>submitted clinical<br>photo already. The<br>rejection of package<br>is wrong. Kindly Re-<br>open the package &<br>order payment.                                                             | Reopen &<br>Pay     | As per avaiable document/reports<br>booked pkg is justified , hence<br>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    | T1312198831161 | 2020/156779 | 29050061A<br>- 00 | 10000    | Harsahay<br>Meena | change of package without justification and prior approval and after expiry of policy period<br>7 | Change of package was done after submitting full justification. Very senior urologist gave justification on 13.12.2019 on portal before discharge date 16.12.2019. We have received right side PCNL prior approval on 10.12.2019. But due to increase in S.Creatinine level PCNL was not performed and package was again edited for DJ Stenting both Side. It was correct change in package. Approval for DJ Stenting both Side was also received on 14.12.2019. It was continued process after admitting patient on 12.12.2019. Hence saying that patient was admitted after expiry of policy period is totally wrong. Hence approve the package and order for payment. | Reopen &<br>Pay | As per available document/reports booked pkg is justified , 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                                                                                       |
| 20    | T1207197171720 | 2019/132221 | 19080003A<br>- 00 | 5000     | Malti Devi       | AS PER HOSPITAL<br>NOT PROVIDE NICU<br>& TREATMENT<br>CHART HENCE<br>REJECTED7 | Patient NIAC<br>rejected claim of<br>TID.<br>T1207197171720 of<br>Baby of Malti Devi<br>without query and<br>violated BSBY<br>guideline 2017 point<br>no. 17(1). Given<br>Treatment has been<br>mentioned on<br>Discharged ticket.<br>After analyzer<br>rejection we have<br>submitted NICU<br>treatment & NICU<br>chart on mail. Kindly<br>approve package<br>and order payment. | Reopen &<br>Pay | As per available document/reports<br>booked pkg is justified , hence<br>reopen and pay . |
| 21    | T0807197131040 | 2019/141417 | 19010106A<br>- 00 | 13000    | Manjeet<br>Meena | as per documents<br>hospital not provide<br>USG REPORT hence<br>rejected<br>7  | As per minimum<br>document protocol<br>USG report is not<br>required. Without<br>query NIAC can not<br>reject any claim.<br>Kindly open and pay<br>the wrongly rejected<br>claim. Kindly<br>approve package<br>and order payment.                                                                                                                                                 | Reopen &<br>Pay | As per available document/reports<br>booked pkg is justified , hence<br>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                                                                                       |
| 22    | T2802195774705 | 2019/111399 | 19110008A<br>- 03 | 100      | Raja Devi | After Query Pre & post Op Clinical photo after Extraction not provided , hence claim rejected7      | As per MDP requirement clinical photo is not required still we have submitted clinical photo already. The rejection of package is wrong. Kindly Re-open the package & order payment.                | Rightly Rejected | As per available document/reports booked pkg is not justified , hence rightly rejected . |
| 23    | T0207197064667 | 2019/132214 | 49040002A<br>- 00 | 9000     | Shila Bai | after Reminder 2-hospital not justify why TID not generated within one hour of admission.,rejected7 | As per BSBY guideline 2017 point no. 7(1) patient can bring Bhamashah Card same day of admission not with in one hour of admission which is reason of rejection. Kindly order reopen & pay to NIAC. | Reopen & Pay     | As per available document/reports booked pkg is justified , hence reopen and pay.        |
| 24    | T1007197153302 | 2019/132223 | 19010107A<br>- 00 | 10000    | Pooni Ram | hospital not provided supportive investigation report USG hence rejected 7                          | As per minimum document protocol USG report is not required. Without query NIAC can not reject any claim. Kindly open and pay the wrongly rejected claim. Kindly approve package and order payment. | Rightly Rejected | As per available document/reports booked pkg is not justified , hence rightly 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                                                                                             |
| 25    | T2208197625321 | 2019/137860 | 29050009A<br>- 00 | 24000    | Dharma<br>Singh Gurjar | live photo on the date<br>of admission not<br>captured7 | This is a case of<br>tertiary package,<br>where as per RFP<br>rules patient photo is<br>uploaded at time<br>pre-authorization<br>request. The photo<br>was captured on<br>17.08.2019 at the<br>time<br>pre-authorization<br>request. The patient<br>was admitted on<br>21.08.2019 after<br>receiving approval.<br>There is no provision<br>of uploading photo at<br>the time of<br>admission of tertiary<br>patient. The rejection<br>of package is wrong.<br>Case is rejected<br>without query which<br>is violation of RFP<br>rules. Kindly Re-<br>open the package &<br>order payment. | Rightly<br>Rejected | As per available document/reports<br>booked pkg is not justified , hence<br>rightly 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                                                                                             |
