

F 00 (95) Rejection Appeal-I 202 974

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CHC Sarola kalan Jhalawar-Jhal405	

CHC Sarola kalan Jhalawar-Jhal405 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 11/08/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Shweta Agarwal (drshwetaa 54@gmail com)
- Dr Rakesh meena (Rakeshmeena 0 090@gmail com)
- Dr Shival Meena (chcsarolakalan@gmail com)

बैठक में **CHC Sarola kalan Jhalawar-Jhal405** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 48 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	34
2	Re-open & Query	0
3	Rightly Rejected	14

अपील की पालना के सम्बन्ध में दिशानिर्देश: -

A. बीमा कम्पनी के लिए:-

बीमा कंपनी को यह भी निर्देशित किया गया कि इस संबंध में की गई कार्यवाही से दिनांक 02/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 02/09/2021 तक नहीं की जाकर सूचित नहीं किया जाता है, तो RSHAA द्वारा अनुबंध के प्रावधान संख्या 1.28.4 के अनुसार कार्यवाही की जाएगी।

B. अस्पताल के लिए:-

यदि बीमा कंपनी द्वारा दिनांक 02/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(JC 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	T2304196296002	2019/117189	19100002A - 00	750	Hajari Lal	AS PER RFP LIVE PHOTO OF THE PATIENT AT THE TIME OF DISCHARGE NOT PROVIDED HENCE REJECTED7	Provide by hospital live photo by rajadhara app	Reopen & Pay	pkg justified hence reopen and pay
2	T2109197974662	2019/139505	19100002A - 00	750	Babu Lal	date of admission not provided 7	Wrong Rejection by NIA	Reopen & Pay	pkg justified hence reopen and pay
3	T0407183509703	2018/060147	19100002A - 01	750	Kanti Bai	hospital not provide proper discharge summary & ipd details date wise ,hence case rejected7	Not given any reminder for further Query . retated to datewise treatment and dischargesumary .without Query rejected	Rightly Rejected	ipd chart and detailed discharge summary not provided
4	T1904182757736	2018/072549	19100002A - 00	750	Chayana Bai	Annexuer 2 not Provide .Hence Rejected 7	Without Query rejected	Rightly Rejected	annexure 2 not provided
5	T1306196848912	2019/121773	19100002A - 00	750	Motya Bai	Less than 24 Hrs7	Patient stay on hospital above 24 hours	Reopen & Pay	pkg justified hence reopen and pay
6	T0407183509703	2018/060149	19100002A - 03	750	Kanti Bai	hospital not provide proper discharge summary & ipd details date wise ,hence case rejected7	Not given any reminder for further Query . retated to datewise treatment and dischargesumary .without Query rejected	Rightly Rejected	ipd chart and detailed discharge summary not provided

