
F 8(95) Rejection Appeal-I 2 2 9

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F 8(95) Rejection Appeal-I 2 2 9

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Dr Shroffs Charity Eye Hospital-Alwa 565	

Dr Shroffs Charity Eye Hospital-Alwa1565 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 16/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Shveta Agarwal (drshvetaa 5@gmail.com)
- Dr prakash (prakashch 29@gmail.com)
- amitkumar (amitk@scoeh.net)

बैठक में **Dr Shroffs Charity Eye Hospital-Alwa1565** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 54 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	0
2	Re-open & Query	0
3	Rightly Rejected	54

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।



(CE 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	T0807197121182	2019/131157	19070051A - 00	6000	Shyamlal	AS per provided clinical photo the donor site conjunctval graft clinical photo not showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA did short Payment by giving the reason that the post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044, Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing the CAG so it is requested to you please re-open the claim and please grace the Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
2	T1111198522141	2019/151478	19070051A - 00	6000	Deepa Devi	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription,

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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	T2407197309861	2019/133630	19070051A - 00	6000	Sundari Bai	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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	T0612198777391	2020/178739	19070051A - 00	6000	prem kour	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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	T0907197132486	2019/131352	19070051A - 00	6000	Mansukhi	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA did short Payment by giving the reason that the provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal, Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing the CAG so it is requested to you please re-open the claim and please grace the Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
6	T2406196962626	2019/131153	19070051A - 00	6000	Bhori Devi	As per post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044. 7	Dear Sir, The NIA did short Payment by giving the reason that the post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044, Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing the CAG so it is requested to you please re-open the claim and please grace the Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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	T2906197023487	2019/130526	19070043A - 00	12500	Sandesh	as per provided clinical photo there is not justify the squint hence not payable7	Respected Sir, The Patient Mast. Sandesh was admitted in Our Hospital with Diagnosis 5* Hypertropia in Right Eye that is very minor type of Strabismus /Squint and it could not be CLEARLY Justified in the Photo only which were submitted earlier by our Hospital as asked to Provide the same for claim settlement while our submitted photo were justifying the squint so it is requested to you please review/re-open the claim and Please grace the payment of this Patient Bill. (please OPEN AND PAY FOR THE RESPECTIVE PATIENT)	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
8	T3107197386736	2019/134202	19070051A - 00	6000	Santosh Devi	As per query hospital not provide donor site clinical photo of conjunctival graft with face of patient so case settle package code 19070044. 7	Dear Sir, The NIA done short Payment by giving the reason that hospital not provide donor site clinical photo of conjunctival graft with face of patient so case settle package code 19070044. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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	T0407197084203	2019/131361	19070051A - 00	6000	Padam Singh	AS per provided clinical photo the donor site conjunctval graft clinical photo not showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not showing so claim settle for pkg under pterygium removal . Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please grace the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
10	T1607197214160	2019/133634	19070051A - 00	6000	KANRUPA DEV	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
11	T1106196823612	2019/131354	19070051A - 00	6000	Bhamburam Meena	As per post opp. clinical photo graph of donor site conjunctival graft not shown so claim settled as package code 19070044. 7	Dear Sir, The NIA did short Payment by giving the reason that the post opp. clinical photo graph of donor site conjunctival graft not shown so claim settled as package code 19070044. Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing the CAG so it is requested to you please re-open the claim and please grace the FULL Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
12	T2706197003267	2019/131159	19070051A - 00	6000	rajkumari	As per post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044. 7	Dear Sir, The NIA did short Payment by giving the reason that the post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044, Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing the CAG so it is requested to you please re-open the claim and please grace the Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
13	T2906197023557	2019/128666	19070043A - 01	12500	Sanju Bai Meena	after reminder the another patient clinical photo provided not block patient clinical photo hence not payable 7	Respected Sir, We have submitted the correct Patient (Sanju Bai Meena) Photo (Pre and Post) with clearly showing the Squint Correction in Both eye's as asked to submit so it is requested to you please review/re-open the claim and Please grace the payment of this Patient Bill. (PAY FORTHE RESPECTIVE PATIENT)	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
14	T1309184219924	2018/071460	19070023A - 00	6500	jogendra kaur	Rejected -For any query Please refer to RSHAA 7	NIAC e-mail during that time the they are not responsible for any payment from 13/09/2018 onwards but in the another mail from RSHAA allow for the admit the patient and assured for payment with issuing a circular for ongoing surgery hence we have done the surgery but at present the Insurance company has reject our Hospital payment hence it is requested to you please review/re-open the claim and Please grace the payment of this Patient Bill	Rightly Rejected	already paid

