

F 008(9) Rejection Appeal-I 202

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L N Multispeciality hospital-Jhal2670 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 HOTI LAL GUPTA (hlgupta7@yahoo co in)
- Dr Rajnikant Sharma (bsbynia@gmail com)
- Sh Narendra Pushpad (narendrapushpad 26 9@gmail com)

बैठक में **L N Multispeciality hospital-Jhal2670** 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	20
2	Re-open & Query	0
3	Rightly Rejected	22

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	T1507197212124	2019/129983	19010036A-01	6500	manju bai	wrong package selection . 7	their was clearly mentioned in USG report 4 nos breast fibroadenoma and all were removed during case, plz consider case.	Rightly Rejected	As per avaiable document/reports booked pkg is not justified , hence rightly rejected .
2	T2107197278114	2019/134305	19010106A-00	13000	Nitesh Patidar	include in 19010107A-00 pkg 7	pKG WAS NOT INCLUDED in above pkg as clearly mentioned in OT NOTES.	Rightly Rejected	As per avaiable document/reports booked pkg is not justified , hence rightly rejected .
3	T1010198193388	2019/147766	19100008A-00	1500	Jagdishprada d	BT sticker not provide by hospital hence Rejected 7	Blood tag is provided 2times already plz consider.	Reopen & Pay	As per avaiable document/reports booked pkg is justified , hence reopen and pay .
4	T2307197308399	2019/134787	29130018A-00	15000	Rodu Lal Banjara	DETAIL OT NOTE according letter no. 202 not provided hence rejected7	Their was not OT NOTES were asked in Query they have asked for FNAC report with seal and sign and provided.	Reopen & Pay	As per avaiable document/reports booked pkg is justified , hence reopen and pay .
5	T1306196857065	2019/122584	19100002A-00	750	Devilal	As per rfp live photo at the time of Discharge not provided hence rejected. 7	As already told in Query patient was discharge on14/06/2019 morning but discharge ticket was made on 13/06/2019 night and live photo is as per norms. taken.	Reopen & Pay	As per avaiable document/reports booked pkg is 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
6	T1306196857065	2019/122585	19100002A - 01	750	Devilal	As per rfp live photo at the time of Discharge not provided hence rejected. 7	As already told in Query patient was discharge on14/06/2019 morning but discharge ticket was made on 13/06/2019 night and live photo is as per norms.	Reopen & Pay	As per available document/reports booked pkg is justified , hence reopen and pay .
7	T3108197733677	2019/134306	19080003A - 00	5000	Sohan Bai	As per Audit Remark, OT done on 27.8.19 but OT Note not prepared on same day.Hence, rejected 7	ot notes was ready but theywere not attached with file so plz consider.	Reopen & Pay	As per available document/reports booked pkg is justified , hence reopen and pay .
8	T1703195938686	2019/113107	19010163A - 00	7000	Meena Devi Chourasya	after query hospital not provide correct pt detail ot note hence rejected7	Ot notes as per rule were already attached. It was human error to provide wrong patient detail.	Reopen & Pay	As per available document/reports booked pkg is justified , hence reopen and pay .
9	T2509198027918	2020/155550	19100014A - 00	2000	Salma Bee	Proper FNAC Report not provided.7	Fnac report is uploded and its showing right in front.	Rightly Rejected	As per available document/reports booked pkg is not justified , hence rightly rejected .
10	T1704196240580	2019/116593	19030012A - 00	15000	Rukayya Bi	hospital not provide annex.6 rejected 7	In claim query NIA did not asked for annexure6 we have provided all other documents asper query so kindly grant it.we have annexure 6 also if you want.	Rightly Rejected	As per available document/reports booked pkg is not justified , 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
11	T3108197733677	2019/134307	49040002A - 00	9000	Sohan Bai	As per Audit Remark, OT done on 27.8.19 but OT Note not prepared on same day.Hence, rejected 7	ot notes was ready but theywere not attached with file so plz consider.	Reopen & Pay	As per avaiable document/reports booked pkg is justified , hence reopen and pay .
12	T1507197212124	2019/129984	19010036A - 02	6500	manju bai	wrong package selection . 7	their was clearly mentioned in USG report 4 nos breast fibroadenoma and all were removed during case, plz consider case.	Rightly Rejected	As per avaiable document/reports booked pkg is not justified , hence rightly rejected .
13	T1802195681534	2019/108182	19110001A - 00	8500	Kangana	AFTER QUERY HOSPITAL NOT PROVIDE CLINICAL PHOTO AND DETAILED OT NOTES OF FISTULA HENCE PACKAGE NOT JUSTIFIED HENCE REJECTED7	In this desired case are already submitted clinical photo and operative notes are also provided at the time of discharge.	Rightly Rejected	As per available document/reports booked pkg is not justified , hence rightly rejected .
14	T3108197735275	2019/135535	19010107A - 00	10000	Guddi Bai	As per provide document open surgery done & package blocked for Lap. surgery hence rejected 7	during training period clearly told that During Lap. surgery if not possible can go for open surgery and mentioned in OT notes so plz consider.	Rightly Rejected	As per avaiable document/reports booked pkg is not justified , hence rightly rejected .
15	T1704196240580	2019/116595	19100008A - 01	1500	Rukayya Bi	hospital not provide annex.6 rejcted 7	In claim query NIA did not asked for annexure6 we have provided all other documents asper query so kindly grant it.we have annexure 6 also if you want.	Rightly Rejected	As per available document/reports booked pkg is not justified , 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
16	T3108197733677	2019/134309	19100008A - 00	1500	Sohan Bai	As per Audit Remark, OT done on 27.8.19 but OT Note not prepared on same day.Hence, rejected 7	ot notes was ready but theywere not attached with file so plz consider.	Reopen & Pay	As per avaialble document/reports booked pkg is justified , hence reopen and pay .
17	T0712198788306	2019/151085	19100008A - 03	1500	Anokh Kumari	PROCTOSCOPY NOT PROVIDE HENCE REJECTED7	As per ur query we have provided all cbc and HB detail you have not asked for Proctoscopy report and also its not a part of MDP also blood transfusion is also rejected this wrong so plz consider our case.	Reopen & Pay	As per avaialble document/reports booked pkg is justified , hence reopen and pay .
18	T1703195938686	2019/113108	19010169A - 00	7000	Meena Devi Chourasya	after query hospital not provide correct pt detail ot note hence rejected7	Ot notes as per rule were already attached. It was human error to provide wrong patient detail.	Rightly Rejected	As per available document/reports booked pkg is not justified , hence rightly rejected .
19	T2208197629020	2019/138052	19080003A - 00	5000	Krishna Bai	hospital not provide annexure 3 hence rejected 7	Their was no query raised about annexure3 so plz consider it.	Rightly Rejected	As per avaialble document/reports booked pkg is not justified , hence rightly rejected .
20	T1704196240580	2019/116596	19100008A - 02	1500	Rukayya Bi	hospital not provide annex.6 rejcted 7	In claim query NIA did not asked for annexure6 we have provided all other documents asper query so kindly grant it.we have annexure 6 also if you want.	Rightly Rejected	As per available document/reports booked pkg is not justified , hence rightly rejected .
21	T2608197672838	2019/138854	19100014A - 00	2000	rukman bai	not provide fnac report hence rejected7	We have provided the FNAC report in Query plz check.	Rightly Rejected	As per avaialble document/reports booked pkg is not justified , hence rightly rejected .



