

F 8(95) Rejection Appeal-I 2 2

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JAIPUR HOSPITAL-Jaip852	

JAIPUR HOSPITAL-Jaip852 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 23/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Pratibha meena (Pratibhameena nov@gmail com)
- Dr Vinita Dotania (vinitadotania55@gmail com)
- RSHAA (raj rshaa@gov in)
- Dr Piyush Sharma (piyush sharma@vidalhealthtpa com)

- Nalin Gupta (Jaipur hospital@gmail com)
- R S GUPTA (jaipur hospital@gmail com)

बैठक में **JAIPUR HOSPITAL-Jaip852** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 30 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	20
2	Re-open & Query	0
3	Rightly Rejected	10

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।



(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	T0304209646482	2020/201592	29060066A - 04	8000	Mala Devi	GCS SCORE CHART NOT ATTACHED7	GCS Score mentioned in daily treatment sheet. Already uploaded	Reopen & Pay	as per MDP all documents are uploaded pkg justified hence reopen and pay
2	T2403209627079	2020/201600	19100007A - 00	750	Mala Devi	annex-4 not given pkg not justified accordig to ot notes and mri hence rjected 7	Pt was verified by biometric at the time of admission, hence annexure-2 not required. At the time of discharge, live photo of pt is captured with webcam hence annexure 4 was not required.	Reopen & Pay	as per MDP all documents are uploaded pkg justified hence reopen and pay
3	T1507197206952	2019/131985	19030115A - 00	18000	Mohan Lal Meena	this pkg is step of this pkg 29060047A so separately not payable 7	Different surgical routes were taken for both the procedures and hence both the codes were blocked. Kindly consider for payment	Rightly Rejected	blocked pkg & treatment is not justify.(wrong pkg)
4	T0304209646482	2020/201590	29060066A - 02	8000	Mala Devi	GCS SCORE CHART NOT ATTACHED7	GCS Score mentioned in daily treatment sheet. Already uploaded	Reopen & Pay	as per MDP all documents are uploaded 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
5	T2403209627079	2020/201596	19100008A - 02	1500	Mala Devi	annex 4 pkg not ggiven justified accordig to ot notes and mri hence rjected 7	Pt was verified by biometric at the time of admission, hence annexure-2 not required. At the time of discharge, live photo of pt is captured with webcam hence annexure 4 was not required.	Reopen & Pay	as per MDP all documents are uploaded pkg justified hence reopen and pay
6	T2403209627079	2020/201594	19100008A - 04	1500	Mala Devi	annex 4not given , pkg not justified accordig to ot notes and mri hence rjected 7	Pt was verified by biometric at the time of admission, hence annexure-2 not required. At the time of discharge, live photo of pt is captured with webcam hence annexure 4 was not required.	Reopen & Pay	as per MDP all documents are uploaded pkg justified hence reopen and pay
7	T2403209627079	2020/201597	19100008A - 01	1500	Mala Devi	annex 4 not given pkg not justified accordig to ot notes and mri hence rjected 7	Pt was verified by biometric at the time of admission, hence annexure-2 not required. At the time of discharge, live photo of pt is captured with webcam hence annexure 4 was not required.	Reopen & Pay	as per MDP all documents are uploaded pkg justified hence reopen and pay

