

F (95) Rejection Appeal-I 2 2

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F (95) Rejection Appeal-I 2 2

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| Kamla Nagar Hospital-Jodh 525 |  |

**Kamla Nagar Hospital-Jodh1525** 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 28/06/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- DR HOTI LAL GUPTA (hlgupta7@yahoo co in)
- Mr Umesh Kumar sharma (umeshk sharma@newindia co in)
- Dr Lalit Kataria (lalitkatariabnms@gmail com)
- Sh Lalit Shivnani (kamlanagarhospital@gmail com)

बैठक में **Kamla Nagar Hospital-Jodh1525** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 154 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    | 92          |
| 2     | Re-open & Query  | 24          |
| 3     | Rightly Rejected | 38          |

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 19/07/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 19/07/2021 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 19/07/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



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(J O 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     | T2411198666626 | 2019/154625 | 29200002A<br>- 00 | 2000     | Gordhan<br>Suthar | late Query reply hence<br>case rejected 7                                                     | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                            | Rightly<br>Rejected | As per available document/reports<br>this booked pkg is not justified<br>,hence rightly rejected.                                                                                                                                                                           |
| 2     | T2504182812046 | 2018/030504 | 19050061A<br>- 01 | 3000     | Madan             | As per RFP, live photo<br>at the time of<br>admission is not<br>provided. Hence<br>rejected.7 | Admission pic live<br>captured while Dis<br>pic uploaded due to<br>webcam error &<br>moreover it can be<br>submitted within 72<br>hrs from discharge,<br>so ..Kindly reopen &<br>settle , Thanks | Re-Open &<br>Query  | (MDP-RQ ) Without Query Rejected.<br>Submit dis ticket with correct date of<br>admission document is a part of<br>Minimum Document protocol for the<br>booked package. Insurance<br>Company shall reopen the claim and<br>shall query for above mentioned<br>document only. |
| 3     | T1510198247714 | 2019/154689 | 29030007A<br>- 00 | 25000    | Manju<br>Kunwar   | Query replied not<br>provide within 15 days<br>by hospital hence<br>rejected .<br>7           | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                            | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.                                                                                                                                                                                 |
| 4     | T2410198346827 | 2019/153494 | 19050061A<br>- 00 | 3000     | Narpatsingh       | Delayed query<br>reply,hence rejected7                                                        | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                            | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.                                                                                                                                                                                 |
| 5     | T2411198667106 | 2019/154715 | 29200002A<br>- 00 | 2000     | Raju Rajwani      | late Query reply hence<br>case rejected 7                                                     | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                            | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>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                                                                                                                |
| 6     | T1608183943333 | 2018/082584 | 19050059A<br>- 00 | 5000     | Gemar Dan      | as per RFP live photo at the time of discharge not provided hence rejected7 | Admission pic live captured , At the time of discharge bed side photo given, Annex 4 missed , No query raised for same, kindly reopen to settle , Thanks | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected.                       |
| 7     | T2110198312841 | 2019/153459 | 29060047A<br>- 00 | 24800    | Meena          | Query replied not provide within 15 days by hospital hence rejected .<br>7  | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                      | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected.                       |
| 8     | T2808197697917 | 2019/154691 | 19010165A<br>- 00 | 12000    | Kanwaru Kanwar | delayed query reply hence rejected<br>7                                     | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                      | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                             |
| 9     | T1410198235127 | 2019/153489 | 19010169A<br>- 00 | 7000     | Sawai Singh    | delayed query reply ,hence claim rejected7                                  | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                      | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                             |
| 10    | T3011198727909 | 2019/153400 | 29200002A<br>- 00 | 2000     | Pankaj Agarwal | admission and discharge photo of different patient hence rejected 7         | By mistake all documents of other patient uploaded. Kindly reopen to submit revised documents.Thanks                                                     | Rightly Rejected | As per available document/reports this booked pkg is not justified (Documents mismatched),hence rightly 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                                                                                                                                                                                                                      |
| 11    | T0211198423872 | 2019/153483 | 19010169A<br>- 00 | 7000     | Khatun Bano | delayed query reply ,hence claim rejected7                                      | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                   | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                   |
| 12    | T1204182702426 | 2018/050635 | 19050037A<br>- 00 | 20000    | Rakesh      | as per RFP, live photo at the time of discharge not provided, hence rejected7   | Live photo was captured but it was not properly uploaded may be software error , later on same was clarified in query panel with annex 4, plz reopen & settle, Thanks | Re-Open & Query  | (MDP-RQ ) Without Query Rejected. Detailed OT notes document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |
| 13    | T2104182780424 | 2018/033631 | 19040011A<br>- 00 | 10000    | Kesi Devi   | TID generated through MOIC route and Annexure-II not provided, hence rejected 7 | Annexure 2 missed , no query raised , regret for the same, kindly reopen the case as rest all docs are ok , Thanks                                                    | Rightly Rejected | As per available document/reports this booked pkg is not justified(live pic after procedure) ,hence rightly rejected.                                                                                                   |
| 14    | T0810198165191 | 2019/154704 | 19030115A<br>- 00 | 18000    | Kavita      | part of another blocked package 7                                               | Case rejected without query or clarification from our side. Kindly reopen for query & further process                                                                 | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected.                                                                                                                             |
| 15    | T2110198312841 | 2019/153460 | 29060059A<br>- 00 | 94000    | Meena       | Query replied not provide within 15 days by hospital hence rejected . 7         | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                   | Reopen & Pay     | As per available document/reports this booked pkg is justified ,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                                                                                                                                                                                                                                                                 |
| 16    | T1010198192965 | 2019/153448 | 19050008A<br>- 00 | 9000     | Shrawan<br>Singh | Delayed Query reply<br>,Query reply after 15<br>days Query raise<br>hence rejected 7 | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards | Reopen &<br>Pay    | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.                                                                                                                                                                        |
| 17    | T1807197247111 | 2019/153451 | 29050059A<br>- 00 | 15000    | Hasam Khan       | delayed query reply by<br>hospital hence reject<br>7                                 | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards | Reopen &<br>Pay    | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.                                                                                                                                                                        |
