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RDMM HOSPITAL N TRAUMA CENTRE	

RDMM HOSPITAL N TRAUMA CENTRE CHIRAWA-Jhun1216 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 29/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Manish Kumar (manishbairwa2 2 @gmail com)
- Sh Umesh choudhary (bsbynia@gmail com)
- Shubham chapar (shubhum chapar @gmail com)

बैठक में **RDMM HOSPITAL N TRAUMA CENTRE CHIRAWA-Jhun1216** 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	4
2	Re-open & Query	0
3	Rightly Rejected	7

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)



9/07/ 0

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	T2406196962755	2019/131136	19040036A - 00	3000	Santosh	three times biometric counts could not be seen in this tid hence rejected7	WE ARE PROVIDED REASON IN ANNEXURE 2 WHICH WAS " PATIENT DIDN'T MAKE ADHAR CARD SO WE CHOOSE MOIC METHOD AND IT FUNCTION IN MOIC IF PATIENT DIDN'T HAD ADHAR CARD THEN HOW TO CHOOSE BIOMETRIC COUNT PROCESS SO PLEASE CHECK AND APPROVE ALL 4 PACKAGE Thanks for concern	Rightly Rejected	Hospital not provide Sterlization card. Documents incomplete, Hence Right Rejected

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9/07/ 0

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	T1003195864978	2019/110633	19040036A - 00	3000	Poonam	aftert query,hospital not provide sterlization card7	In view of Your case rejection regarding tubectomy Query by u regarding clear procedure notes and in reply we provides u all details on format u suggested And in that query u didn't want sterilisation card And now rejected case Please reconsider it or if any doubt please confirm from home visit	Rightly Rejected	Hospital not provide Sterlization card. Documents incomplete, Hence Right 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
3	T2406196962755	2019/131138	19100008A - 01	1500	Santosh	three times biometric counts could not be seen in this tid hence rejected7	WE ARE PROVIDED REASON IN ANNEXURE 2 WHICH WAS " PATIENT DIDN'T MAKE ADHAR CARD SO WE CHOOSE MOIC METHOD AND IT FUNCTION IN MOIC IF PATIENT DIDN'T HAD ADHAR CARD THEN HOW TO CHOOSE BIOMETRIC COUNT PROCESS SO PLEASE CHECK AND APPROVE ALL 4 PACKAGE Thanks for concern	Rightly Rejected	hospital not provide BT Stiker, Documents incomplete, Hence Right Rejected

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9/07/ 0

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	T0405196410905	2019/118676	19100008A - 00	1500	Neelofar Kapoor	blood issue sticker is not provided hence rejected7	WITH ALL DUE RESPECT WE REPLIED YOUR QUERY FOR "OT NOTES BASED ON LETTER NO 202" ASKED BY ANALYSER, BUT ALL TYPE OF PAPER " INDOOR SLIP AND OT NOTES" BASED ON LETTER NO 202 WITH DR. SEAL AND SIGN PROVIDED ALREADY ON DISCHARGE TIME BUT IN REPLY YOUR QUERY WE SEND IT AGAIN, BUT IN REJECTION ISSUE WAS "blood issue sticker is not provided hence rejected" FOR ANALYSER, BUT HOSPITAL PROVIDED ALREADY "blood issue sticker" ON DISCHARGE TIME WITH DR. SEAL AND SIGN, SO PLEASE CHECK AND APPROVED OUR CLAIM	Reopen & Pay	Case is justify, 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
5	T1212198822655	2020/156367	19010106A - 00	13000	Yogesh Kumar	Indication and clinical photo for package 19010106A not provided by hospital7	you have rejected the claim without any query while All the details "Indication and clinical photo" had already been provided in OT notes and mandatory documents were attached on discharge time	Rightly Rejected	Extra package, Already included with other, Hence Right Rejected
6	T1302195629826	2019/103016	19030083A - 00	1000	subhash	this package including above package 7	THE PATIENT WAS OPERATED FOR HAND BUT PATIENT ALSO FRACTURE IN LEG SO BELOW KNEE CAST WAS APPLIED FOR FOOT FRACTURE THIS IS NOT INCLUDED IN ABOVE PACKAGES	Rightly Rejected	case is not justify, Hence Right 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
7	T2911198719616	2020/156437	19030096A - 00	21000	Shri Ram	patient name, age, gender, not mentioned on post operative X-ray film hence rejected 7	The documents that were asked for in the query on 7 Dec. were provided but the reason mentioned for the case rejection is inertly different, Now the rejection reason states that the patient detail were not on the X-ray while the discharge time x-ray had all the detail on it kindly check	Reopen & Pay	Case is justify, Hence Reopen and Pay
8	T0310184413259	2018/082296	19100008A - 01	1500	Pooja Kumari	hospital provide only one bt sticker other rejected7	WE ATTACHED BOTH BT STICKER IN DISCHARGE TIME, DIDN'T ASK ANY QUERY TO HOSPITAL FOR BT STICKER, THIS CASE WAS REJECTED WITHOUT ANY QUERY.	Reopen & Pay	Case is justify, 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
9	T2406196962755	2019/131137	19100008A - 00	1500	Santosh	three times biometric counts could not be seen in this tid hence rejected7	WE ARE PROVIDED REASON IN ANNEXURE 2 WHICH WAS " PATIENT DIDN'T MAKE ADHAR CARD SO WE CHOOSE MOIC METHOD AND IT FUNCTION IN MOIC IF PATIENT DIDN'T HAD ADHAR CARD THEN HOW TO CHOOSE BIOMETRIC COUNT PROCESS SO PLEASE CHECK AND APPROVE ALL 4 PACKAGE Thanks for concern	Rightly Rejected	hospital not provide BT Stiker, Documents incomplete, Hence Right Rejected
10	T0401195267620	2019/098119	19040024A - 00	9200	Laxmi	INCLUDED IN ABOVE PACKAGE7	without any query rejected, & 19040024A package didn't include any other package so please reopen this case	Rightly Rejected	Extra package, Already included with other, Hence Right Rejected

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9/07/ 0

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	T2406196962755	2019/131135	19040035A - 00	9600	Santosh	three times biometric counts could not be seen in this tid hence rejected7	WE ARE PROVIDED REASON IN ANNEXURE 2 WHICH WAS " PATIENT DIDN'T MAKE ADHAR CARD SO WE CHOOSE MOIC METHOD AND IT FUNCTION IN MOIC IF PATIENT DIDN'T HAD ADHAR CARD THEN HOW TO CHOOSE BIOMETRIC COUNT PROCESS SO PLEASE CHECK AND APPROVE ALL 4 PACKAGE Thanks for concern	Reopen & Pay	Case is justify, Hence Reopen and Pay

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