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1	2	3	4	5	6	7	8	9	10
22	T0712198788306	2019/151084	19100008A - 02	1500	Anokh Kumari	PROCTOSCOPY NOT PROVIDE HENCE REJECTED7	As per ur query we have provided all cbc and HB detail you have not asked for Proctoscopy report and also its not a part of MDP also blood transfusion is also rejected this wrong so plz consider our case.	Reopen & Pay	As per avaiable document/reports booked pkg is justified , hence reopen and pay .
23	T1105196487436	2019/124017	29050011A - 00	6000	Renu	patient name is different on xray hence rejected7	this is human error of mistake of name in Xray film you have not query in it plz consider.	Rightly Rejected	As per avaiable document/reports booked pkg is not justified , hence rightly rejected .
24	T1306196857065	2019/122587	19100002A - 03	750	Devilal	As per rfp live photo at the time of Discharge not provided hence rejected. 7	As already told in Query patient was discharge on14/06/2019 morning but discharge ticket was made on 13/06/2019 night and live photo is as per norms.	Reopen & Pay	As per avaiable document/reports booked pkg is justified , hence reopen and pay .
25	T3009198088307	2019/142388	19030064A - 00	7500	Sapana Kumari Bheel	patient detail not mention on x ray & proper procedure detail not provided hence case rejected 7	pre op Xray was not digital tats why patient name was not in it and its clealy mentioned in ot notes open reduction was done .	Rightly Rejected	As per avaiable document/reports booked pkg is not justified , 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
26	T1209197872510	2019/139740	19050061A - 00	3000	Najar Ali	block pt. documents not provided ,hence rejected7	In query you have asked for post op Xray we have provided it other documents were of wrong patient we have all related document of patient.	Rightly Rejected	As per available document/reports booked pkg is not justified , hence rightly rejected .
27	T1704196240580	2019/116594	19100008A - 00	1500	Rukayya Bi	hospital not provide annex.6 rejected 7	In claim query NIA did not asked for annex.6 we have provided all other documents as per query so kindly grant it.we have annex.6 also if you want.	Rightly Rejected	As per available document/reports booked pkg is not justified , hence rightly rejected .
28	T1507197212124	2019/129985	19010036A - 03	6500	manju bai	wrong package selection . 7	their was clearly mentioned in USG report 4 nos breast fibroadenoma and all were removed during case, plz consider case.	Rightly Rejected	As per available document/reports booked pkg is not justified , hence rightly rejected .
29	T0712198788306	2019/151081	19010169A - 00	7000	Anokh Kumari	PROCTOSCOPY NOT PROVIDE HENCE REJECTED7	As per ur query we have provided all cbc and HB detail you have not asked for Proctoscopy report and also its not a part of MDP also blood transfusion is also rejected this wrong so plz consider our case.	Reopen & Pay	As per available document/reports booked pkg is 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
30	T1306196857065	2019/122586	19100002A - 02	750	Devilal	As per rfp live photo at the time of Discharge not provided hence rejected. 7	As already told in Query patient was discharge on14/06/2019 morning but discharge ticket was made on 13/06/2019 night and live photo is as per norms.	Reopen & Pay	As per available document/reports booked pkg is justified , hence reopen and pay .
31	T0712198788306	2019/151079	19010163A - 00	7000	Anokh Kumari	PROCTOSCOPY NOT PROVIDE HENCE REJECTED7	As per ur query we have provided all cbc and HB detail you have not asked for Proctoscopy report and also its not a part of MDP also blood transfusion is also rejected this wrong so plz consider our case.	Reopen & Pay	As per available document/reports booked pkg is justified , hence reopen and pay .
32	T1306196857065	2019/122588	19100002A - 04	750	Devilal	As per rfp live photo at the time of Discharge not provided hence rejected. 7	As already told in Query patient was discharge on14/06/2019 morning but discharge ticket was made on 13/06/2019 night and live photo is as per norms.	Reopen & Pay	As per available document/reports booked pkg is justified , hence reopen and pay .
33	T0408197433013	2019/135920	19100008A - 01	1500	Ramgopal Meena	as per documents only one documents provided hence rejected7	Their was two blood tag was in single document type wrong rejected.	Rightly Rejected	As per available document/reports booked pkg is not justified , hence rightly rejected .