| 18    | T2509198028325 | 2019/153479 | 19010165A<br>- 00 | 12000    | Pukha Ram        | delayed query reply<br>hence rejected<br>7                                           | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards | Reopen &<br>Pay    | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.                                                                                                                                                                        |
| 19    | T0110198095922 | 2019/154649 | 19050061A<br>- 00 | 3000     | Dhapu Devi       | delay query reply<br>.hence rejected7                                                | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards | Reopen &<br>Pay    | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.                                                                                                                                                                        |
| 20    | T0412198762124 | 2019/154379 | 19010163A<br>- 00 | 7000     | Mukesh           | hospital not provided<br>detailed ot notes of<br>Fissurectomy 7                      | points for fissure<br>surgery also<br>mentioned in notes.                                                                             | Re-Open &<br>Query | (MDP-RQ ) Without Query Rejected.<br>Provide OT notes for fissure<br>separately document is a part of<br>Minimum Document protocol for the<br>booked package. Insurance<br>Company shall reopen the claim and<br>shall query for above mentioned<br>document only. |

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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                                                                                                                                                                                                                       |
| 21    | T0704182659299 | 2018/050616 | 19050061A<br>- 00 | 3000     | Mo Usman              | As per RFP, live photo at the time of discharge is not provided. Hence rejected.<br>7                | Annexure 4 submitted with reason , plz reopr to settle, Thanks                                                                                                                        | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                    |
| 22    | T2604182823360 | 2018/030484 | 19050061A<br>- 00 | 3000     | Mohammad Sharif       | As per rfp live photo at the time of admission / discharge not provided hence rejected.7             | Admission pic live captured while Dis pic uploaded due to webcam error ..Kindly reopen & settle , Thanks                                                                              | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                    |
| 23    | T2305183088933 | 2018/050621 | 19010165A<br>- 00 | 12000    | Nitin                 | Counts of 3 Biometric identification and OTP attempts could not be seen in this TID, hence rejected7 | That time no criteria was to check attempts , we tried all fingers , kindly reopen & settle , Thanks                                                                                  | Re-Open & Query  | (MDP-RQ ) Without Query Rejected. Query for OT notes document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |
| 24    | T2204182784627 | 2018/048317 | 29050062A<br>- 00 | 15000    | bhanwar singh rathore | as per RFP, live photo at time of admission & discharge not provided hence rejected7                 | Admission pic live captured while Dis pic uploaded as claim can be submitted within 72 hrs from discharge, rest all documents are ok so ..Kindly reopen & settle , with annex 4Thanks | Re-Open & Query  | (MDP-RQ ) Without Query Rejected. Query for OT notes document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |
| 25    | T2907183756154 | 2018/048346 | 29050011A<br>- 00 | 6000     | Deen Mohammad         | As per RFP live photo of pt. at the time of admission not provide hence rejected<br>7                | Adm pic captured on next days as case can be booked in 72 hrs after TID generation & Dis pic already captured real time                                                               | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly 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                                                                                          |
| 26    | T0309197767715 | 2019/153455 | 29050011A<br>- 00 | 6000     | BHERU<br>SINGH         | Query Reply after 15 days of Query given by analyser , hence rejected.7         | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards          | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected. |
| 27    | T2309197995978 | 2019/153395 | 19020027A<br>- 00 | 12000    | Sahina                 | delayed query reply hence rejected 7                                            | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards          | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 28    | T2209197989176 | 2019/153493 | 19010165A<br>- 00 | 12000    | Sanjay Singh<br>Panwar | delayed query reply by hospital hence reject 7                                  | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards          | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 29    | T1904182761354 | 2018/050619 | 29050011A<br>- 00 | 6000     | Nijam Deen             | As per RFP live photo at the time of discharge is not provided hence rejected 7 | Dis pic was real time but due to webcam error it couldnt uploaded , reason clearly mentioned in annex 4. plz reopen & settle | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected. |
| 30    | T2009197968641 | 2019/153490 | 19010037A<br>- 00 | 8000     | Deli Devi              | DELAYED QUERY REPLY BY HOSPITAL HENCE CASE REJECTED7                            | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards          | Reopen & Pay     | As per available document/reports this booked pkg is justified ,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                                                                                          |
| 31    | T2510198356830 | 2019/154709 | 19050061A<br>- 00 | 3000     | Raju Singh     | Delayed query reply,hence rejected7                                               | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 32    | T0110198095146 | 2019/153447 | 29050020A<br>- 00 | 50000    | Dhai Devi      | Query not reply with in 15 days 7                                                 | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 33    | T0606183235901 | 2018/048355 | 29050011A<br>- 00 | 6000     | KHAMISHA KHAN  | TID generated through MOIC route Pt ID & annexure 2 not provided, hence rejected7 | Patient not verified by MOIC , plz check & reopen to settle , Thanks                                                | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected. |
| 34    | T2510198359005 | 2019/154330 | 29200002A<br>- 00 | 2000     | Gordhan Suthar | Delayed query reply hence rejected7                                               | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 35    | T1710198265742 | 2019/154480 | 29200002A<br>- 00 | 2000     | Chimna Ram     | delayed query reply by hospital , hence case rejected 7                           | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay     | As per available document/reports this booked pkg is justified ,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                                                                                                                                                                                                                                                     |
| 36    | T0309197767715 | 2019/153454 | 19050037A<br>- 00 | 20000    | BHERU<br>SINGH      | Query Reply after 15 days of Query given by analyser , hence rejected.7                                        | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                           | Re-Open & Query  | (MDP-RQ ) Without Query Rejected. Seal and sign of Urologist on documents /reports,document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |
| 37    | T0308183808765 | 2018/050615 | 19050062A<br>- 00 | 11500    | Mangilal            | As per RFP live photo at the time of admission not provided by hospital hence claim rejected.7                 | Adm pic captured late as case can be booked within 72 hrs of TID registration , & dis pic real time captured , plz reopr to settle, Thanks                                    | Rightly Rejected | Admission photo captured after procedure done hence claim rightly rejected .                                                                                                                                                                           |
| 38    | T2706183442054 | 2018/050622 | 19050059A<br>- 00 | 5000     | Roshan              | Counts of three Bio-Metric identification attempts could not be seen in this TID.7                             | IT failure counts showing 11, plz check & reopen to settle, Thanks                                                                                                            | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                                                  |
