

F (9) Rejection Appeal-I 2 2 4

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JAIPUR HOSPITAL LAL KOTHI-Jaip 244	

JAIPUR HOSPITAL LAL KOTHI-Jaip1244 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 Ayush Verma (mo bsbyraj@gmail com)
- Dr Deepak Vyas (niac bsby@gmail com)
- Mr Ajay Kumar Jain (ajaymjain @gmail com)
- Mr Sumit Mishra (jaipurhosptiallalkothi@gmail com)

बैठक में **JAIPUR HOSPITAL LAL KOTHI-Jaip1244** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 43 क्लेम के लिए प्रस्तुत अपील पर विचार किया गया। बीमा कंपनी एवं राजस्थान स्टेट हेल्थ एश्योरेंस एजेंसी द्वारा क्लेम की समीक्षा करने पर अपील में प्रस्तुत प्रकरण के संक्षिप्त तथ्य एवं दोनों पक्षों को सुनने के बाद कमेटी द्वारा संलग्न तालिका के कॉलम संख्या 9 एवं 10 के अनुसार निर्णय प्रदान किया गया। संक्षिप्त विवरण निम्नानुसार है:-

S.No.	Decisions	No of Cases
1	Re-open & pay	0
2	Re-open & Query	7
3	Rightly Rejected	36

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 28/07/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 28/07/2021 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 28/07/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(J O RSHAA)



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
1	T0212198750540	2020/158015	19100008A - 00	1500	Ramsahay Jagid	As per raised reply defective bhamashah card link date with NFSA not provide hence claim rejected 7	after query we reply there is no provision in software to check this, which date BSBY card link with NFSA so claim will be Reopen and cancel the rejection	Rightly Rejected	BT sticker/Tag and transfusion notes were not uploaded,hence rejected.
2	T1212198825903	2020/168036	19100002A - 14	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
3	T1212198825903	2020/168010	19100002A - 00	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.



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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
4	T1212198825903	2020/168018	19100002A - 04	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
5	T1405196509532	2019/131397	29050061A - 00	10000	Sanjaya Devi	inspite of reminder post kub xray film not provided hence rejected7	Dear Sir/Madam when we have received 2 Reminder we have replayed the query so please reopen the claim and pay	Rightly Rejected	Even after query raised by NIA hospital didn't uploaded post op x-ray,hence rejected.
6	T0104196078157	2019/122424	19030067A - 00	21000	Tejeeya ji	post op xray is not provided hence rejected7	Dear Sir/ Madam As per your query we are submitted required docouments but nia is reject the claim so please re open the claim and pay	Rightly Rejected	Even after query raised by NIA hospital didn't uploaded post op x-ray ,hence rejected.

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
7	T1212198825903	2020/168043	19100002A - 19	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
8	T0612198784070	2020/157970	29120016A - 00	78000	Ratni Devi	as per query raised reply defective bhamashah card link date with NFSA not provide, hence rejected 7	after query we reply there is no provision in software to check this, which date BSBY card link with NFSA so claim will be Reopen and cancel the rejection	Re-Open & Query	Reopen and query for 3rd stent sticker/invoice.
9	T1212198825903	2020/168040	19100002A - 16	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
10	T1212198825903	2020/168030	19100002A - 11	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
11	T0212198751290	2020/157973	19100006A - 02	750	Rajendra	Bhamashah card link date with NFSA not provided hence rejected. 7	after query we reply there is no provision in software to check this, which date BSBY card link with NFSA so claim will be Reopen and cancel the rejection	Rightly Rejected	BT sticker/Tag and transfusion notes were not uploaded,hence rejected.
12	T1910198297372	2019/144440	29120038A - 00	87500	Ramavatar Sharma	As per Audit Remark on 26.10.19, Surgery done on 22.10.19. OT Notes not found in IPD file. Hence, this cLaim is rejected due to OT Notes not prepared on Same day. 7	We are uploadeing O.T Ntes at the time of discharge and we complite to your investigator he was given you wron report kindly reopen the claim and pay	Re-Open & Query	Reopen and query for IABP sticker with indication of doing IABP.

