

F 00 (9) Rejection Appeal-I 202

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Chandpole Udaipur-Udai072

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Shri Sunder Singh Bhandari Govt. Satellite Hospital	

Shri Sunder Singh Bhandari Govt. Satellite Hospital Chandpole Udaipur-Udai072 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 06/08/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Parul Singh (karnawatparul9 @gmail com)
- Dr AYUSH (bhagwati ayush @gmail com)
- Mamta Sharma (mamtadsharma @gmail com)

बैठक में **Shri Sunder Singh Bhandari Govt. Satellite Hospital Chandpole Udaipur-Udai072** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 74 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	50
2	Re-open & Query	0
3	Rightly Rejected	24

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।



(C 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	T2908197706694	2019/135497	19100002A - 00	750	Ambavi	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	all ipd details provided	Reopen & Pay	as case is justified
2	T2205183076251	2018/083602	19100002A - 04	750	Dinesh	ipd not provide .hence rejected7	NEED A SINGLE REMINDER	Reopen & Pay	as rejected without query
3	T2808197693127	2019/135505	19100002A - 03	750	Rajesh Kumar Bhil	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	ipd treatment details provided	Reopen & Pay	as case is justified
4	T0307197074826	2019/135489	19100002A - 03	750	Kalu	As per RFP proper live photo of patient at the time of discharge not provided hence rejected 7	I used rajdhara mobile app for patient discharge photo	Reopen & Pay	as case is justified
5	T1101195334539	2019/109525	19100002A - 01	750	Simran Khan	As per RFP live photo at the time of lama is not provided hence rejected. 7	PHOTO N/A	Rightly Rejected	as pt absconded as per hospital
6	T2504196318537	2019/118964	19110030A - 00	200	Samjida	As per query hospital not provide pre and post clinical operative photo hence rejected . 7	PROVIDED	Rightly Rejected	as proper xrays not provided
7	T2808197694307	2019/135949	19100002A - 03	750	Heena Bano	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	need a query	Reopen & Pay	as case is justified

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
8	T0701195295863	2019/109511	19100002A - 02	750	Suhana	As per RFP live photo at the time of discharge not provided by hospital hence claim rejected. 7	CURREPTED	Rightly Rejected	as live discharge photo not provided
9	T2502195740199	2019/109503	19100002A - 11	750	komal devi jataw	discharge summary is not provided hence rejected7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
10	T2808197693127	2019/135504	19100002A - 02	750	Rajesh Kumar Bhil	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	ipd treatment details provided	Reopen & Pay	as case is justified
11	T0307197074826	2019/135490	19100002A - 04	750	Kalu	As per RFP proper live photo of patient at the time of discharge not provided hence rejected 7	I used rajdhara mobile app for patient discharge photo	Reopen & Pay	as case is justified
12	T0307197074826	2019/135491	19100002A - 05	750	Kalu	As per RFP proper live photo of patient at the time of discharge not provided hence rejected 7	I used rajdhara mobile app for patient discharge photo	Reopen & Pay	as case is justified
13	T0701195295863	2019/109509	19100002A - 00	750	Suhana	As per RFP live photo at the time of discharge not provided by hospital hence claim rejected. 7	CURREPTED	Rightly Rejected	as live discharge photo not provided
14	T2504196318537	2019/118965	19110030A - 01	200	Samjida	As per query hospital not provide pre and post clinical operative photo hence rejected . 7	PROVIDED	Rightly Rejected	as proper xrays 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
15	T2808197693127	2019/135503	19100002A - 01	750	Rajesh Kumar Bhil	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	ipd treatment details provided	Reopen & Pay	as case is justified
16	T2908197706694	2019/135499	19100002A - 02	750	Ambavi	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	all ipd details provided	Reopen & Pay	as case is justified
17	T2808197694307	2019/135947	19100002A - 01	750	Heena Bano	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	need a query	Reopen & Pay	as case is justified
18	T3101195510942	2019/109516	19110034A - 01	650	Naseem Begum	hospital not PROVIDE CLEAR PRE AND POST IOPA and plan.hence rejected7	HOSPITAL PROVIDED BUT DUE TO NON AVAILABILITY OF DIGITAL X RAY MACHINE, IMAGES ARE NOT CLEAR	Rightly Rejected	as proper xrays not provided
19	T2502195740199	2019/109494	19100002A - 02	750	komal devi jatav	discharge summary is not provided hence rejected7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
20	T2205183076251	2018/083600	19100002A - 03	750	Dinesh	ipd not provide .hence rejected7	NEED A SINGLE REMINDER	Reopen & Pay	as rejected without query
21	T0102195519965	2019/109506	19110030A - 01	200	Sonu Gameti	After query of provide discharge summary and pre and post obturation iopa x ray and procedure detail ,hospital not provided hence rejected.7	BOTH X RAY AND TREATMENT PROVIDED	Rightly Rejected	as pre and post xrays 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
22	T2502195740199	2019/109497	19100002A - 05	750	komal devi jataav	discharge summary is not provided hence rejected.7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
23	T0701195295863	2019/109510	19100002A - 01	750	Suhana	As per RFP live photo at the time of discharge not provided by hospital hence claim rejected. 7	CURREPTED	Rightly Rejected	as live discharge photo not provided
24	T2808197694307	2019/135948	19100002A - 02	750	Heena Bano	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	need a query	Reopen & Pay	as case is justified
25	T1101195334539	2019/109524	19100002A - 00	750	Simran Khan	As per RFP live photo at the time of lama is not provided hence rejected. 7	PHOTO N/A	Rightly Rejected	as pt absconded as per hospital
26	T1712185111249	2019/109520	19100002A - 00	750	DUNDI	as per provided discharge summary there is no detail of complaints of patient and given treatment and count of 3 biometric identification could not be seen in this tid hence case rejected.7	DONE 5 TIMES	Reopen & Pay	as case is justified
27	T2811184938121	2018/090079	19100002A - 00	750	Heera Lal Suthar	wrong package selection hence case rejected.7	wrong package selection	Rightly Rejected	as wrong package selected