| 39    | T2305183086497 | 2018/050599 | 19010165A<br>- 00 | 12000    | Leeladhar<br>Suthar | Counts of 3 biometric identification & OTP attempts could not be seen in this TID, hence rejected 7            | That time no criteria was to check attempts , we tried all fingers , kindly reopen & settle , Thanks                                                                          | Re-Open & Query  | (MDP-RQ ) Without Query Rejected. Query for OT notes document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.                               |
| 40    | T2409198013564 | 2019/152907 | 29050061A<br>- 00 | 10000    | Jetha Ram           | As per docs procedures are done by General surgeon, which belongs to urology, hence not justified & rejected.7 | Patient was operated by Dr Ram Goel ( Gen surgeon) & Dr Prakash Chaudhary ( Mch urology) , both names are mentioned in Dis & ot NOTES. plz check & reopen the case to settle. | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly 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                                                                                                                                                                                                                                                                                |
| 41    | T1909197956401 | 2019/153458 | 29050020A<br>- 00 | 50000    | Bhanwaru<br>Khan | Query not reply with in<br>15 days<br>7                                                               | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.                                                                                                                                                                                       |
| 42    | T2904182846652 | 2018/029881 | 29050009A<br>- 00 | 24000    | Sahid Khan       | As per RFP live photo<br>at the time of<br>discharge on 29.04.18<br>not provided, hence<br>rejected.7 | Live pic uploaded at<br>the time of discharge<br>, plz recheck , kindly<br>open & settle ,<br>Thanks                                  | Re-Open &<br>Query  | (MDP-RQ ) Without Query Rejected.<br>Submit Discharge ticket with correct<br>date of discharge document is a part<br>of Minimum Document protocol for<br>the booked package. Insurance<br>Company shall reopen the claim and<br>shall query for above mentioned<br>document only. |
| 43    | T0107197053258 | 2019/138248 | 29050062A<br>- 00 | 15000    | Goma Ram         | not provide detailed ot<br>note hence rejected7                                                       | Rejected without<br>query, OT notes are<br>ready to<br>submit.Kindly reopen                                                           | Re-Open &<br>Query  | (MDP-RQ ) Without Query Rejected.<br>Detailed OT notes and uroflometry<br>documents are a part of Minimum<br>Document protocol for the booked<br>package. Insurance Company shall<br>reopen the claim and shall query for<br>above mentioned document only.                       |
| 44    | T1111198527583 | 2019/153463 | 19030115A<br>- 00 | 18000    | Mohan Lal        | Delayed Query reply<br>,Query reply after 15<br>days Query raise<br>hence rejected 7                  | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards | Rightly<br>Rejected | As per available document/reports<br>this booked pkg is not justified<br>,hence rightly 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                                                                                                                                                                                                                       |
| 45    | T2204182784627 | 2018/048313 | 29050009A<br>- 00 | 24000    | bhanwar<br>singh rathore | as per RFP, live photo at time of admission & discharge not provided hence rejected7                           | Admission pic live captured while Dis pic uploaded as claim can be submitted within 72 hrs from discharge, rest all documents are ok so ..Kindly reopen & settle , Thanks     | Re-Open & Query | (MDP-RQ ) Without Query Rejected. Query for OT notes document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |
| 46    | T2706183442054 | 2018/050623 | 29050063A<br>- 00 | 15000    | Roshan                   | Counts of three Bio-Metric identification attempts could not be seen in this TID.7                             | IT failure counts showing 11, plz check & reopen to settle, Thanks                                                                                                            | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                    |
| 47    | T2409198013564 | 2019/152908 | 29050062A<br>- 00 | 15000    | Jetha Ram                | As per docs procedures are done by General surgeon, which belongs to urology, hence not justified & rejected.7 | Patient was operated by Dr Ram Goel ( Gen surgeon) & Dr Prakash Chaudhary ( Mch urology) , both names are mentioned in Dis & ot NOTES. plz check & reopen the case to settle. | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                    |
| 48    | T2004182771784 | 2018/030479 | 19050061A<br>- 00 | 3000     | Rana Ram                 | as per rfp ,live photo at the time of admission and discharge is not provided hence rejected<br>7              | Admission pic live captured while Dis pic uploaded due to webcam error & moreover it can be submitted within 72 hrs from discharge, so ..Kindly reopen & settle , Thanks      | Reopen & Pay    | As per available document/reports this booked pkg is justified ,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                                                                                    |
| 49    | T2907183756154 | 2018/048345 | 29050009A<br>- 00 | 24000    | Deen<br>Mohammad | As per RFP live photo of pt. at the time of admission not provide hence rejected<br>7 | Adm pic captured on next days as case can be booked in 72 hrs after TID generation & Dis pic already captured real time | Reopen & Pay | As per available document/reports this booked pkg is justified ,hence reopen and pay. |
| 50    | T1510198247714 | 2019/154690 | 29030017A<br>- 00 | 15000    | Manju<br>Kunwar  | Query replied not provide within 15 days by hospital hence rejected .<br>7            | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards     | Reopen & Pay | As per available document/reports this booked pkg is justified ,hence reopen and pay. |
| 51    | T1809197946723 | 2019/153477 | 19050008A<br>- 00 | 9000     | Norat Mal        | delayed query reply hence rejected7                                                   | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards     | Reopen & Pay | As per available document/reports this booked pkg is justified ,hence reopen and pay. |
| 52    | T1209197874328 | 2019/153452 | 19010163A<br>- 00 | 7000     | Muni Gupta       | Query Reply after 15 days of Query given by analyser , hence rejected.7               | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards     | Reopen & Pay | As per available document/reports this booked pkg is justified ,hence reopen and pay. |
| 53    | T1710198265742 | 2019/154486 | 29200004A<br>- 00 | 3500     | Chimna Ram       | delayed query reply by hospital , hence case rejected<br>7                            | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards     | Reopen & Pay | As per available document/reports this booked pkg is justified ,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                                                                                        |
| 54    | T2204182784960 | 2018/037114 | 19050061A<br>- 00 | 3000     | Sumer Singh  | As per RFP live photo at the time of discharge is not provided.hence rejected.<br>7 | Admission pic live captured but due to some technical error webcam was not working , hence dis pic uploaded , as claim can be submitted within 72 hrs from discharge, rest all documents are ok so ..Kindly reopen & settle , Thanks | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.     |
| 55    | T1909197961077 | 2019/153464 | 19050037A<br>- 00 | 20000    | Tokeer Ahmad | Query replied not provide within 15 days by hospital hence rejected .<br>7          | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                                                                                  | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.     |
| 56    | T0110198095146 | 2019/153446 | 29050011A<br>- 00 | 6000     | Dhai Devi    | Query not reply with in 15 days 7                                                   | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                                                                                  | Rightly Rejected | As per available document/reports this booked pkg is not justified ,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                                                                                                                                                                                                                                                       |
