

F 00 (95) Rejection Appeal-I 202 026

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DISTRICT HOSPITAL SGNR-Gang005	

DISTRICT HOSPITAL SGNR-Gang005 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 12/08/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Rakesh Kumar Meena (jceo-rshaa@gov in)
- Dr Alka Rajpurohit (bsbynia@gmail com)
- Exparty (pmosgnr@gmail com)

बैठक में **DISTRICT HOSPITAL SGNR-Gang005** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 32 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	17
2	Re-open & Query	0
3	Rightly Rejected	15

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	T0204196094842	2019/114699	19100002A - 00	750	Kumbha Ram	Hospital not provide LAMA time photo of patient. 7	LAMA TIME PHOTO NOT PROVIDE BY PATIENT	Rightly Rejected	Right rejection due to LACK of Lama photo & consent , Hence rejected
2	T2310198332452	2019/148406	39070005A - 00	6000	baldev singh	As per RFP, live photo at the time of discharge is not provided.Hence Rejected.7	SOFT WARE ISSUE	Reopen & Pay	Reopen & pay as per documents provided by Hospital
3	T0511198458594	2019/148411	29160086A - 00	10000	Chet Raam	as per rfp live photo at the time of discharge not provide hence rejected-7	SOFTWARE ISSUE	Reopen & Pay	Reopen & pay as per documents provided by Hospital
4	T0211198421351	2019/148369	39070005A - 00	6000	Sunil Kumar	As per RPF live photo is not provide at the time of Discharge hence rejected7	PATIENT DIS TIME SOFT WEAR NOT WORKING	Reopen & Pay	Reopen & pay as per documents provided by Hospital
5	T2504196321964	2019/148407	19100004A - 00	10000	Mithu Singh	Wrong Package selection7	PLZ RE OPEN CASE	Reopen & Pay	Reopen & pay SETTLE day General ward package
6	T3003196058212	2019/114693	19100002A - 02	750	Ram Kumar	patients id is not provided hence rejected7	PATIENT ID ALLRADY UPLOAD	Reopen & Pay	Reopen & pay as per documents provided by Hospital
7	T3101195508753	2019/114714	19100002A - 00	750	Monu	ID proof not provided by hospital7	PATIENT ID ALREADY UPLOAD	Rightly Rejected	Right rejection due to lack of beneficiary enrollment self & id not justified for BSBY ,Hence rejejected
8	T2310198332372	2019/148379	39070005A - 00	6000	Lila Devi	As per RFP, live photo at the time of discharge is not provided.Hence Rejected.7	SOFT WEAR NOT WORKING	Reopen & Pay	Reopen & pay as per documents provided by Hospital
9	T3101195508753	2019/114710	19100002A - 04	750	Monu	ID proof not provided by hospital7	PATIENT ID ALREADY UPLOAD	Rightly Rejected	Right rejection due to lack of beneficiary enrollment self & id not justified for BSBY ,Hence rejejected