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
13	T1212198825903	2020/168038	19100002A - 15	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
14	T1304182715231	2019/093838	19010168A - 00	3750	Ganga Ram Mandal	As per RFP live photo at the time of admission and /or discharge is not provided ,Hence Rejected 7	As per some technical error Adode Flash Player was automatically uninstall so we are not able to sent the live photo now we resolve this problame and presently sending live photos	Re-Open & Query	Reopen and query for detailed OT notes.
15	T0212198751290	2020/157986	19100008A - 05	1500	Rajendra	Bhamashah card link date with NFSA not provided hence rejected. 7	after query we reply there is no provision in software to check this, which date BSBY card link with NFSA so claim will be Reopen and cancel the rejection	Rightly Rejected	BT sticker/Tag and transfusion notes were not uploaded,hence rejected.

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
16	T3103182598279	2019/093823	19050061A - 00	3000	Chela Ram	After Query Pre operative X-Ray not provided by the hospital. Hence Rejected.7	As per your portal you have genrate the query on dated 06.04.2018 and hospital is replied the query on dated 09.04.2018 with all X- Ray report & Film in Zip format so please check & relise the payment	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded pre op x-ray ,hence rejected.
17	T1406196865987	2019/134775	29120108A - 00	65000	Harinarayan	As per provided stent sticker numeric mismatch to mention in PTCA report its discrepancy hence rejected. 7	Dear Sir/Madam as per your rejection we are by mistake we have uploaded wrong stent sticker so we request to you please generate the query again than we are provided acctule stent sticker as per PTCA Report	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded stent sticker as there is discrepancy in stent size in between OT notes and stent sticker.
18	T1212198825903	2020/168017	19100002A - 03	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
19	T1212198825903	2020/168022	19100002A - 07	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
20	T1212198825903	2020/168019	19100002A - 05	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
21	T0212198751290	2020/157985	19100008A - 04	1500	Rajendra	Bhamashah card link date with NFSA not provided hence rejected. 7	after query we reply there is no provision in software to check this, which date BSBY card link with NFSA so claim will be Reopen and cancel the rejection	Rightly Rejected	BT sticker/Tag and transfusion notes were not uploaded,hence rejected.

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1	2	3	4	5	6	7	8	9	10
22	T1212198825903	2020/168042	19100002A - 18	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
23	T1212198825903	2020/168035	19100002A - 13	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
24	T2301182084049	2019/093793	19100003A - 03	1500	Panna Lal	as per documents vital chart/ icu chart not provided7	As per your Query we are uploade related all the documents so please reconsider	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded ICU vital chart,and there is partial treatment chart,hence rejected.

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
25	T0212198751290	2020/157979	19100007A - 03	750	Rajendra	Bhamashah card link date with NFSA not provided hence rejected. 7	after query we reply there is no provision in software to check this, which date BSBY card link with NFSA so claim will be Reopen and cancel the rejection	Rightly Rejected	BT sticker/Tag and transfusion notes were not uploaded,hence rejected.
26	T0612198784070	2020/157969	29120009A - 00	25000	Ratni Devi	as per query raised reply defective bhamashah card link date with NFSA not provide, hence rejected 7	after query we reply there is no provision in software to check this, which date BSBY card link with NFSA so claim will be Reopen and cancel the rejection	Re-Open & Query	Reopen and query for 3rd stent sticker/invoice.
27	T1212198825903	2020/168020	19100002A - 06	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
28	T0212198750540	2020/158023	19100008A - 02	1500	Ramsahay Jagid	As per raised reply defective bhamashah card link date with NFSA not provide hence claim rejected 7	after query we reply there is no provision in software to check this, which date BSBY card link with NFSA so claim will be Reopen and cancel the rejection	Rightly Rejected	BT sticker/Tag and transfusion notes were not uploaded,hence rejected.
29	T0212198751290	2020/157974	19100006A - 03	750	Rajendra	Bhamashah card link date with NFSA not provided hence rejected. 7	after query we reply there is no provision in software to check this, which date BSBY card link with NFSA so claim will be Reopen and cancel the rejection	Rightly Rejected	BT sticker/Tag and transfusion notes were not uploaded,hence rejected.
30	T2303182529724	2019/103772	29120049A - 00	157000	Aachuki Devi	Valve stickers not provided, which are mandatory as per MDP, Hence rejected.7	At the time of claim processing we are submitted all the implant stickers in the head of implant sticker, Unfortunately due to some technical server problem implant sticker does not shown on your portal. We can ensure you that we are uploaded that files at the time of claim submission. (It can be shown in our PC with scanning time and date) So kindly revert the case	Re-Open & Query	Reopen and query for detailed OT notes with valve sticker.