| 57    | T2404182804211 | 2018/050643 | 29050011A<br>- 00 | 6000     | Sabina         | As per RFP, live photo at the time of admission and/or discharge is not provided.Hence rejected.7 | Admission pic live captured but due to some technical error webcam was not working , hence dis pic uploaded , as 72 hrs available for claim submission , rest all documents are ok so ..Kindly reopen & settle , Thanks | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected.                                                                                                                                                              |
| 58    | T3010198390715 | 2019/154692 | 29200002A<br>- 00 | 2000     | Sandeep Sharma | DELAYED QUERY REPIY BY HOSPITAL HENCE CASE REJECTED7                                              | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                                                                     | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                                                    |
| 59    | T0207183484387 | 2018/048363 | 29050063A<br>- 00 | 15000    | Khangar Dan    | AS per RFP live photo at the time of admission not provided, hence rejected<br>7                  | Adm pic captured next day as case can be booked within 72 hrs of TID registration , & dis pic real time captured , plz reopr to settle, Thanks                                                                          | Re-Open & Query  | (MDP-RQ ) Without Query Rejected. Discharge ticket with admission and discharge date document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |
| 60    | T0511198458754 | 2019/153444 | 19010063A<br>- 00 | 7000     | Lila Devi      | query replay after 15 days .hence rejected 7                                                      | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                                                                     | Reopen & Pay     | As per available document/reports this booked pkg is justified ,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                                                                                                                                                                                                                                |
| 61    | T0110198091908 | 2019/153486 | 19010163A<br>- 00 | 7000     | rahim khan     | delayed query reply ,hence claim rejected7                                                        | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                                                                     | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                             |
| 62    | T2404182804211 | 2018/050642 | 29050009A<br>- 00 | 24000    | Sabina         | As per RFP, live photo at the time of admission and/or discharge is not provided.Hence rejected.7 | Admission pic live captured but due to some technical error webcam was not working , hence dis pic uploaded , as 72 hrs available for claim submission , rest all documents are ok so ..Kindly reopen & settle , Thanks | Re-Open & Query | (MDP-RQ ) Without Query Rejected. Query for detailed OT notes document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |
| 63    | T1410198228249 | 2019/154706 | 29200002A<br>- 00 | 2000     | Pankaj Agarwal | delayed Query replied hence case rejected7                                                        | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                                                                     | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                             |
| 64    | T1608183943333 | 2018/082582 | 19010165A<br>- 00 | 12000    | Gemar Dan      | as per RFP live photo at the time of discharge not provided hence rejected7                       | Admission pic live captured , At the time of discharge bed side photo given, Annex 4 missed , No query raised for same, kindly reopen to settle , Thanks                                                                | Reopen & Pay    | As per available document/reports this booked pkg is justified ,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                                                                                                                                                                                                                                                     |
| 65    | T2511198677755 | 2019/154710 | 29200002A<br>- 00 | 2000     | Vijay Kumar  | late Query reply hence case rejected 7                                                 | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                      | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                                                  |
| 66    | T2806183448933 | 2018/050598 | 19020043A<br>- 00 | 4800     | Lakhan Kumar | count of 3 time biometric verification could not b seen with this tid hence rejected 7 | That time no criteria was to check attempts , we tried all fingers , kindly reopen & settle , Thanks                                                                     | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                                                  |
| 67    | T1809197946723 | 2019/153478 | 29050062A<br>- 00 | 15000    | Norat Mal    | delayed query reply hence rejected7                                                    | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                      | Re-Open & Query | (MDP-RQ ) Without Query Rejected. Provide Uroflometry/RGU document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.                          |
| 68    | T1011198514128 | 2019/154713 | 29200002A<br>- 00 | 2000     | indra        | Delayed query reply,hence rejected7                                                    | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                      | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                                                  |
| 69    | T2504182812046 | 2018/030502 | 19050061A<br>- 00 | 3000     | Madan        | As per RFP, live photo at the time of admission is not provided. Hence rejected.7      | Admission pic live captured while Dis pic uploaded due to webcam error & moreover it can be submitted within 72 hrs from discharge, so ..Kindly reopen & settle , Thanks | Re-Open & Query | (MDP-RQ ) Without Query Rejected. Submit dis ticket with correct date of admission document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |

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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                                                                                                                 |
| 70    | T2204182784627 | 2018/048312 | 19050059A<br>- 00 | 5000     | bhanwar<br>singh rathore | as per RFP, live photo at time of admission & discharge not provided hence rejected7                           | Admission pic live captured while Dis pic uploaded as claim can be submitted within 72 hrs from discharge, rest all documents are ok so ..Kindly reopen & settle , Thanks     | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected.                        |
| 71    | T2809198062711 | 2019/153468 | 29050009A<br>- 00 | 24000    | Narpatsingh              | delayed query reply by hospital hence case rejected 7                                                          | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                           | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                              |
| 72    | T2903182576344 | 2018/048320 | 19050059A<br>- 00 | 5000     | Bhikhe Khan              | TID generated through moic route and annexure -2 not provide ,hence rejected7                                  | Annexure 2 missed , no query raised , regret for the same, kindly reopen the case as rest all docs are ok , Thanks                                                            | Rightly Rejected | As per available document/reports this booked pkg is not justified (OT notes not provided),hence rightly rejected. |
| 73    | T2409198013564 | 2019/152903 | 29050009A<br>- 00 | 24000    | Jetha Ram                | As per docs procedures are done by General surgeon, which belongs to urology, hence not justified & rejected.7 | Patient was operated by Dr Ram Goel ( Gen surgeon) & Dr Prakash Chaudhary ( Mch urology) , both names are mentioned in Dis & ot NOTES. plz check & reopen the case to settle. | Reopen & Pay     | As per available document/reports this booked pkg is justified ,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                                                                                                                                                                                                                                        |
| 74    | T2509198026971 | 2019/153485 | 19010107A<br>- 00 | 10000    | anil                | after query hospital not provide 15 days delay hence rejected7 | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                                     |
| 75    | T0410198124305 | 2019/154664 | 29200002A<br>- 00 | 2000     | Mohammed Ayub       | delayed Query replied hence case rejected7                     | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                                     |