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
28	T2908197706694	2019/135500	19100002A - 03	750	Ambavi	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	all ipd details provided	Reopen & Pay	as case is justified
29	T1209184209113	2019/118955	19110034A - 01	650	Alka Gupta	After query not provide clear pre and post IOPA X ray and detailed of restoration with intra oral photo of restor teeth hence rejected 7	PROVIDED	Rightly Rejected	as pre and post xrays not provided
30	T1302195629726	2019/109532	19110030A - 00	200	Baksu	procedure details not provided ,hence case rejected7	PROVIDED	Reopen & Pay	as case is justified
31	T2502195740199	2019/109492	19100002A - 00	750	komal devi jatav	discharge summary is not provided hence rejected7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
32	T2502195740199	2019/109499	19100002A - 07	750	komal devi jatav	discharge summary is not provided hence rejected7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
33	T1302195627409	2019/109529	19110034A - 01	650	Shanta Gameti	rct not done,hence case rejected7	RCT DONE	Reopen & Pay	as case is justified
34	T0902195592364	2019/109534	29200003A - 00	1500	Rassi Bai Meena	As per RFP, live photo at the time of discharge not provided, hence r ejected 7	DUE TO QUERRY PRCEDURE DONE LATER	Reopen & Pay	as case is justified
35	T2808197694307	2019/135946	19100002A - 00	750	Heena Bano	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	need a querry	Reopen & Pay	as case is justified

