
F 008(9) Rejection Appeal-I 202

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ANKUR ENT HOSPITAL-Tonk 209	

ANKUR ENT HOSPITAL-Tonk2109 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 30/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr.santosh kumar (drsantosh.physician@gmail.com)
- MR JITENDRA SINGH (bsbyria@gmail.com)
- ex party (ankurentbedi@gmail.com)

बैठक में **ANKUR ENT HOSPITAL-Tonk2109** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 7 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	3
2	Re-open & Query	0
3	Rightly Rejected	4

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 01/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 01/09/2021 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 01/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(J EO 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	T0111184704680	2018/090155	19100014A - 00	2000	Ramalal	hospital not provide FNAC report hence rejected7	Dear sir/mam As we do not usually receive FNAC report till the times of patient's discharge (receive only after 3 days), so could not submit the same. There is no provision in software to submit the report after that. So we usually submit the report on your query. According to guideline Bhamashah health insurance scheme 2017-18 Point no. 18 (pare no. 2) the hospital should be informed through query before claim rejection. So kindly reopen it.	Rightly Rejected	FNAC REPORT NOT PROVIDE HENCE REJECTED.
2	T1207183592939	2018/037107	29130009A - 00	35000	Biram Dev Meena	as per clinical photo there is no micriotia ,so wrong package selection ,hence case rejected7	Dear sir, We have done ear reconstruction surgery to this pt. we have provided all relevant document. So kindly see it again and reopen this case.	Rightly Rejected	As per clinical photo this package not justified 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
3	T1501195371426	2019/105736	19020027A - 00	12000	Divyans Verma	count of 3 bio metric identification and otp attempts could not be seen in this tid , hence rejected7	DEAR SIR/MAM IN THE HISTORY WE HAVE ALREADY MENTIONED THAT PATIENT HAVE MULTIPLE EPISODES OF LOC (LOSS OF CONEIOUSNESS) SO WE HAVE DONE THIS BY MOIC ROUTE. WE ALREADY HAVE SUBMITTED PRAPTRA-2 AFTER 3 BIOMETRIC ATTEMPT FAILURE . THIS CASE IS DONE IN LIFE SAVING MANNER. PATIENT IS HAPPY AND HEALTHY BY THIS TREATMENT KINDLY REOPEN AND PAY AND PROMOTE US TO THINK IN PATIENT FEVOUR . THANKS	Reopen & Pay	treatment 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
4	T1501195371426	2019/105735	19020001A - 00	12500	Divyans Verma	count of 3 bio metric identification and otp attempts could not be seen in this tid , hence rejected7	DEAR SIR/MAM IN THE HISTORY WE HAVE ALREADY MENTIONED THAT PATIENT HAVE MULTIPLE EPISODES OF LOC (LOSS OF CONEIOUSNESS) SO WE HAVE DONE THIS BY MOIC ROUTE. WE ALREADY HAVE SUBMITTED PRAPTRA-2 AFTER 3 BIOMETRIC ATTEMPT FAILURE . THIS CASE IS DONE IN LIFE SAVING MANNER. PATIENT IS HAPPY AND HEALTHY BY THIS TREATMENT KINDLY REOPEN AND PAY AND PROMOTE US TO THINK IN PATIENT FEVOUR . THANKS	Reopen & Pay	treatment 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
5	T3101195510709	2019/105733	19020001A - 00	12500	Rahul Kumar Meena	Rejection due to wrong package selection.7	DEAR SIR/MAM PATIENT HAS COMPLAIN OF CHANGE OF VOICE AND IN FOL (FIBEROPTIC LARYNGOSCOPY) PATIENT CLEARLY HAS B/L VOCAL CORD NODULES SO WE HAVE DONE MICROLARYNGOS COPIC SURGERY IN THIS PATIENT. THIS IS THE ONLY WAY TO MAKE IT DONE. PACKAGE SELECTION IS ABSOLUTELY RIGHT. KINDLY REOPEN AND PAY THIS CASE. THANKS	Reopen & Pay	treatment 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
6	T1508183935919	2018/052286	19010079A - 00	15000	PREM DEVI	wrong pkg selection hence rejected 7	DEAR SIR/MAM WE HAVE DONE RT HEMITHYROIDECT OMY+ OESOPHAGOSCO PY FOR THIS PATIENT BUT DUE TO MISTAKE WE HAVE SELECTED WRONG CODE FOR OESOPHAYOSCO PY-19010079 INSPITE OF 19020079 SO KINDLY CONSIDER IT ACCORDING WE HAVE ALREADY SUBMITTED ALL RELEVANT CORRECT DOCUMENTS PREVIOUSLY. KINDLY CONSIDER THE REQUEST FOR CORRECTION.	Rightly Rejected	wrong package selection.
7	T1511184817514	2018/089593	19010186A - 00	3750	Rasida	hospital not provide detailed discharge summery hence rejected 7	We have already provided all necessary documents along with discharge summary according to MDP. No query raised so kindly reopen and pay it.	Rightly Rejected	Discharge summary not provide hence rejected.

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