| 76    | T2209197991930 | 2019/153474 | 19050013A<br>- 00 | 8400     | Manaram             | delayed query reply hence rejected 7                           | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Re-Open & Query | As per available document/reports this booked pkg is not justified ,hence rightly rejected.                                                                                                                                               |
| 77    | T0107197053258 | 2019/138246 | 19050037A<br>- 00 | 20000    | Goma Ram            | not provide detailed ot note hence rejected7                   | Rejected without query, OT notes are ready to submit.Kindly reopen                                                  | Re-Open & Query | (MDP-RQ ) Without Query Rejected. Detailed OT notes and uroflometry documents are a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |
| 78    | T0410198128909 | 2019/154636 | 29200002A<br>- 00 | 2000     | Yogendra Maheshwari | delayed Query replied hence case rejected7                     | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay    | As per available document/reports this booked pkg is justified ,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                                                                                    |
| 79    | T1410198230237 | 2019/154464 | 19100005A<br>- 00 | 1350     | Shanti         | delayed query reply by hospital , hence case rejected 7                            | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay | As per available document/reports this booked pkg is justified ,hence reopen and pay. |
| 80    | T2605183121381 | 2018/056045 | 29050009A<br>- 00 | 24000    | Sadiya         | Counts of three Bio-Metric identification attempts could not be seen in this TID.7 | That time no criteria was to check attempts , we tried all fingers , kindly reopen & settle , Thanks                | Reopen & Pay | As per available document/reports this booked pkg is justified ,hence reopen and pay. |
| 81    | T2711198695062 | 2019/154635 | 29200002A<br>- 00 | 2000     | Mohammed Rafik | DELAYED QUERY REPLY BY HOSPITAL HENCE CASE REJECTED7                               | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay | As per available document/reports this booked pkg is justified ,hence reopen and pay. |
| 82    | T0110198090688 | 2019/154695 | 29200002A<br>- 00 | 2000     | Vijay          | Late Query reply hence case rejected 7                                             | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay | As per available document/reports this booked pkg is justified ,hence reopen and pay. |
| 83    | T1010198192965 | 2019/153450 | 29050020A<br>- 00 | 50000    | Shrawan Singh  | Delayed Query reply ,Query reply after 15 days Query raise hence rejected 7        | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay | As per available document/reports this booked pkg is justified ,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                                                                                          |
| 84    | T2711184934122 | 2019/094175 | 29050011A<br>- 00 | 6000     | Raju Mali    | as per d\s DOD 28.11.18 while as per given d\s time photo date mentioned 29.11.18, so as per RFP live photo at time of d\s not provided hence rejected7 | Actual DOD is 29.12.18, refer live photo & feedback form, wrong mentioned on Discaharge summary , regret for same. Kindly reopen to settle. Thanks | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected. |
| 85    | T3110198402756 | 2019/154650 | 19050061A<br>- 00 | 3000     | Nani         | hospital not provide pre op x ray for 19050061A..rejtcd7                                                                                                | In query panel it is already uploaded. Kindly check & reopen to settle                                                                             | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 86    | T0704182659299 | 2018/050617 | 19050061A<br>- 01 | 3000     | Mo Usman     | As per RFP, live photo at the time of discharge is not provided. Hence rejected. 7                                                                      | Annexure 4 submitted with reason , plz reopr to settle, Thanks                                                                                     | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 87    | T1410198230237 | 2019/154465 | 19100005A<br>- 01 | 1350     | Shanti       | delayed query reply by hospital , hence case rejected 7                                                                                                 | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 88    | T2806183448933 | 2018/050597 | 19020014A<br>- 00 | 6500     | Lakhan Kumar | count of 3 time biometric verification could not b seen with this tid hence rejected 7                                                                  | That time no criteria was to check attempts , we tried all fingers , kindly reopen & settle , Thanks                                               | Reopen & Pay     | As per available document/reports this booked pkg is justified ,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                                                                                                                                                                                                                       |
| 89    | T1909197961077 | 2019/153465 | 29050020A<br>- 00 | 50000    | Tokeer Ahmad  | Query replied not provide within 15 days by hospital hence rejected .<br>7                                                                              | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle.<br>Regards                            | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                    |
| 90    | T0411198440859 | 2019/154687 | 29200002A<br>- 00 | 2000     | Jamila        | delayed Query replied hence case rejected7                                                                                                              | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle.<br>Regards                            | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                    |
| 91    | T2711184934122 | 2019/094176 | 29050020A<br>- 00 | 50000    | Raju Mali     | as per d\s DOD 28.11.18 while as per given d\s time photo date mentioned 29.11.18, so as per RFP live photo at time of d\s not provided hence rejected7 | Actual DOD is 29.12.18, refer live photo & feedback form, wrong mentioned on Discharge summary , regret for same. Kindly reopen to settle. Thanks | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                    |
| 92    | T1809197942091 | 2019/153472 | 29050062A<br>- 00 | 15000    | Jabaru Khan   | Query Reply after 15 days of Query given by analyser , hence rejected.7                                                                                 | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle.<br>Regards                            | Re-Open & Query | (MDP-RQ ) Without Query Rejected.provide uroflometry document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |
| 93    | T2907183756154 | 2018/048347 | 29050020A<br>- 00 | 50000    | Deen Mohammad | As per RFP live photo of pt. at the time of admission not provide hence rejected<br>7                                                                   | Adm pic captured on next days as case can be booked in 72 hrs after TID generation & Dis pic already captured real time                           | Reopen & Pay    | As per available document/reports this booked pkg is justified ,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                                                                                                                                                                                                                                        |
| 94    | T1909197961077 | 2019/153466 | 29050061A<br>- 00 | 10000    | Tokeer<br>Ahmad | Query replied not<br>provide within 15 days<br>by hospital hence<br>rejected .<br>7                                | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                                                                                   | Rightly<br>Rejected | As per available document/reports<br>this booked pkg is not justified<br>,hence rightly rejected.                                                                                                                                         |
| 95    | T2304182791472 | 2018/050629 | 19050059A<br>- 00 | 5000     | saara           | As per RFP, live photo<br>at the time of<br>admission and<br>discharge is not<br>provided. Hence<br>rejected.<br>7 | 72 hrs available for<br>case booking after<br>TID generation ,<br>moreover patient<br>was not able to<br>move , annex 4 is<br>also uploaded at the<br>time of diachrg , dis<br>can be claimed in<br>next 72 hrs , kindly<br>reopen to settle,<br>Thanks | Rightly<br>Rejected | As per available document/reports<br>this booked pkg is not justified<br>,hence rightly rejected.                                                                                                                                         |