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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	T2502195740199	2019/109498	19100002A - 06	750	komal devi jativ	discharge summary is not provided hence rejected7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
37	T0203195796929	2019/109519	19100002A - 00	750	Samjida	Hospital not provide LAMA time live photo.7	LAMA CONSENT HAS FILLED BUT PHOTO NOT AVAILABLE	Rightly Rejected	as pt absconded as per hospital
38	T2808197693127	2019/135506	19100002A - 04	750	Rajesh Kumar Bhil	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	ipd treatment details provided	Reopen & Pay	as case is justified
39	T2205183076251	2018/083603	19100002A - 05	750	Dinesh	ipd not provide .hence rejected7	NEED A SINGLE REMINDER	Reopen & Pay	as rejected without query
40	T0102195519965	2019/109505	19110030A - 00	200	Sonu Gameti	After query of provide discharge summary and pre and post obturation iopa x ray and procedure detail ,hospital not provided hence rejected.7	BOTH X RAY AND TREATMENT PROVIDED	Rightly Rejected	as pre and post xrays not provided
41	T2908197706694	2019/135498	19100002A - 01	750	Ambavi	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	all ipd details provided	Reopen & Pay	as case is justified
42	T0307197074826	2019/135492	19100002A - 06	750	Kalu	As per RFP proper live photo of patient at the time of discharge not provided hence rejected 7	I used rajdhara mobile app for patient discharge photo	Reopen & Pay	as case is justified
43	T1912185126448	2019/109490	19100002A - 01	750	Sujata Kumawat	as per rfp live patient photo at the time of discharge not provide hence rejected7	PATIENT LAMA HUA THA	Rightly Rejected	as pt absconded as per hospital

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
44	T2502195740199	2019/109502	19100002A - 10	750	komal devi jataav	discharge summary is not provided hence rejected7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
45	T2502195740199	2019/109500	19100002A - 08	750	komal devi jataav	discharge summary is not provided hence rejected7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
46	T2502195740199	2019/109501	19100002A - 09	750	komal devi jataav	discharge summary is not provided hence rejected7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
47	T2908197706694	2019/135501	19100002A - 04	750	Ambavi	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	all ipd details provided	Reopen & Pay	as case is justified
48	T0102195519965	2019/109507	19110034A - 00	650	Sonu Gameti	After query of provide discharge summary and pre and post obturation iopa x ray and procedure detail ,hospital not provided hence rejected.7	BOTH X RAY AND TREATMENT PROVIDED	Rightly Rejected	as pre and post xrays not provided
49	T1102195608835	2019/109527	29200003A - 00	1500	Kamlesh	as per RFP pt live photo at the time and date of discharge not provided hence rejected 7	PROCESS WAS DONE LATER DUE TO QUERRY	Reopen & Pay	as case is justified
50	T2502195740199	2019/109495	19100002A - 03	750	komal devi jataav	discharge summary is not provided hence rejected7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
51	T2808197693127	2019/135502	19100002A - 00	750	Rajesh Kumar Bhil	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	ipd treatment details provided	Reopen & Pay	as case is justified

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
52	T0307197074826	2019/135487	19100002A - 01	750	Kalu	As per RFP proper live photo of patient at the time of discharge not provided hence rejected 7	I used rajdhara mobile app for patient discharge photo	Reopen & Pay	as case is justified
53	T0701195295863	2019/109512	19100002A - 03	750	Suhana	As per RFP live photo at the time of discharge not provided by hospital hence claim rejected. 7	CURREPTED	Rightly Rejected	as live discharge photo not provided
54	T0102195519965	2019/109508	19110034A - 01	650	Sonu Gameti	After query of provide discharge summary and pre and post obturation iopa x ray and procedure detail ,hospital not provided hence rejected.7	BOTH X RAY AND TREATMENT PROVIDED	Rightly Rejected	as pre and post xrays not provided
55	T2502195740199	2019/109504	19100002A - 12	750	komal devi jataw	discharge summary is not provided hence rejected7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
56	T2808197694307	2019/135950	19100002A - 04	750	Heena Bano	hospital not provide IPD treatment chart with date wise and investigation reports, hence case rejected 7	need a query	Reopen & Pay	as case is justified
57	T2901195487103	2019/109528	19010033A - 00	9600	Nijamuddin Nilgar	count of 3 biometric identification and OPT attempt could not be seen in this tid hence rejected 7	ANN 4 UPLOADED ,	Rightly Rejected	count of 3 biometric identification and OPT attempt could not be seen in this tid 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
58	T0307197074826	2019/135486	19100002A - 00	750	Kalu	As per RFP proper live photo of patient at the time of discharge not provided hence rejected 7	I used rajdhara mobile app for patient discharge photo	Reopen & Pay	as case is justified
59	T3101195510942	2019/109513	19110030A - 00	200	Naseem Begum	hospital not PROVIDE CLEAR PRE AND POST IOPA and plan.hence rejected7	HOSPITAL PROVIDED BUT DUE TO NON AVAILABILITY OF DIGITAL X RAY MACHINE, IMAGES ARE NOT CLEAR	Rightly Rejected	as proper xrays not provided
60	T2502195740199	2019/109493	19100002A - 01	750	komal devi jatav	discharge summary is not provided hence rejected7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
61	T0703195835551	2019/109530	29200003A - 00	1500	Kishan Lal Mali	AS PER RFP LIVE PHOTO IS NOT PROVIDED AT THE TIME OF THE DISCHARGE. HENCE REJECTED 7	DUE TO QUERRY PRECESS WAS DONE LATE	Reopen & Pay	as case is justified
62	T1102195606298	2019/109533	29200003A - 00	1500	Dhulaji	as per RFP pt live photo of discharge not provided hence rejected 7	DUE TO QUERRY DISCHARGE WAS DONE LATER	Reopen & Pay	as case is justified
63	T0203195796929	2019/109523	19100002A - 01	750	Samjida	Hospital not provide LAMA time live photo.7	LAMA CONSENT HAS FILLED BUT PHOTO NOT AVAILABLE	Rightly Rejected	as pt absconded as per hospital