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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
15	T1406196858222	2019/131156	19070051A - 00	6000	Haruni	As per post opp. clinical photo graph of donor site conjunctival graft not shown so claim settled as package code 19070044. 7	Dear Sir, The NIA did short Payment by giving the reason that the post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044, Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing the CAG so it is requested to you please re-open the claim and please grace the Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription

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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
16	T1506196870400	2019/131357	19070051A - 00	6000	Malta Devi	after reminder the donor site conjunctival graft clinical photo not provided so the claim settle for pkg Pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that after reminder the donor site conjunctival graft clinical photo not provided so the claim settle for pkg Pterygium removal . Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please grace the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
17	T1607197214257	2019/131363	19070051A - 00	6000	Balbeer Singh	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not showing so claim settle for pkg under pterygium removal . Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please grace the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
18	T2110198306870	2019/142389	19070051A - 00	6000	Amina Begam	As per query hospital not provide donor site clinical photo of conjunctival graft with face of patient so case settle package code 19070044. 7	Dear Sir, The NIA done short Payment by giving the reason that hospital not provide donor site clinical photo of conjunctival graft with face of patient so case settle package code 19070044. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
19	T1406196858143	2019/122419	19070051A - 00	6000	Rajesh Kumari	As per query hospital not provide clear visible post op clinical photo and donor site clinical photo of conjunctival graft with face of patient , hence rejected . 7	SIR, We were submitted the clear visible clinical photo and DONOR site clinical Photo o Conjunctival Graft with face of Patient as asked by query analyser so it is requested to you please review/re-open the claim and Please grace the payment of this Patient Bill.	Rightly Rejected	hospital not provide seal and sign on pre dr prescription

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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
20	T0911198502367	2019/151480	19070051A - 00	6000	Dhanwat Singh	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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1	2	3	4	5	6	7	8	9	10
21	T1812185116363	2019/104830	19070051A - 00	6000	Chanda Bai	Pterigium + Conjunctival Autograft not showing cilam are rejtcd 7	SIR, We have submitted the clinical photograph and Pterygium clearly shown in that photograph as asked by query analyser so it is requested to you please review/re-open the claim and Please grace the payment of this Patient Bill.	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
22	T3008197715106	2019/135938	19070043A-01	12500	Bhupendra	as per provided clinical photo only right eye squint showing so claim settle for according this 7	"Respected Sir, The NIA claim settle only for RIGHT EYE by giving the reason that as per provided clinical photo only right eye squint showing so claim settle for according this. AND Sir, following are the reasons for requesting for re-opening the case.. At the time of query by NIA, they were no such question that they are only seeing the squint in the right eye and they does not agree with the squint in the left eye and only asked that to provide the sign and symptoms and duration of chief complaint at the time of query and In respect of which we had presented evidence to them, but later they rejected the claim saying that they do not agree with the	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated



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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
							photo given, while the pre-op photo presented by us while discharging the patient is clearly visible in the photo. Is that when the patient fixated the right eye then the left eye goes outwards and when the patient fixated the left eye then the right eye goes outwards like That patient had complaint that his sometimes one eye goes out, sometimes the other eye goes out, but both eyes go out one by one and never goes out simultaneously, hence the need for operation in both eyes both as well as we diagnosed the same AND done the surgery in both eye's. Hence it is requested to you please re-open the claim and please pay of the Payment the Bill. "		

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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	T1206196836191	2019/131355	19070051A - 00	6000	Emna	As per post opp. clinical photo graph of donor site conjunctival graft not shown so claim settled as package code 19070044. 7	Dear Sir, The NIA did short Payment by giving the reason that the post opp. clinical photo graph of donor site conjunctival graft not shown so claim settled as package code 19070044. Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing the CAG so it is requested to you please re-open the claim and please grace the FULL Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated
24	T1506196869750	2019/131351	19070051A - 00	6000	Balbeer Singh	7	Dear Sir, The NIA did short Payment without giving any reason, while we are submitted all Documents at the time of Query raised by them so it is requested to you please re-open the claim and please grace the Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated



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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
25	T2207197283896	2019/133631	19070051A - 00	6000	Tulsi	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
26	T1309184219676	2018/071431	19070023A - 00	6500	chhoti devi	Rejected -For any query Please refer to RSHAA 7	NIAC e-mail during that time the they are not responsible for any payment from 13/09/2018 onwards but in the another mail from RSHAA allow for the admit the patient and assured for payment with issuing a circular for ongoing surgery hence we have done the surgery but at present the Insurance company has reject our Hospital payment hence it is requested to you please review/re-open the claim and Please grace the payment of this Patient Bill	Rightly Rejected	already paid

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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
27	T2506196975041	2019/131359	19070051A - 00	6000	Subhash	As per post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044. 7	Dear Sir, The NIA done short Payment by giving the reason that the post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044. Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please grace the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
28	T3007197374727	2019/134203	19070051A - 00	6000	Suresh Chand	As per query hospital not provide donor site clinical photo of conjunctival graft with face of patient so case settle package code 19070044. 7	Dear Sir, The NIA done short Payment by giving the reason that hospital not provide donor site clinical photo of conjunctival graft with face of patient so case settle package code 19070044. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
29	T1312185076489	2019/108143	19070023A - 00	6500	Jameeta	Wrong pkg selection As per Discharge summary PHOCO IOL done hence rejected 7	SIR, We were done the Surgery Trabeculectomy with Phaco + IOL in the Left Eye as mentioned on the Discharge Summary but we have claimed only for Package Trabeculectomy Rs. 6500/- and Phaco with IOL was Done in Free so it is requested to you please review/re-open the claim and Please grace the payment of this Patient Bill.	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated
30	T2906197023557	2019/128559	19070043A - 00	12500	Sanju Bai Meena	after reminder the another patient clinical photo provided not block patient clinical photo hence not payable 7	Sir, We have submitted the correct Patient (Sanju Bai Meena) Photo (Pre and Post) with clearly showing the Squint Correction in Both eye's as asked to submit so it is requested to you please review/re-open the claim and Please grace the payment of this Patient Bill.	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
31	T1707197227190	2019/134159	19070051A - 00	6000	Gudadi Bai	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
32	T1107197155916	2019/131134	19070023A - 00	6500	Om Prakash	After reminder the complete previous treatment history with documented proof is not provided hence not payable 7	Respected Sir, The query analyser raised the query to provide documented previous treatment history with copy of opd register if case done in same hospital and provide sign and symptoms, and in his answer we send the all relevant Documents those are available at our Hospital ie. all OPD Visit details and Investigations done of the respective Patient but the claim was rejected so you are requested to please open the claim and Pay.	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
33	T2207197283393	2019/134671	19070051A - 00	6000	Pawan Kumar	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
34	T2309197994645	2019/140884	19070051A - 00	6000	Fajji	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
35	T1107197156074	2019/131145	19070023A - 00	6500	Rameshwar Dayal	After reminder the complete previous treatment history with documented proof is not provided hence not payable 7	Respected Sir, The query analyser raised the query to provide documented previous treatment history with copy of opd register if case done in same hospital and provide sign and symptoms, and in his answer we send the all relevant Documents those are available at our Hospital ie. all OPD Visit details done of the respective Patient but the claim was rejected so you are requested to please re-open the claim and Pay.	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated
36	T1812185117009	2019/104829	19070051A - 00	6000	Anita	Pterigium + Conjunctival Autograft not showing cilam are rejected 7	SIR, We have submitted the clinical photograph and Pterygium clearly shown in that photograph as asked by query analyser so it is requested to you please review/re-open the claim and Please grace the payment of this Patient Bill.	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated



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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
37	T0607197102265	2019/131155	19070051A - 00	6000	Ibrahim	AS per provided clinical photo the donor site conjunctval graft clinical photo not showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA did short Payment by giving the reason that the post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044, Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing the CAG so it is requested to you please re-open the claim and please grace the Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
38	T1707197226847	2019/133633	19070051A - 00	6000	Bhagwan Sahai Koli	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
39	T1812185116330	2019/105936	19070051A - 00	6000	Sandeep Singh	Pterigium + Conjunctival Autograft not showing cilam are rejected 7	SIR, We were submitted the clinical photograph and Pterygium clearly shown in that photograph as asked by query analyser so it is requested to you please review/re-open the claim and Please grace the payment of this Patient Bill.	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated
40	T2206196946884	2019/131154	19070051A - 00	6000	Atar Chand	As per post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044. 7	Dear Sir, The NIA did short Payment by giving the reason that the post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044, Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing the CAG so it is requested to you please re-open the claim and please grace the Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated



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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
41	T0112184970837	2019/099598	19070046A - 00	9200	Aamina	clinical photo not provided 7	SIR, NIA raised the query only for submit supporting Investigation which was submitted but the claim rejected with showing the reason of clinical photo not provided if the NIA was asked to submit the photograph we will do but the NIA did not ask fo any type of Photo . And If NIA required these at present, we are able to give them clinical photos of the respective patient for further necessary action please.	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
42	T1607197214348	2019/132283	19070051A - 00	6000	kamla devi	after reminder the clear visible clinical photo and donor site conjunctival graft clinical photo not provided hence not payable 7	Respected Sir, The NIA rejected the payment by giving the reason that after reminder the clear visible clinical photo and donor site conjunctival graft clinical photo not provided hence not payable. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please grace the Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
43	T0908197488667	2019/134669	19070051A - 00	6000	Farida	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
44	T0612198777364	2020/178738	19070051A - 00	6000	Sajida	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
45	T0907197132644	2019/131353	19070051A - 00	6000	Sapna Goyal	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA did short Payment by giving the reason that the provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal, Sir, CAG is very thin layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing the CAG so it is requested to you please re-open the claim and please grace the Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
46	T2007197263921	2019/132284	19070051A - 00	6000	Deep Chand	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please grace the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription

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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
47	T0208197409191	2019/134160	19070051A - 00	6000	Ashok Yadav	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
48	T1111198518606	2019/151479	19070051A - 00	6000	Rohitas	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription

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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
49	T1809197936733	2019/139175	19070051A - 00	6000	REENA	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
50	T1907197250903	2019/133487	19070004A - 00	7700	Ramjivan Meena	as per provided clinical photo the blocked pkg is not justify hence not payable7	Respected Sir, The NIA rejected the payment by giving the reason that as per provided clinical photo the blocked pkg is not justify hence not payable Sir, the we were submitted post op photo showing the mild redness, swelling as well as the clearly showing the suture which was tie at the time of closed th incision you can also see its all if zoom the submittd photo so it is requested to you please re-open the claim and please grace the Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
51	T2507197322477	2019/133632	19070051A - 00	6000	Ajru	AS per provided clinical photo the donor site conjunctval graft clinical photo not clear showing so claim settle for pkg under pterygium removal 7	Dear Sir, The NIA done short Payment by giving the reason that provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal. Sir, Conjunctival graft is very thin and white transparent layer and it is very difficult to captured this layer in Camera although we have try to captured it and submitted the appropriate Photo with showing donor site conjunctival graft clinical photo so it is requested to you please re-open the claim and please pay the REST OF Payment the Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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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
52	T0708197465208	2019/134667	19070051A - 00	6000	Guddi	null7	Dear Sir, The NIA did short Payment without giving any reason, while we are submitted all Documents at the time of Query raised by them so it is requested to you please re-open the claim and please grace the Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated
53	T2206196943626	2019/131149	19070051A - 00	6000	Gaffar	As per post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044. 7	Dear Sir, The NIA did short Payment by giving the reason that the post op clinical photo donor site clinical photo of conjunctival graft not shown hence claim settled as package code 19070044 while we were submitted appropriate Photo with showing the CAG so it is requested to you please re-open the claim and please garce the Payment of Bill .	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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1	2	3	4	5	6	7	8	9	10
54	T2612171931561	2019/099545	19070036A - 00	3300	Kanta Devi	annex 2 is not provided by the hospital which is mandatory in case of MOIC hence claim rejected. 7	SIR, The claim rejected by NIA without any query but now telling the reason of rejection is the annexure 2 and as per new corrigendum the case admitted before of 23 May 2018 the claim are settled/considered and this patient was admitted on 26 Dec. 2017, hence it is requested to you please re-open and pay for it". (ALREADY APPEAL THROUGH MAILED FOR THIS ALSO)	Rightly Rejected	hospital not provide seal and sign on pre dr prescription, annexure-6 pre generated

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