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1	2	3	4	5	6	7	8	9	10
34	T0110198096596	2019/142387	29160078A - 00	8000	Jalam	not provide clear hpe report hence rejected7	patient was having history of chemo therapy and all relevant documents were attached HPE report was best possible copy was attached.	Reopen & Pay	As per available document/reports booked pkg is justified , hence reopen and pay .
35	T0712198788306	2019/151082	19100008A - 00	1500	Anokh Kumari	PROCTOSCOPY NOT PROVIDE HENCE REJECTED7	As per ur query we have provided all cbc and HB detail you have not asked for Proctoscopy report and also its not a part of MDP also blood transfusion is also rejected this wrong so plz consider our case.	Reopen & Pay	As per avaiable document/reports booked pkg isjustified , hence reopen and pay .
36	T3108197735275	2019/135534	19010106A - 00	13000	Guddi Bai	As per provide document open surgery done & package blocked for Lap. surgery hence rejected 7	during training period clearly told that During Lap. surgery if not possible can go for open surgery and mentioned in OT notes so plz consider.	Rightly Rejected	As per avaiable document/reports booked pkg is not justified , hence rightly rejected .
37	T0712198788306	2019/151083	19100008A - 01	1500	Anokh Kumari	PROCTOSCOPY NOT PROVIDE HENCE REJECTED7	As per ur query we have provided all cbc and HB detail you have not asked for Proctoscopy report and also its not a part of MDP also blood transfusion is also rejected this wrong so plz consider our case.	Reopen & Pay	As per avaiable document/reports booked pkg isjustified , hence reopen and pay .



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1	2	3	4	5	6	7	8	9	10
38	T0408197433013	2019/135919	19030089A - 00	2000	Ramgopal Meena	as per docuemnts this package included in above package hence rejected7	Its for other hand so plz consider it.	Rightly Rejected	As per avaiable document/reports booked pkg is not justified , hence rightly rejected .
39	T2307197308399	2019/134786	19100014A - 00	2000	Rodu Lal Banjara	DETAIL OT NOTE according letter no. 202 not provided hence rejected7	Their was not OT NOTES were asked in Query they have asked for FNAC report with seal and sign and provided.	Reopen & Pay	As per avaiable document/reports booked pkg is justified , hence reopen and pay .
40	T0608197463309	2019/138853	19030057A - 00	13000	Chotu Lal	After Query Pre & post Op Clinical photo not provide hence rejected7	Post operative clinical photo was not a part of MDP but we have best possible photo plz consider it.	Rightly Rejected	As per avaiable document/reports booked pkg is not justified , hence rightly rejected .
41	T3108197733677	2019/134308	19100008A - 01	1500	Sohan Bai	As per Audit Remark, OT done on 27.8.19 but OT Note not prepared on same day.Hence, rejected7	ot notes was ready but theywere not attached with file so plz consider.	Reopen & Pay	As per avaiable document/reports booked pkg is justified , hence reopen and pay .
42	T0307197075719	2019/124016	19010169A - 00	7000	Shambhu Dayal	this package involved in above package hence rejected7	REJECTED without query and patient was having problem of bleeding piles so plz consider.	Rightly Rejected	As per available document/reports booked pkg is not justified , hence rightly rejected .