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
64	T3101195510942	2019/109514	19110030A - 01	200	Naseem Begum	hospital not PROVIDE CLEAR PRE AND POST IOPA and plan.hence rejected7	HOSPITAL PROVIDED BUT DUE TO NON AVAILABILITY OF DIGITAL X RAY MACHINE, IMAGES ARE NOT CLEAR	Rightly Rejected	as proper xrays not provided
65	T2502195740199	2019/109496	19100002A - 04	750	komal devi jataw	discharge summary is not provided hence rejected7	DISCHARGE PROVIDED	Reopen & Pay	as case is justified
66	T0307197074826	2019/135493	19100002A - 07	750	Kalu	As per RFP proper live photo of patient at the time of discharge not provided hence rejected 7	I used rajdhara mobile app for patient discharge photo	Reopen & Pay	as case is justified
67	T1912185126448	2019/109491	19100002A - 02	750	Sujata Kumawat	as per rfp live patient photo at the time of discharge not provide hence rejected7	PATIENT LAMA HUA THA	Rightly Rejected	as pt absconded as per hospital
68	T2006196924066	2019/142003	39040004A - 00	13000	Debu Bai	as per documents hospital not provide clear readable detail ot note according circular letter NO.202 dated 27/02/2019, hence rejected7	NEED A QUERRY	Reopen & Pay	as rejected without query
69	T3101195510942	2019/109515	19110034A - 00	650	Naseem Begum	hospital not PROVIDE CLEAR PRE AND POST IOPA and plan.hence rejected7	HOSPITAL PROVIDED BUT DUE TO NON AVAILABILITY OF DIGITAL X RAY MACHINE, IMAGES ARE NOT CLEAR	Rightly Rejected	as proper xrays 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
70	T0207197059160	2019/142004	39040005A - 00	13000	Nirmala Kunwar	As Per RFP Hospital Not Provide Live Photo At The Time Of Admission and Discharge,Hence Rejected 7	PHOTOS ARE AVAILABLE	Reopen & Pay	as case is justified
71	T1912185126448	2019/109489	19100002A - 00	750	Sujata Kumawat	as per rfp live patient photo at the time of discharge not provide hence rejected7	PATIENT LAMA HUA THA	Rightly Rejected	as pt absconded as per hospital
72	T0307197074826	2019/135488	19100002A - 02	750	Kalu	As per RFP proper live photo of patient at the time of discharge not provided hence rejected 7	I used rajdhara mobile app for patient discharge photo	Reopen & Pay	as case is justified
73	T1712185111249	2019/109522	19100002A - 02	750	DUNDI	as per provided discharge summary there is no detail of complaints of patient and given treatment and count of 3 biometric identification could not be seen in this tid hence case rejected7	DONE 5 TIMES	Reopen & Pay	as case is justified
74	T1712185111249	2019/109521	19100002A - 01	750	DUNDI	as per provided discharge summary there is no detail of complaints of patient and given treatment and count of 3 biometric identification could not be seen in this tid hence case rejected7	DONE 5 TIMES	Reopen & Pay	as case is justified

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