

F 8(9) Rejection Appeal-I 2 2 4

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F 8(9) Rejection Appeal-I 2 2 4

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SMS Hospital Jaipur-Jaip248	

SMS Hospital Jaipur-Jaip248 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 06/08/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Ayush Verma (mo bsbyraj@gmail com)
- Dr prakash (prakashch 29 @gmail com)
- Dr Piyush Sharma (piyush sharma@vidalhealthtpa com)
- UMESH CHOUDHARY (umesh choudhary@newindia co in)
- Dr Suresh Gaur (BSBYSMH@GMAIL COM)
- Sh Jaipal Meena (ms smshospital@gmail com)
- Sh Ravi Mishra (m s smshospital@gmail com)

बैठक में **SMS Hospital Jaipur-Jaip248** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 28 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	23
2	Re-open & Query	0
3	Rightly Rejected	5

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	T0312198753248	2019/153635	19100002A - 05	750	Pooja	hospital not provide ipd chart and treatment chart , hence case rejected7	ipd treatment chart uploaded	Rightly Rejected	As per portal patient stay was less than 24 hrs,hence rejected.
2	T0312198753248	2019/153633	19100002A - 03	750	Pooja	hospital not provide ipd chart and treatment chart , hence case rejected7	ipd treatment chart uploaded	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
3	T0112198742857	2019/153690	19030023A - 00	7500	Dhanna Ram	clinical photo of Wound is not provided hence rejected7	clinical photo with ot notes already provided at the time of discharge so it is wrong rejection.	Reopen & Pay	Discharge patient photo can be considered as clinical photo,hence reopen and pay.
4	T0312198753920	2020/162025	19100002A - 02	750	Sunita Devi	Delayed query reply hence rejected7	It is not reason the reason of rejection because company should be provided atleast 2 remminder but it was not done company can rejecte our case only 6 reason according to guidline so it is wrong rejection.	Reopen & Pay	As per uploaded documents package is justified but claim was submitted after three days,hence 50%payable.
5	T0311198438255	2019/146282	29120007A - 00	5000	Devilal	As per rfp live photo at the time of Admission not provided hence rejected. 7	PRE PHOTO ALREADY PROVIDE SO IT WRONG REJECITON.	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
6	T0311198435087	2019/148688	19010108A - 00	13000	Mamta Sharma	wrong package selection hence rejected 7	claim rejected without query generation and surgery was planed for lap choly but during intra op procedure converted it open choly and there is no bsby code for open choly.	Reopen & Pay	Can be settle in cholecystectomy &exploration of CBD package,code no.39010004.
7	T0112198741913	2020/157503	19020017A - 00	11000	Kalu	not justify, hence rejected7	done process is justify according to uploaded ot notes.	Rightly Rejected	As per uploaded documents procedure was not done,hence rejected.
8	T0312198753920	2020/162024	29060066A - 01	8000	Sunita Devi	Delayed query reply hence rejected7	It is not reason the reason of rejection because company should be provided atleast 2 remminder but it was not done company can rejecte our case only 6 reason according to guidline so it is wrong rejection.	Reopen & Pay	As per uploaded documents package is justified but claim was submitted after three days,hence 50%payable.
9	T0311198438095	2019/153629	19200001A - 00	1500	Bhata Ram	RFT report not provided , hence rejected 7	claim rejected without query for particular document.	Rightly Rejected	RFT report not provided
10	T0311198436472	2019/146277	19100002A - 00	750	Basesar	hospital not provide ipd chart hence case rejected 7	ipd uploaded	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
11	T0201208988233	2020/160717	19100007A - 00	750	Vikesh Narawal	change of pkg without justification and expiry of policy period7	It is not reason the reason of rejection because company should be provided atleast 2 remminder but it was not done company can rejecte our case only 6 reason according to guidline so it is wrong rejection.	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
12	T0312198753248	2019/153632	19100002A - 02	750	Pooja	hospital not provide ipd chart and treatment chart , hence case rejected7	ipd treatment chart uploaded	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
13	T0312198753248	2019/153634	19100002A - 04	750	Pooja	hospital not provide ipd chart and treatment chart , hence case rejected7	ipd treatment chart uploaded	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
14	T0111198419358	2020/155173	29010035A - 00	30000	Kishan Pal	Delayed Query Reply 7	It is not reason the reason of rejection because company should be provided atleast 2 remminder but it was not done company can rejecte our case only 6 reason according to guidline so it is wrong rejection.	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
15	T0112198742471	2020/161675	19010060A - 00	17500	Shravan Devi	hospital not provide usg report case rejected7	According to mdp no need of usg report..	Rightly Rejected	Wrong package selection,hence rejected.

