

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

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2 DIWAKAR ORTHOPAEDICS AND GENERAL HOSPITA-Jaip2738

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DIWAKAR ORTHOPAEDICS AND GENERAL							

DIWAKAR ORTHOPAEDICS AND GENERAL HOSPITA-Jaip2738 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 26/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Ayush Verma (mo bsbyraj@gmail com)
 - RSHAA (raj rshaa@gov in)
 - exparty (harishagarwal 2@gmail com)
- बैठक में **DIWAKAR ORTHOPAEDICS AND GENERAL HOSPITA-Jaip2738** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 2 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	1
2	Re-open & Query	0
3	Rightly Rejected	1

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 |



(JCEO 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	T1312198834551	2020/160554	29210001A - 00	25000	Omi Devi	NO EVIDENCE OF STROKE IN THIS CASE, CT IS SUGGESTIVE OF ONLY AGE REPLATED CHANGES AND NO EVIDENCE OF ANY STROKE IN CT ALSO. TREATMENT IS ALSO NOT IN ACCORDANCE WITH STROKE PROTOCOL.7	"Patient came with the complaints of Weakness in Left upper and Lower Limb with Left sided Facial Paresis. Neurological consultation was also obtained. Patient is known case Diabetes and Hypertension. CLINICALLY PROVISIONAL DIAGNOSIS WAS STROKE AND HENCE the code of STROKE WAS APPLIED, CT REPORT OF THE PATIENT WAS AWAITED AND treatment was started on the lines of Stroke. CT report obtained was normal showing age related atrophic changes suggesting ? ATTACK OF TRANSIENT ISCHAEMIA -? T.I.A. T.I.A is a mini STROKE (Temprary blockage of the blood flow to brain) which requires immediate medical attention of level of	Reopen & Pay	Package is not justified hence can be settled in 2 days ICU and 1 day general ward package.

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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
							stroke,as it may land into fullfleged STROKE and it may be the warning signal of FUTURE STROKE. AS REGARDS NORMAL CT REPORT : By the time test is done circulation might have been restored to normal without causing any permanent damage to BRAIN PARENCHYMA as usually happens in T.I.A cases. Hence We have applied the code of STROKE 29210001A,WHICH is correct code and to justified I hope your honour will find it in order and withdraw your orders of REJECTION of our Claim and instruct the Insurance company to make the Payment of the case "		

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1	2	3	4	5	6	7	8	9	10
2	T1412198843298	2020/160544	29210005A - 00	20000	Dhapa Devi	RJECTION DUE TO DONOT PROVIDE PROPER DETAILS OF THE PATIENT IPD CHART, NO MENTION PATIENT AGE,SEX,AND WARD.7	CLAIM OF DHAPA DEVI HAS BEEN REJECTED BY YOUR HONOUR HONOUR ON THE GROUNDS THAT ON THE IPD CHART PATIENT'S AGE,SEX AND WARD ARE NOT MENTIONED : 1.OUR humble submission in this matter is that on the TREATMENT CHART dated 14/12/2019,every thing including AGE/SEX/WARD has been mentioned 2. On the Page of History sheet only Name of the patient is mentioned ,as it is in continuation of the Above. 3.And on the Clinical Assessment Sheet Name of the patient and Name of Unit(Ward) has been mentioned as Neurology. 4.On the VITAL SHEETS (4 PAGES) Patient's NAME/AGE/SEX and WARD are very clearly mentioned. 5.On consultation's prescription also all	Rightly Rejected	As per uploaded documents package is not justified,hence 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
							data including NAME/AGE/SEX and Ward are mentioned I ,Therefore request you to kindly release our payment by withdrawing your REJECTION order of our claim which is on the basis of very minor (insignificant) technical error of our NURSING Staff for which strict instructions have been given to them so that such mistakes are not repeated in future.		

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