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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	T1605196537933	2019/121772	19100002A - 00	750	Dev Bai	As per Audit Sheet, Patient not found admitted at the time of investigation. Discharge Ticket not given by Hospital. Hence, Claim is Rejected. 7	Provide by hospital discharge ticket	Rightly Rejected	as per audit sheet pt was not found during admission hence rejected
8	T1705183022361	2018/060616	19100002A - 02	750	Bhanwari Bai	hospital not provided consent of patient at the time of LAMA hence rejected 7	Not given any reminder for further Query . retated to consent of lama patient .without Query rejected	Rightly Rejected	annexure 7 or pt consent for LAMA not provided
9	T0407183509703	2018/060146	19100002A - 00	750	Kanti Bai	hospital not provide proper discharge summary & ipd details date wise ,hence case rejected7	Not given any reminder for further Query . retated to datewise treatment and dischargesumary .without Query rejected	Rightly Rejected	ipd chart and detailed discharge summary not provided
10	T1708197570823	2019/138378	19100002A - 00	750	Phulan Bai	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done,thru BSBY Card Hence Rejected. 7	Wrong Rejected	Reopen & Pay	pkg 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
11	T0407183509703	2018/060148	19100002A - 02	750	Kanti Bai	hospital not provide proper discharge summary & ipd details date wise ,hence case rejected7	Not given any reminder for further Query . retated to datewise treatment and dischargesumary .without Query rejected	Rightly Rejected	ipd chart and detailed discharge summary not provided
12	T2908197703856	2019/138370	19100002A - 00	750	Chandri Bai	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	Wrong Rejected	Reopen & Pay	pkg justified hence reopen and pay
13	T1908197583084	2019/138372	19100002A - 00	750	Bina Bai	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done,thru BSBY Card Hence Rejected. 7	Wrong rejected	Reopen & Pay	pkg justified hence reopen and pay
14	T2109197974662	2019/139508	19100002A - 03	750	Babu Lal	date of admission not provided 7	Wrong Rejection by NIA	Reopen & Pay	pkg justified hence reopen and pay
15	T0409197774020	2019/138379	19100002A - 00	750	Ravindra Gautam	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done,thru BSBY Card Hence Rejected. 7	Wrong Rejected	Reopen & Pay	pkg 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	T1505182999471	2018/074566	19100002A - 01	750	Sadhna	Counts of three Bio-Metric identification attempts could not be seen in this TID. 7	Sir/Madam, Patient not verified by Biometric machine after 4-5 time punching fingerprint on machine So Patient Identification by MOIC Route according to NIAC rules & with Annexure2	Reopen & Pay	pkg justified hence reopen and pay
17	T1810184559018	2018/058980	19100002A - 01	750	Abhishek Kumar	as per patient last day duration of stay less than 24 hours hence rejected 7	Dear sir, Pat. admitted 15-Oct-18 ,04:30 PM & Discharge 18-Oct-18, 09:40 AM according to details pat. complete above 2 days .NIA rejection Invalid	Reopen & Pay	pkg justified hence reopen and pay
18	T0409197774020	2019/138380	19100002A - 01	750	Ravindra Gautam	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card Hence Rejected. 7	Wrong Rejected	Reopen & Pay	pkg justified hence reopen and pay
19	T0808197480976	2019/136282	19100002A - 00	750	Kali Bai	BLOCKED PT. ANNEX.6 NOT PROVIDE HENCE REJECTED7	without eligible Query case reject	Reopen & Pay	pkg 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
20	T1703195939566	2019/111928	19100002A - 00	750	Navrang Bai	Pateint stay in hospital less then 24hr hence rejected7	Dear sir pat.admitted on Date: 17-Mar-19 03:46 PM & Discharge Date: 19-Mar-19 09:15 AM.pat.stay on hospital above 24 hours	Reopen & Pay	pkg justified hence reopen and pay
21	T1505182999471	2018/074565	19100002A - 00	750	Sadhna	Counts of three Bio-Metric identification attempts could not be seen in this TID. 7	Sir/Madam,Patient not verified by Biometric machine after 4-5 time punching fingerprint on machine So Patient Identification by MOIC Route according to NIAC rules & with Annexure2	Reopen & Pay	pkg justified hence reopen and pay
22	T2708197679801	2019/138373	19100002A - 00	750	Vinod Kumar	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	Wrong rejected	Reopen & Pay	pkg justified hence reopen and pay
23	T2109197974662	2019/139507	19100002A - 02	750	Babu Lal	date of admission not provided 7	Wrong Rejection by NIA	Reopen & Pay	pkg justified hence reopen and pay
24	T1309184219127	2018/037925	19100002A - 00	750	Mahaveer	Rejected -For any query Please refer to RSHAA 7	Without Query reject	Rightly Rejected	already paid

