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DHAKA ORTHOPAEDIC AND TRAUMA	

DHAKA ORTHOPAEDIC AND TRAUMA HOSPITAL-Sike2040 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 27/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Pratibha meena (Pratibhameena nov@gmail com)
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- EX PARTY (physioanilgill@gmail com)

बैठक में **DHAKA ORTHOPAEDIC AND TRAUMA HOSPITAL-Sike2040** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 11 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	10

अपील की पालना के सम्बन्ध में दिशानिर्देश: -

A. बीमा कम्पनी के लिए:-

बीमा कंपनी को यह भी निर्देशित किया गया कि इस संबंध में की गई कार्यवाही से दिनांक 02/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 02/09/2021 तक नहीं की जाकर सूचित नहीं किया जाता है, तो RSHAA द्वारा अनुबंध के प्रावधान संख्या 1.28.4 के अनुसार कार्यवाही की जाएगी।

B. अस्पताल के लिए:-

यदि बीमा कंपनी द्वारा दिनांक 02/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(CEO RSHAA)

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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	T0807197129630	2019/142856	19030043A - 00	18000	SHRAVANI DEVI	Count of 3 biometric identification and otp attempt could not be seen in this tid hence rejected7	PT CAME TO HOSPITAL WE VERIFIED WITH HER OWN THUMB GENERATED TID AND ADMITTED NO MOIC ROUTE TAKEN SO WHY WE HAVE THREE OR ATTEMPTS SECOND THING ON HER BSBY CARD SHE ONLY ONE MEMBER SO HOW NAME CHANGED VERIFIED BY WE DONT KNOW .WE DID IN PROPER WAY ITS NOT OUR FAULT .FALSE REJECTED	Reopen & Pay	Blocked pkg & treatment justified.



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	T1906183365135	2018/049163	19030023A - 00	7500	Bhagawana Ram	AS per RFP live photo at the time of admission and discharge not provided, hence rejected 7	PATIENT CAME WITH RTA AT NIGHT AFTER TID GENERATION PT GOT RESPIRATORY DISTRESS SO AFTER 5-6 HOURS RECOVERED PATIENT WAS ABLE FOR LIVE PHOTO ONLY FAULT WAS WE CHOOSE NORMAL MODE DURING ADMISSION BUT PATIENT GOT COMPLETE TREATMENT UNDER SCHEME SO PLEASE BE KIND AND REOPEN	Rightly Rejected	live pre pt photo at time of admission not provide.
3	T0311184721206	2018/091895	19030119A - 00	20000	Ganpat Ram	hospital not provide post Op X ray hence rejected 7	AS REMARK BY NIA POST OP X RAY NOT PROVIDED BUT WE PROVIDED POST OP X RAY AT TIME OF CLAIM SUBMISSION EVEN WE CAN SEE POST OP X RAY IN SOFTWARE SO PLEASE REOPEN AND PAY WE ALREADY MAILED TO NIA ABOUT THIS FALSE REJECTION	Rightly Rejected	Essential documents not provided.

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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	T2310184609487	2018/086158	19030019A-01	12000	Abhishek Tanwar	Closed Reduction and Internal Fixation with K wire (Long Bone) 2 same packages one is approved and other rejected 7	PT CAME WITH FRACTURE RADIUS LEFT UPPER LIMB AND FRACTURE RADIUS RIGHT UPPER LIMB SO BILATERAL RADIUS FRACTURE SO PACKG 19030019 TAKEN FOR RIGHT RADIUS AND AGAIN 19030019 FOR LEFT RADIUS AND CLOSE K WIRE FIXED IN BOTH LEFT AND RIGHT LIMB X RAY PROVIDED ALSO SO SURGERY DONE 2 DIFFERENT SITE SO 2 TIMES PACKG SELECTED AND SAME PROCEDURE DONE AT 2 SITE SO SAME PACKAGE SELECTED 2 TIMES.SO PLEASE REOPEN CASE AND APPROVE IT	Rightly Rejected	already include paid pkg.