| 96    | T0207183484387 | 2018/048362 | 19050037A<br>- 00 | 20000    | Khangar Dan     | AS per RFP live photo<br>at the time of<br>admission not<br>provided, hence<br>rejected<br>7                       | Adm pic captured<br>next day as case can<br>be booked within 72<br>hrs of TID<br>registration , & dis<br>pic real time<br>captured , plz reopr<br>to settle, Thanks                                                                                     | Re-Open &<br>Query  | (MDP-RQ ) Without Query Rejected.<br>Discharge ticket_ document is a part<br>of Minimum Document protocol for<br>the booked package. Insurance<br>Company shall reopen the claim and<br>shall query for above mentioned<br>document only. |
| 97    | T1111198527583 | 2019/153462 | 29060059A<br>- 00 | 94000    | Mohan Lal       | Delayed Query reply<br>,Query reply after 15<br>days Query raise<br>hence rejected 7                               | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                                                                                   | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.                                                                                                                                               |



| 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                                                                                          |
| 98    | T2504182812991 | 2018/041600 | 19050061A<br>- 00 | 3000     | Patasi       | As per RFP, live photo at the time of discharge is not provided.Hence Rejected.7                               | Admission pic live captured but due to some technical error webcam was not working , hence dis pic uploaded , rest all documents are ok so ..Kindly reopen & settle , Thanks  | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 99    | T0110198091908 | 2019/153487 | 19010169A<br>- 00 | 7000     | rahim khan   | delayed query reply ,hence claim rejected7                                                                     | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                           | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 100   | T1311198547134 | 2019/154678 | 19030115A<br>- 00 | 18000    | Sugan Kanwar | this package including above package 7                                                                         | Case rejected without query or clarification from our side. Kindly reopen for query & further process                                                                         | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected. |
| 101   | T2409198013564 | 2019/152906 | 29050010A<br>- 00 | 15000    | Jetha Ram    | As per docs procedures are done by General surgeon, which belongs to urology, hence not justified & rejected.7 | Patient was operated by Dr Ram Goel ( Gen surgeon) & Dr Prakash Chaudhary ( Mch urology) , both names are mentioned in Dis & ot NOTES. plz check & reopen the case to settle. | Reopen & Pay     | As per available document/reports this booked pkg is justified ,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                                                                                                |
| 102   | T2510198356303 | 2019/154463 | 29200002A<br>- 00 | 2000     | Yogendra<br>Maheshwari | Delayed query reply<br>hence rejected7                                                                             | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                                                                                   | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.       |
| 103   | T1710198265742 | 2019/154483 | 29200002A<br>- 01 | 2000     | Chimna Ram             | delayed query reply by<br>hospital , hence case<br>rejected<br>7                                                   | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                                                                                   | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.       |
| 104   | T2304182791223 | 2018/056052 | 29050062A<br>- 00 | 15000    | Sarup Singh            | As per RFP live photo<br>at the time of<br>discharge is not<br>provided hence<br>rejected<br>7                     | Admission pic live<br>captured at the time<br>of admission while<br>Dis pic uploaded as<br>claim can be<br>submitted within 72<br>hrs from discharge,<br>rest all documents<br>are ok so ..Kindly<br>reopen & settle ,<br>Thanks                        | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.       |
| 105   | T2304182791472 | 2018/050632 | 29050011A<br>- 00 | 6000     | saara                  | As per RFP, live photo<br>at the time of<br>admission and<br>discharge is not<br>provided. Hence<br>rejected.<br>7 | 72 hrs available for<br>case booking after<br>TID generation ,<br>moreover patient<br>was not able to<br>move , annex 4 is<br>also uploaded at the<br>time of diachrg , dis<br>can be claimed in<br>next 72 hrs , kindly<br>reopen to settle,<br>Thanks | Rightly<br>Rejected | As per available document/reports<br>this booked pkg is not justified<br>,hence rightly 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                                                                                                                          |
| 106   | T0110198093286 | 2019/154686 | 29200002A<br>- 00 | 2000     | Vastaram    | Late Query reply<br>hence case rejected 7                                                        | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.                                 |
| 107   | T1809197942091 | 2019/153470 | 29050009A<br>- 00 | 24000    | Jabaru Khan | Query Reply after 15<br>days of Query given by<br>analyser , hence<br>rejected.7                 | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.                                 |
| 108   | T2903182576344 | 2018/048319 | 19050056A<br>- 00 | 15000    | Bhikhe Khan | TID generated through<br>moic route and<br>anexxure -2 not<br>provide ,hence<br>rejected7        | Annexure 2 missed ,<br>no query raised ,<br>regret for the same,<br>kindly reopen the<br>case as rest all docs<br>are ok , Thanks                                                    | Rightly<br>Rejected | As per available document/reports<br>this booked pkg is not justified (OT<br>notes not provided),hence rightly<br>rejected. |
| 109   | T0408183828641 | 2018/083534 | 29050020A<br>- 00 | 50000    | Kapura Ram  | AS Per RFP Live photo<br>at the time of<br>admission are not<br>done ,Hence case is<br>Rejected7 | Live Photo was<br>captured while<br>booking the case ,<br>which can be done in<br>72 hrs after TID<br>generation , rest all<br>documents are ok ,<br>plz reopen & settle ,<br>Thanks | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.                                 |
| 110   | T0410198132177 | 2019/154683 | 19050061A<br>- 00 | 3000     | Surma       | hospital reply is<br>delayed , hence<br>rejected.<br>7                                           | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>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                                                                                           |
| 111   | T1608183943333 | 2018/082583 | 19010168A<br>- 00 | 3750     | Gemar Dan    | as per RFP live photo at the time of discharge not provided hence rejected7                         | Admission pic live captured , At the time of discharge bed side photo given, Annex 4 missed , No query raised for same, kindly reopen to settle , Thankss                                                                | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected.  |
| 112   | T2304182791472 | 2018/050630 | 29050009A<br>- 00 | 24000    | saara        | As per RFP, live photo at the time of admission and discharge is not provided. Hence rejected.<br>7 | 72 hrs available for case booking after TID generation , moreover patient was not able to move , annex 4 is also uploaded at the time of diachrgge , dis can be claimed in next 72 hrs , kindly reopen to settle, Thanks | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.        |
| 113   | T0107197053258 | 2019/138247 | 29050011A<br>- 00 | 6000     | Goma Ram     | not provide detailed ot note hence rejected7                                                        | Rejected without query, OT notes are ready to submit.Kindly reopen                                                                                                                                                       | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected . |
| 114   | T0211198421516 | 2019/154707 | 29200002A<br>- 00 | 2000     | Raju Rajwani | delay query reply .hence rejected7                                                                  | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                                                                      | Reopen & Pay     | As per available document/reports this booked pkg is justified ,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                                                                                                                                                                                                                                |