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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	T0304196103234	2019/114697	39070004A - 00	3500	kanvar lal	As per RFP, live photo at the time and date of discharge is not provided. Hence rejected.7	SOFT WARE ISSU	Reopen & Pay	Reopen & pay as per documents provided by Hospital
11	T3101195508753	2019/114711	19100002A - 03	750	Monu	ID proof not provided by hospital7	PATIENT ID ALREADY UPLOAD	Rightly Rejected	Right rejection due to lack of beneficiary enrollment self & id not justified for BSBY ,Hence rejeicted
12	T0304196100037	2019/114698	39070004A - 00	3500	KRIRISHNA DEVI	As per RFP, live photo at the time and date of discharge is not provided. Hence rejected.7	NETWORK NOT WORKING	Reopen & Pay	Reopen & pay as per documents provided by Hospital
13	T1907197254058	2019/148410	19100004A - 00	10000	Murti Devi	as per RFP live photo of pt. at the time of discharge is not provided. hence rejected 7	SOFTWARE ISSUE	Reopen & Pay	Reopen & pay as per documents provided by Hospital
14	T3101195508753	2019/114712	19100002A - 02	750	Monu	ID proof not provided by hospital7	PATIENT ID ALREADY UPLOAD	Rightly Rejected	Right rejection due to lack of beneficiary enrollment self & id not justified for BSBY ,Hence rejeicted
15	T3003196058212	2019/114692	19100002A - 03	750	Ram Kumar	patients id is not provided hence rejected7	PATIENT ID ALLRADY UPLOAD	Reopen & Pay	Reopen & pay as per documents provided by Hospital
16	T1402195636623	2019/114691	19100002A - 00	750	Pinky	Count of three biometric identification and OTP attempts could not seen in this TID hence rejected7	ANNEXURE 2 ALL RADY UPLOAD	Rightly Rejected	Right rejection as per excess code blocked , Hence rejected
17	T3101195508753	2019/114713	19100002A - 01	750	Monu	ID proof not provided by hospital7	PATIENT ID ALREADY UPLOAD	Rightly Rejected	Right rejection due to lack of beneficiary enrollment self & id not justified for BSBY ,Hence rejeicted
18	T1710198268441	2019/148416	19030046A - 00	9500	Sukhdev Singh	not provide clear post op x-ray hence rejected7	SOFTWARE ISSUE	Rightly Rejected	Right rejection due to LACK of post op x ray for booked package , 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
19	T2807197356480	2019/148412	29030023A - 00	10000	Ram Lal	as per RFP live photo of pt. at the time of discharge is not provided. hence rejected 7	SOFTWARE ISSUE	Rightly Rejected	Right rejection due to LACK of post op x ray for booked package , Hence rejected
20	T1003195866368	2019/114709	19030005A - 00	5000	Jaitun Bano	not justify x-ray film hence rejected 7	X RAY ALREADY UPLOAD	Rightly Rejected	Right rejection due to LACK of post op x ray for booked package , Hence rejected
21	T2410198351596	2019/148376	19010052A - 00	15000	Hari Ram	COUNT OF 3 BIOMETRIC IDENTIFICATION AND OTP ATTEMPTS COULD NOT BE SEEN IN THIS TID, HENCE CLAIM REJECTED7	PLZ RE OPEN QUERY	Reopen & Pay	Reopen & pay as per documents provided by Hospital
22	T0204196094842	2019/114700	19100002A - 02	750	Kumbha Ram	Hospital not provide LAMA time photo of patient. 7	LAMA TIME PHOTO NOT PROVIDE BY PATIENT	Rightly Rejected	Right rejection due to LACK of Lama photo & consent , Hence rejected
23	T1402195636623	2019/114690	19100002A - 01	750	Pinky	Count of three biometric identification and OTP attempts could not seen in this TID hence rejected7	ANNEXURE 2 ALL RADY UPLOAD	Reopen & Pay	Reopen & pay as per documents provided by Hospital
24	T0204196094842	2019/114701	19100002A - 01	750	Kumbha Ram	Hospital not provide LAMA time photo of patient. 7	LAMA TIME PHOTO NOT PROVIDE BY PATIENT	Rightly Rejected	Right rejection due to LACK of Lama photo & consent , Hence rejected
25	T1711198589127	2019/148421	19030045A - 00	9500	Harnek Singh	COUNT OF 3 BIOMETRIC IDENTIFICATION AND OTP ATTEMPT COULD NOT BE SEEN IN THIS TID HENCE REJECTED7	SOFTWARE ISSUE	Reopen & Pay	Reopen & pay as per documents provided by Hospital

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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	T2703196023361	2019/114708	39070004A - 00	3500	Nilam Rani	as per rfp live photo is not provide at the time of the discharge.hence rejected 7	PATIENT DIS TIME NETWORK ISSUE	Reopen & Pay	Reopen & pay as per documents provided by Hospital
27	T1103195870185	2019/114688	19110005A - 00	300	Mamta	Anexure 6 not provided hence rejected7	PLEASE SEND QUERY	Rightly Rejected	Right rejection as per LACK of Annexure for booked package NOT provided, Hence rejected
28	T0304196101784	2019/114696	39070004A - 00	3500	Malkeet Singh	As per RFP, live photo at the time and date of discharge is not provided. Hence rejected.7	SOFT WARE ISSU	Reopen & Pay	Reopen & pay as per documents provided by Hospital
29	T1402195636623	2019/114689	19100002A - 02	750	Pinky	Count of three biometric identification and OTP attempts could not seen in this TID hence rejected7	ANNEXURE 2 ALL RADY UPLOAD	Reopen & Pay	Reopen & pay as per documents provided by Hospital
30	T3003196058212	2019/114695	19100002A - 00	750	Ram Kumar	patients id is not provided hence rejected7	PATIENT ID ALLRADY UPLOAD	Rightly Rejected	Right rejection as per excess code blocked , Hence rejected
31	T3003196058212	2019/114694	19100002A - 01	750	Ram Kumar	patients id is not provided hence rejected7	PATIENT ID ALLRADY UPLOAD	Reopen & Pay	Reopen & pay as per documents provided by Hospital
32	T2410198343893	2019/148315	19030010A - 00	12000	Prem Narayan	after query hospital not provide pre and postoperative x ray and detail ot note hence rejected7	PLZ CASE RE OPEN	Rightly Rejected	Right rejection due to LACK of pre & post op x ray for booked package , Hence rejected

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