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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	T1212198825903	2020/168041	19100002A - 17	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
32	T1212198825903	2020/168025	19100002A - 09	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
33	T0407183505422	2019/108044	19100007A - 00	750	Anusuyya Sharma	clarify why doppler/CFM findings not mentioned in Echo & how Regurgitation diagnosed, also clarify how many PC & FFP units given to py along with sticker ,CBC & LFT report 7	At the time of Claim Submission we are already uploaded RDP, And FFP Tags so please paid renaming amount	Rightly Rejected	BT sticker/Tag and transfusion notes were not uploaded,hence rejected.

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
34	T1910198297372	2019/144444	29120046A - 00	90000	Ramavatar Sharma	As per Audit Remark on 26.10.19, Surgery done on 22.10.19. OT Notes not found in IPD file. Hence, this cLaim is rejected due to OT Notes not prepared on Same day. 7	We are uploading O.T Notes at the time of discharge and we Complaint to your investigator he was given you wrong report kindly reopen the claim and pay	Re-Open & Query	Reopen and query for IABP sticker with indication of doing IABP.
35	T0212198750540	2020/158024	19100008A - 03	1500	Ramsahay Jagid	As per raised reply defective bhamashah card link date with NFSA not provide hence claim rejected 7	after query we reply there is no provision in software to check this, which date BSBY card link with NFSA so claim will be Reopen and cancel the rejection	Rightly Rejected	BT sticker/Tag and transfusion notes were not uploaded,hence rejected.
36	T1204182706728	2019/093833	29120015A - 00	54000	Rukama Kanwar	As per RFP, live photo at the time of discharge is not provided. Hence rejected. 7	As per some technical error Adode Flash Player was automatically uninstall so we are not able to sent the live photo now we resolve this problame and presently sending live photos	Re-Open & Query	Reopen and query for ptca report with stent sticker.

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1	2	3	4	5	6	7	8	9	10
37	T1212198825903	2020/168014	19100002A - 02	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
38	T1212198825903	2020/168027	19100002A - 10	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
39	T1212198825903	2020/168024	19100002A - 08	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
40	T1212198825903	2020/168011	19100002A - 01	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.
41	T0212198750540	2020/158017	19100008A - 01	1500	Ramsahay Jagid	As per raised reply defective bhamashah card link date with NFSA not provide hence claim rejected 7	after query we reply there is no provision in software to check this, which date BSBY card link with NFSA so claim will be Reopen and cancel the rejection	Rightly Rejected	BT sticker/Tag and transfusion notes were not uploaded,hence rejected.

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
42	T0212198751290	2020/157977	19100007A - 02	750	Rajendra	Bhamashah card link date with NFSA not provided hence rejected. 7	after query we reply there is no provision in software to check this, which date BSBY card link with NFSA so claim will be Reopen and cancel the rejection	Rightly Rejected	BT sticker/Tag and transfusion notes were not uploaded,hence rejected.
43	T1212198825903	2020/168033	19100002A - 12	750	Jagdish Bairwa	Hospital not provide IPD notes & treatment chart date wise hence rejected 7	Dear Sir/Madam At the time of claim submission we are uploaded all related documents and when we have received the query we are uploaded related documents again but at the time of claim settlement you have rejected the claim for other reason	Rightly Rejected	Even after query raised by NIAC hospital didn't uploaded IPD notes/ipd papers.

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