| 115   | T1410198230237 | 2019/154466 | 29200002A<br>- 00 | 2000     | Shanti            | delayed query reply by hospital , hence case rejected<br>7                                    | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                             |
| 116   | T1209197871197 | 2019/154378 | 29170013A<br>- 00 | 30000    | Chandrakala Bissa | delayed query reply by hospital hence reject<br>7                                             | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                             |
| 117   | T1009184187389 | 2018/050608 | 19010108A<br>- 00 | 13000    | Fajri             | count of three time biometric verification could not b seen with this tid hence rejected<br>7 | IT faliures showing 10 times, plz check & reopen , Thanks                                                           | Re-Open & Query | (MDP-RQ ) Without Query Rejected. Query for detailed OT notes document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |
| 118   | T1410198235127 | 2019/153488 | 19010163A<br>- 00 | 7000     | Sawai Singh       | delayed query reply ,hence claim rejected7                                                    | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay    | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                             |
| 119   | T1510198247714 | 2019/154688 | 19030119A<br>- 00 | 20000    | Manju Kunwar      | Query replied not provide within 15 days by hospital hence rejected .<br>7                    | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay    | As per available document/reports this booked pkg is justified ,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                                                                                                                     |
| 120   | T0909197834056 | 2019/154630 | 29170013A<br>- 00 | 30000    | Hasina Bano | delayed query reply by hospital hence reject 7                                            | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                                                                                  | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                  |
| 121   | T2104182778139 | 2018/037112 | 29050009A<br>- 00 | 24000    | rehamati    | As per RFP, patients live photo not provided at discharge time hence claim rejected 7     | Admission pic live captured but due to some technical error webcam was not working , hence dis pic uploaded , as claim can be submitted within 72 hrs from discharge, rest all documents are ok so ..Kindly reopen & settle , Thanks | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                  |
| 122   | T1209197874328 | 2019/153453 | 19010169A<br>- 00 | 7000     | Muni Gupta  | Query Reply after 15 days of Query given by analyser , hence rejected.7                   | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                                                                                  | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                  |
| 123   | T2305183087343 | 2018/048350 | 19010163A<br>- 00 | 7000     | Dhana Ram   | as per rep live photo at the time of admission and is not provided. hence case rejected 7 | Adm & dis pic real time captured , plz check & reopen, Thanks                                                                                                                                                                        | Rightly Rejected | As per available document/reports this booked pkg is not justified (live pic after procedure) ,hence rightly 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                                                                                                                                                                                                                                            |
| 124   | T2309197995978 | 2019/153396 | 19020029A<br>- 00 | 4000     | Sahina      | delayed query reply<br>hence rejected<br>7                                                                       | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards | Rightly<br>Rejected | As per available document/reports<br>this booked pkg is not justified<br>,hence rightly rejected.                                                                                                                                             |
| 125   | T2104182780424 | 2018/033632 | 19040023A<br>- 00 | 9000     | Kesi Devi   | TID generated through<br>MOIC route and<br>Annexure-II not<br>provided, hence<br>rejected 7                      | Annexure 2 missed ,<br>no query raised ,<br>regret for the same,<br>kindly reopen the<br>case as rest all docs<br>are ok , Thanks     | Rightly<br>Rejected | As per available document/reports<br>this booked pkg is not justified(live<br>pic after procedure) ,hence rightly<br>rejected.                                                                                                                |
| 126   | T2610198367745 | 2019/154684 | 19100005A<br>- 00 | 1350     | Chena Ram   | delayed query reply<br>hence reject<br>7                                                                         | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.                                                                                                                                                   |
| 127   | T1904182761249 | 2018/037095 | 19050038A<br>- 00 | 2250     | Bhikhe Khan | Counts of three<br>Bio-Metric identification<br>attempts could not be<br>seen in this TID.hence<br>rejected<br>7 | That time no criteria<br>was to check<br>attempts , we tried 5<br>times , kindly reopen<br>& settle , Thanks                          | Re-Open &<br>Query  | (MDP-RQ ) Without Query Rejected.<br>Provideclinical notes document is a<br>part of Minimum Document protocol<br>for the booked package. Insurance<br>Company shall reopen the claim and<br>shall query for above mentioned<br>document only. |
| 128   | T2809198062711 | 2019/153469 | 29050011A<br>- 00 | 6000     | Narpatsingh | delayed query reply by<br>hospital hence case<br>rejected<br>7                                                   | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards | Rightly<br>Rejected | As per available document/reports<br>this booked pkg is not justified<br>,hence rightly 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                                                                                                                                                                                                                                    |
| 129   | T0308183808765 | 2018/050614 | 19050059A<br>- 00 | 5000     | Mangilal      | As per RFP live photo at the time of admission not provided by hospital hence claim rejected.7 | Adm pic captured late as case can be booked within 72 hrs of TID registration , & dis pic real time captured , plz reoprn to settle, Thanks | Rightly Rejected | Admission photo captured after procedure done hence claim rightly rejected .                                                                                                                                                          |
| 130   | T2305183087343 | 2018/048351 | 19010169A<br>- 00 | 7000     | Dhana Ram     | as per rep live photo at the time of admission and is not provided. hence case rejected 7      | Adm & dis pic real time captured , plz check & reopen, Thanks                                                                               | Rightly Rejected | As per available document/reports this booked pkg is not justified (live pic after procedure) ,hence rightly rejected.                                                                                                                |
| 131   | T1311198547134 | 2019/154680 | 29060047A<br>- 00 | 24800    | Sugan Kanwar  | this package including above package 7                                                         | Case rejected without query or clarification from our side. Kindly reopen for query & further process                                       | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected.                                                                                                                                           |
| 132   | T1010198192965 | 2019/153449 | 29050011A<br>- 00 | 6000     | Shrawan Singh | Delayed Query reply ,Query reply after 15 days Query raise hence rejected 7                    | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                         | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected.                                                                                                                                           |
| 133   | T0606183235901 | 2018/048354 | 29050009A<br>- 00 | 24000    | KHAMISHA KHAN | TID generated through MOIC route Pt ID & annexure 2 not provided, hence rejected7              | Patient not verified by MOIC , plz check & reopen to settle , Thanks                                                                        | Re-Open & Query  | (MDP-RQ ) Without Query Rejected. ID proof (BSBY &Aadhar cards) documents are a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |