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1	2	3	4	5	6	7	8	9	10
16	T0311198436472	2019/146279	19100002A - 02	750	Basesar	hospital not provide ipd chart hence case rejected 7	ipd uploaded	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
17	T0111198420493	2019/153689	19010184A - 00	21000	Meena Sharma	after reminder complete treatment detail is not provided hence not payable7	already provide so it is wrong rejection.	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
18	T0311198436472	2019/146280	19100002A - 03	750	Basesar	hospital not provide ipd chart hence case rejected 7	ipd uploaded	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
19	T0311198436472	2019/146281	19100002A - 04	750	Basesar	hospital not provide ipd chart hence case rejected 7	ipd uploaded	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
20	T0312184988015	2020/166964	29130017A - 00	20000	Mukesh Kumar	delayed query reply by hospitalo hence reject 7	It is not reason the reason of rejection because company should be provided atleast 2 reminder but it was not done company can rejecte our case only 6 reason according to guidline so it is wrong rejection.	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
21	T0312198753248	2019/153630	19100002A - 00	750	Pooja	hospital not provide ipd chart and treatment chart , hence case rejected7	ipd treatment chart uploaded	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
22	T0112198740413	2020/160088	19030023A - 00	7500	mithelesh kumar	same side procedure not payable7	procedure done accoridng to book package so it is wrogn rejection.	Rightly Rejected	Not payable with other booked 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
23	T0311198436472	2019/146278	19100002A - 01	750	Basesar	hospital not provide ipd chart hence case rejected 7	ipd uploaded	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
24	T0311198440433	2019/154037	19030115A - 00	18000	chatri bai	Dlayed Query Reply Hence Case Rejected 7	It is not reason the reason of rejection because company should be provided atleast 2 remminder but it was not done company can rejecte our case only 6 reason according to guidline so it is wrong rejection.	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
25	T0311198437263	2019/154036	29060045A - 00	25000	Pushpa	this pkg is also included in above pkg 7	BOTH PACAKGE IS SEPARATE AND SHOULD BE PAID SEPERATLY.	Reopen & Pay	procedure details are not written in the ot notes
26	T0312198753248	2019/153631	19100002A - 01	750	Pooja	hospital not provide ipd chart and treatment chart , hence case rejected7	ipd treatment chart uploaded	Reopen & Pay	As per uploaded documents package is justified,hence reopen and pay.
27	T0201208988233	2020/160745	29060066A - 23	8000	Vikesh Narawal	change of pkg without justification and expiry of policy period7	It is not reason the reason of rejection because company should be provided atleast 2 remminder but it was not done company can rejecte our case only 6 reason according to guidline so it is wrong rejection.	Reopen & Pay	Direct discharge from neuro icu is not justified,hence can be settle in general ward package.

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1	2	3	4	5	6	7	8	9	10
28	T0312198753920	2020/162020	19100002A - 00	750	Sunita Devi	Delayed query reply hence rejected7	It is not reason the reason of rejection because company should be provided atleast 2 remminder but it was not done company can rejecte our case only 6 reason according to guidline so it is wrong rejection.	Reopen & Pay	As per uploaded documents package is justified but claim was submitted after three days,hence 50%payable.

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