| 26    | T0807197131040 | 2019/141418 | 19010107A<br>- 00 | 10000    | Manjeet<br>Meena      | as per documents<br>hospital not provide<br>USG REPORT hence<br>rejected<br>7 | As per minimum<br>document protocol<br>USG report is not<br>required. Without<br>query NIAC can not<br>reject any claim.<br>Kindly open and pay<br>the wrongly rejected<br>claim. Kindly<br>approve package<br>and order payment.                                            | Rightly<br>Rejected | As per available document/reports<br>booked pkg is not justified , hence<br>rightly rejected . |
| 27    | T1410184523960 | 2019/094961 | 19100008A<br>- 00 | 1500     | Laxmi Devi<br>Mahawar | HOSPITAL NOT<br>PROVIDED B.T<br>STICKERS HENCE<br>CASE REJECTED.7             | Case was rejected<br>without query and no<br>query in seven days<br>violating mandatory<br>guide line point<br>no.17(1) & 17(1)-1.<br>As site is not<br>accepting we are<br>submitting B.T.<br>sticker by mail dated<br>24.10.2018. Kindly<br>open and order for<br>payment. | Rightly<br>Rejected | As per available document/reports<br>booked pkg is not justified , hence<br>rightly rejected . |
| 28    | T2211184884028 | 2019/099414 | 19010081A<br>- 00 | 10000    | Ramkishor<br>Bairwa   | Hospital not provide<br>USG report claim has<br>been rejected7                | On discharge we<br>have uploaded pre &<br>post operative X-Ray<br>as per MDP. USG is<br>not necessary as pre<br>MDP. Operating Dr.<br>Sandeep Garg has<br>submitted reply on<br>06.12.2018 on query<br>on portal. Kindly<br>open and order for<br>payment.                   | Reopen &<br>Pay     | As per available document/reports<br>booked pkg is justified / hence<br>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                                                                                       |
| 29    | T2802195774705 | 2019/111400 | 19110031A<br>- 00 | 150      | Raja Devi       | After Query Pre & post Op Clinical photo after Extraction not provided , hence claim rejected7 | As per MDP requirement clinical photo is not required still we have submitted clinical photo already. The rejection of package is wrong. Kindly Re-open the package & order payment.                                                                                                                                                                                             | Rightly Rejected | As per available document/reports booked pkg is not justified , hence rightly rejected . |
| 30    | T0505182906583 | 2019/098655 | 19020075A<br>- 00 | 8000     | Ramji Lal Meena | after Reminder 2--hospital not provide usg report,rejected7                                    | Patient Ramji Lal Meena was operated for removal of submandibular salivary gland. The case was rejected for non submission of USG report. Before rejection NIAC did not provided "Sh" form. Usg was not included in previous MDP list. ENT Surgeon replied on BSBY portal on 17.11.2018 where detail was given case may kindly be considered and open and requested for payment. | Rightly Rejected | As per available document/reports booked pkg is not justified , hence rightly 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                                                                                 |
| 31    | T0512185016611 | 2019/098263 | 49040011A<br>- 00 | 3400     | Kisana Devi | kindly provide usg report & process report 7                               | On portal there was a query for USG report and process report on 13.12.2018.We replied on portal on 17.12.2018 and submitted USG & process report. Even after submitting USG and process report the exploration of PPH tear repair for Rs 3400/- was rejected for no reason and without query. Kindly open the case and pay. | Reopen & Pay | As per available document/reports booked pkg is justified , hence reopen and pay . |
| 32    | T1007197153302 | 2019/132222 | 19010106A<br>- 00 | 13000    | Pooni Ram   | hospital not provided supportive investigation report USG hence rejected 7 | As per minimum document protocol USG report is not required. Without query NIAC can not reject any claim. Kindly open and pay the wrongly rejected claim. Kindly approve package and order payment.                                                                                                                          | Reopen & Pay | As per available document/reports booked pkg is justified , 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                                                                                 |
| 33    | T2802195774705 | 2019/111397 | 19110008A-01 | 100      | Raja Devi | After Query Pre & post Op Clinical photo after Extraction not provided , hence claim rejected | As per MDP requirement clinical photo is not required still we have submitted clinical photo already. The rejection of package is wrong. Kindly Re-open the package & order payment. | Reopen & Pay | As per available document/reports booked pkg is justified , hence reopen and pay . |

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