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
5	T0807197129630	2019/142857	19030085A - 00	800	SHRAVANI DEVI	Count of 3 biometric identification and otp attempt could not be seen in this tid hence rejected7	PT CAME TO HOSPITAL WE VERIFIED WITH HER OWN THUMB GENERATED TID AND ADMITTED NO MOIC ROUTE TAKEN SO WHY WE HAVE THREE OR ATTEMPTS SECOND THING ON HER BSBY CARD SHE ONLY ONE MEMBER SO HOW NAME CHANGED VERIFIED BY WE DONT KNOW .WE DID IN PROPER WAY ITS NOT OUR FAULT .FALSE REJECTED	Rightly Rejected	WRONG PKG SELECTION.
6	T0404182627847	2018/049157	29030016A - 00	72000	Savitri Devi	as per RFP and pt. history of fall, this pkg not payable hence rejected7	AFTER PREAUTH PERMISSION WITH SAME HISTORY AND DOCCUMENTS WHICH WAS TRAUMA DUE TO FALL ACCIDENTLY WE DID THE SURGERY BUT THAN REJECTED SO FALSE REJECTION AFTER PERMISSION BY NIA	Rightly Rejected	WRONG PKG SELECTION.



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	T0508183833151	2018/049158	29060024A - 00	15000	Mohammed Amir	M.R.I.Report not provided , hence rejected7	PATIENT HAVE IMPLANT INSITU SAME SITE OF PLANNED SURGER SO MRI WAS NOT POSSIBLE,ONLY NCV POSSIBLE AND WE PROVIDED THAT TO NIA AND ON THAT BASIS WE GOT PERMISSION FROM NIA AND AFTER PERMISSION WE DID THAT SURGERY AFTER THAT NIA REJECTED SO FALSE REJECTION	Rightly Rejected	Essential documents not provided.



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
8	T1109197859185	2019/139113	29030007A - 00	25000	Jhabar Mal	Detail O.T Notes not done.7	WE DID ACL RECONSTRUCTION AND UPLOADED PROPER DOCUMENTS INCLUDING OT NOTES AND POST OP X RAY BUT CASE REJECTED BY STATING PROPER OT NOTES NOT PROVIDED SO IF OUR NOTES WAS NOT PROPER ACC TO THEM THEY CAN QUERY BUT NIA REJECTED WHILE OUR NOTES WAS IN PROPER FORMAT SO FALSE REJECTION	Rightly Rejected	Blocked pkg & treatment not justified.



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	T1906183365135	2018/049164	19030062A - 00	20000	Bhagawana Ram	AS per RFP live photo at the time of admission and discharge not provided, hence rejected 7	PATIENT CAME WITH RTA AT NIGHT AFTER TID GENERATION PT GOT RESPIRATORY DISTRESS SO AFTER 5-6 HOURS RECOVERED PATIENT WAS ABLE FOR LIVE PHOTO ONLY FAULT WAS WE CHOOSE NORMAL MODE DURING ADMISSION BUT PATIENT GOT COMPLETE TREATMENT UNDER SCHEME SO PLEASE BE KIND AND REOPEN	Rightly Rejected	live pre pt photo at time of admission not provide.



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	T1906183365135	2018/049165	19030085A - 00	800	Bhagawana Ram	AS per RFP live photo at the time of admission and discharge not provided, hence rejected 7	PATIENT CAME WITH RTA AT NIGHT AFTER TID GENERATION PT GOT RESPIRATORY DISTRESS SO AFTER 5-6 HOURS RECOVERED PATIENT WAS ABLE FOR LIVE PHOTO ONLY FAULT WAS WE CHOOSE NORMAL MODE DURING ADMISSION BUT PATIENT GOT COMPLETE TREATMENT UNDER SCHEME SO PLEASE BE KIND AND REOPEN	Rightly Rejected	live pre pt photo at time of admission not provide.
11	T2009197970634	2020/163954	19030067A - 00	21000	shanti devi	delayed query reply ,hence case rejected 7	NIA SEND QUERY ON 28 SEPT 2019 AND WE REPLIED ON 01 OCT WITHIN 3 DAY HOW IT REJECTED WHILE GIVEN TIME LIMIT IS 7 DAYS	Rightly Rejected	Blocked pkg & treatment not justified.(post op x ray not provided.)