| 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                                                                                                |
| 134   | T2204182784627 | 2018/048314 | 29050011A<br>- 00 | 6000     | bhanwar<br>singh rathore | as per RFP, live photo<br>at time of admission &<br>discharge not<br>provided hence<br>rejected7                     | Admission pic live<br>captured while Dis<br>pic uploaded as<br>claim can be<br>submitted within 72<br>hrs from discharge,<br>rest all documents<br>are ok so ..Kindly<br>reopen & settle ,<br>Thanks | Rightly<br>Rejected | As per available document/reports<br>this booked pkg is not justified<br>,hence rightly rejected. |
| 135   | T0210198105883 | 2019/154607 | 29200002A<br>- 00 | 2000     | Heera                    | delay query reply<br>.hence rejected7                                                                                | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                                | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.       |
| 136   | T0410198124210 | 2019/154696 | 29200002A<br>- 00 | 2000     | Pankaj<br>Agarwal        | delayed Query replied<br>hence case rejected7                                                                        | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                                | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.       |
| 137   | T2409198011315 | 2019/153484 | 19010165A<br>- 00 | 12000    | Swarup<br>Singh          | delayed query reply by<br>hospital hence reject<br>7                                                                 | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards                                                                | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay.       |
| 138   | T2504182811536 | 2018/030493 | 19050061A<br>- 00 | 3000     | Mohan Ram                | As per RFP, live photo<br>of patient at the time of<br>admission and<br>discharge not<br>provided,hence<br>rejected7 | Admission pic live<br>captured while Dis<br>pic uploaded due to<br>webcam error<br>..Kindly reopen &<br>settle , Thanks                                                                              | Reopen &<br>Pay     | As per available document/reports<br>this booked pkg is justified ,hence<br>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                                                                                                                                                                                                                              |
| 139   | T2209197991386 | 2019/153940 | 19010107A<br>- 00 | 10000    | Indu          | OT NOTES NOT PROVIDED HENCE REJECTED 7                                                                           | Regret that OT notes missed to upload , moreover rejected without raising query for it . request to kindly reopen to submit due documents & settle. Regards                                                                          | Re-Open & Query  | (MDP-RQ ) Without Query Rejected. Provide detailed OT notes document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |
| 140   | T1909197956401 | 2019/153457 | 29050011A<br>- 00 | 6000     | Bhanwaru Khan | Query not reply with in 15 days 7                                                                                | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                                                                                  | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected.                                                                                                                                     |
| 141   | T2309197995978 | 2019/153398 | 19020031A<br>- 00 | 7500     | Sahina        | delayed query reply hence rejected 7                                                                             | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards                                                                                                                  | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                           |
| 142   | T2104182781870 | 2018/048334 | 19010108A<br>- 00 | 13000    | cheni devi    | as per rfp live photo of the patient at the time of admission and/or discharge was not provided hence rejected 7 | Admission pic live captured but due to some technical error webcam was not working , hence dis pic uploaded , as claim can be submitted within 72 hrs from discharge, rest all documents are ok so ..Kindly reopen & settle , Thanks | Re-Open & Query  | (MDP-RQ ) Without Query Rejected. Query for OT notes document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.        |

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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                                                                                                                                                                                                                       |
| 143   | T2410198346723 | 2019/154712 | 19050061A<br>- 00 | 3000     | Vikram     | Delayed query reply,hence rejected7                                                                  | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                    |
| 144   | T2605183124020 | 2018/050618 | 19010107A<br>- 00 | 10000    | Mashrat    | Counts of 3 Biometric identification and OTP attempts could not be seen in this TID, hence rejected7 | That time no criteria was to check attempts , we tried all fingers , kindly reopen & settle , Thanks                | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected.                                                                                                                              |
| 145   | T2009197968875 | 2019/153491 | 19010069A<br>- 00 | 6600     | Hari Singh | delayed query reply by hospital hence reject 7                                                       | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                    |
| 146   | T2509198028325 | 2019/153480 | 19010166A<br>- 00 | 15000    | Pukha Ram  | delayed query reply hence rejected 7                                                                 | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.                                                                                                                                    |
| 147   | T2209197991930 | 2019/153476 | 29050062A<br>- 00 | 15000    | Manaram    | delayed query reply hence rejected 7                                                                 | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Re-Open & Query  | (MDP-RQ ) Without Query Rejected. Provide RGU report document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only. |

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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                                                                                          |
| 148   | T0211198423872 | 2019/153482 | 19010163A<br>- 00 | 7000     | Khatun Bano    | delayed query reply ,hence claim rejected7                              | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 149   | T0211198428125 | 2019/154653 | 29200002A<br>- 00 | 2000     | Santosh        | Delayed query reply,hence rejected7                                     | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 150   | T0411198440771 | 2019/154708 | 29200002A<br>- 00 | 2000     | Pankaj Agarwal | delayed Query replied hence case rejected7                              | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Reopen & Pay     | As per available document/reports this booked pkg is justified ,hence reopen and pay.       |
| 151   | T2610198367745 | 2019/154685 | 19100005A<br>- 01 | 1350     | Chena Ram      | delayed query reply hence reject 7                                      | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly rejected. |
| 152   | T1809197942091 | 2019/153471 | 29050011A<br>- 00 | 6000     | Jabaru Khan    | Query Reply after 15 days of Query given by analyser , hence rejected.7 | Regret for delayed query reply . all documents are properly submitted . request to kindly reopen to settle. Regards | Rightly Rejected | As per available document/reports this booked pkg is not justified ,hence rightly 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                                                                                          |
| 153   | T0311198433248 | 2019/154651 | 29200002A<br>- 00 | 2000     | Tikam Chand      | delayed Query replied<br>hence case rejected7     | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards | Reopen &<br>Pay | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay. |
| 154   | T0411198447242 | 2019/153481 | 19010024A<br>- 00 | 8000     | Mohammad<br>Amin | Delayed query reply<br>hence claim rejected.<br>7 | Regret for delayed<br>query reply . all<br>documents are<br>properly submitted .<br>request to kindly<br>reopen to settle.<br>Regards | Reopen &<br>Pay | As per available document/reports<br>this booked pkg is justified ,hence<br>reopen and pay. |

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