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
25	T3008197720625	2019/138374	19100002A - 00	750	Abhimanyu Malav	as per RFP Clause 1.9.2 & 1.3.9 eligibility & identity of patient not done thru BSBY Card,hence rejected 7	Wrong Rejected	Reopen & Pay	pkg justified hence reopen and pay
26	T3008197720625	2019/138375	19100002A - 01	750	Abhimanyu Malav	as per RFP Clause 1.9.2 & 1.3.9 eligibility & identity of patient not done thru BSBY Card,hence rejected 7	Wrong Rejected	Reopen & Pay	pkg justified hence reopen and pay
27	T2109197974662	2019/139509	19100002A - 04	750	Babu Lal	date of admission not provided 7	Wrong Rejection by NIA	Reopen & Pay	pkg justified hence reopen and pay
28	T1604196230518	2019/114097	19100002A - 00	750	Sanju Bai	Less than 24 Hrs Stay 7	Pat.stay on hospital above 24 hours	Reopen & Pay	pkg justified hence reopen and pay
29	T1007183570599	2018/060364	19100002A - 01	750	Kamla Bai	Hospital not provided consent of patient at the time of LAMA hence rejected 7	Without Query reject.yet hospital provide Ann.7	Reopen & Pay	pkg justified hence reopen and pay
30	T2106196934242	2019/122360	19100002A - 00	750	ramchandra	As per rfp pt. live photo of discharge not provide hence case rejected7	Hospital provide dis.live photo but by mistake written on dis.ticket Date 20.6.19.Really pat.dis.on 21.06.2019	Rightly Rejected	live photo at the time of discharge not available
31	T1704182743515	2018/045334	19100002A - 00	750	rammurti	as per RFP, live at the time of admission or discharge is not provided. hence rejected7	Dear sir. Patient TID generated under one hour. pat.admitted&dis.live photo provided by hospital in time.	Reopen & Pay	pkg 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
32	T1705183022361	2018/060613	19100002A - 00	750	Bhanwari Bai	hospital not provided consent of patient at the time of LAMA hence rejected 7	Not given any reminder for further Query . retated to consent of lama patient .without Query rejected	Rightly Rejected	annexure 7 or pt consent for LAMA not provided
33	T1007183570599	2018/060361	19100002A - 00	750	Kamla Bai	Hospital not provided consent of patient at the time of LAMA hence rejected 7	Without Query reject.yet hospital provide Ann.7	Reopen & Pay	pkg justified hence reopen and pay
34	T0806183256087	2018/045335	19100002A - 00	750	Hemraj	Counts of three Bio-Metric identification attempts could not be seen in this TID.7	By hospital pat.fingerprint punch on biomatric machine 8 time	Reopen & Pay	pkg justified hence reopen and pay
35	T0808197480976	2019/136283	19100002A - 01	750	Kali Bai	BLOCKED PT. ANNEX.6 NOT PROVIDE HENCE REJECTED7	without eligible Query case reject	Reopen & Pay	pkg justified hence reopen and pay
36	T2108197609071	2019/141087	19100002A - 00	750	Chandrakala Bai	PT. STAY LESS THAN 24 HOURS IN HOSPITAL, HENCE CLAIM REJECTED 7	Pat.stay on hospital above 24 hours	Reopen & Pay	pkg justified hence reopen and pay
37	T0409197774020	2019/138381	19100002A - 02	750	Ravindra Gautam	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done,thru BSBY Card Hence Rejected. 7	Wrong Rejected	Reopen & Pay	pkg justified hence reopen and pay
38	T0209197748184	2019/138382	19100002A - 00	750	Rani	as per documents hospital not provide correct patient discharge summary ,hence case rejected 7	Wrong rejected	Rightly Rejected	discharge summary of different pt provided

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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	T0209197748184	2019/138383	19100002A - 01	750	Rani	as per documents hospital not provide correct patient discharge summary ,hence case rejected 7	Wrong rejected	Rightly Rejected	discharge summary of different pt provided
40	T1705183022361	2018/060614	19100002A - 01	750	Bhanwari Bai	hospital not provided consent of patient at the time of LAMA hence rejected 7	Not given any reminder for further Query . retated to consent of lama patient .without Query rejected	Rightly Rejected	annexure 7 or pt consent for LAMA not provided
41	T0609197799902	2019/138376	19100002A - 00	750	Lokesh Suman	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done,thru BSBY Card Hence Rejected. 7	Wrong rejected	Reopen & Pay	pkg justified hence reopen and pay
42	T2109197974662	2019/139506	19100002A - 01	750	Babu Lal	date of admission not provided 7	Wrong Rejection by NIA	Reopen & Pay	pkg justified hence reopen and pay
43	T1703195939872	2019/111929	19100002A - 01	750	Devendra Singh	Less than 24 Hrs Stay7	Dear sir pat.admitted on Date: 15-Mar-19 05:15 PM & Discharge Date: 17-Mar-19 05:20 PM.pat.stay on hospital above 24 hours	Reopen & Pay	pkg 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
44	T2106196934242	2019/122361	19100002A - 01	750	ramchandra	As per rfp pt. live photo of discharge not provide hence case rejected.7	Hospital provide dis.live photo but by mistake written on dis.ticket Date 20.6.19.Really pat.dis.on 21.06.2019	Rightly Rejected	live photo at the time of discharge not available
45	T1708197565425	2019/138369	19100002A - 00	750	Harsha Nagar	Patient stayed less than 24 hours in hospital hence rejected.7	Pat.stay on hospital above 24 hours	Reopen & Pay	pkg justified hence reopen and pay
46	T2908197703856	2019/138371	19100002A - 01	750	Chandri Bai	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	Wrong Rejected	Reopen & Pay	pkg justified hence reopen and pay
47	T0609197799902	2019/138377	19100002A - 01	750	Lokesh Suman	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done,thru BSBY Card Hence Rejected.7	Wrong rejected	Reopen & Pay	pkg justified hence reopen and pay
48	T0209184106027	2018/037927	19100002A - 01	750	Pawan	Not complete 24hrs hence rejected . 7	Dear sir pat.complete in 2days hospital because August month on 31 dayas.wrong rejection	Reopen & Pay	pkg justified hence reopen and pay

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