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1	2	3	4	5	6	7	8	9	10
8	T0904196168221	2019/133558	29100009A - 00	10500	Ladu Lal Gurjar	discrepancy in name of the patient hence rejected7	Patient was identified in the software by finger verification under Aadhar. The aadhar number of the pt is also updated in patient's bhamashah card.	Reopen & Pay	Blocked pkg & treatment is justified.(settled with routine ward 750 rs /6 days)
9	T2403209627079	2020/201595	19100008A - 03	1500	Mala Devi	annex -4 not given pkg not justified accordig to ot notes and mri hence rjected 7	Pt was verified by biometric at the time of admission, hence annexure-2 not required. At the time of discharge, live photo of pt is captured with webcam hence annexure 4 was not required.	Reopen & Pay	as per MDP all documents are uploaded pkg justified hence reopen and pay
10	T2302195729345	2019/108922	29060066A - 00	8000	Nand Kanwar	as per rfp live patient photo at the time of discharge not provide hence rejected7	Since the patient is a case of LAMA (Left Against Medical Advise) so the live photo could not be taken. Annexure-7 for the same was uploaded at the time of discharge.	Rightly Rejected	Discharge pt photo not provided.
11	T2605196652025	2019/120760	29060028A - 00	50000	Hawa Singh	As per rfp live photo at the time of discharge not provided hence rejected7	On discharge pt was unconscious with ride side weakness hence the patient was not able to come for live photo. Require Annexure-4 was also attached at the time of discharge.	Reopen & Pay	Blocked pkg & treatment 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
12	T2403209627079	2020/201599	19100007A - 01	750	Mala Devi	annex 4 not given pkg not justified accordig to ot notes and mri hence rjected 7	Pt was verified by biometric at the time of admission, hence annexure-2 not required. At the time of discharge, live photo of pt is captured with webcam hence annexure 4 was not required.	Reopen & Pay	as per MDP all documents are uploaded pkg justified hence reopen and pay
13	T2605196652025	2019/120757	19060001A - 00	14500	Hawa Singh	As per rfp live photo at the time of discharge not provided hence rejected7	On discharge pt was unconscious with ride side weakness hence the patient was not able to come for live photo. Require Annexure-4 was also attached at the time of discharge.	Reopen & Pay	Blocked pkg & treatment is justified.
14	T0107197049916	2019/133560	29060066A - 00	8000	Mishri Devi	As per RFP live photo at the time of discharge not provided, Hence rejected7	Pt died during the treatment and hence live photo was not uploaded at the time of discharge. Annexure-7 and death certificate were uploaded for your reference.	Reopen & Pay	Blocked pkg & treatment 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
15	T2403209627079	2020/201593	29060018A - 00	70000	Mala Devi	annex 4 not given pkg not justified according to ot notes and mri hence rejected 7	Pt was verified by biometric at the time of admission, hence annexure-2 not required. At the time of discharge, live photo of pt is captured with webcam hence annexure 4 was not required.	Reopen & Pay	as per MDP all documents are uploaded pkg justified hence reopen and pay
16	T0501195276585	2019/099821	19030115A - 00	18000	Rajveer	INLCUED IN 29060053A7	Laminectomy and Spinal Fixation are two different procedures and both were required for the treatment of pt	Rightly Rejected	blocked pkg & treatment is not justify.
17	T0106183181518	2018/043040	29060060A - 00	85000	Rodi Devi	AS PER PROVIDED O.T NOTES LEMINECTOMY AND DISCECTOMY DONE HENCE REJECTED.7	As clearly mentioned in OT notes that the patient has undergone minimum invasive spine surgery. Same has been mentioned during the query.	Rightly Rejected	blocked pkg & treatment is justify.(As per documents pkg is settled with disectomy15000/-)
18	T0406183212824	2018/043056	29060060A - 00	85000	Phulvati	AS PER PROVIDED O.T NOTES LEMINECTOMY AND DISCECTOMY DONE. Rejection due to wrong package selection.7	As mentioned in the OT notes that the patient was operated with an endoscope with minimum invasive spine surgery process. Even clinical photo of the time of surgery was attached for reference.	Reopen & Pay	blocked pkg & treatment is justify.(As per documents pkg is settled with disectomy15000/-)

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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	T2302195729345	2019/108923	29060066A-01	8000	Nand Kanwar	as per rfp live patient photo at the time of discharge not provide hence rejected7	Since the patient is a case of LAMA (Left Against Medical Advise) so the live photo could not be taken. Annexure-7 for the same was uploaded at the time of discharge.	Rightly Rejected	Discharge pt photo not provided.
20	T2605196652025	2019/120758	19100008A-00	1500	Hawa Singh	As per rfp live photo at the time of discharge not provided hence rejected7	On discharge pt was unconscious with ride side weakness hence the patient was not able to come for live photo. Require Annexure-4 was also attached at the time of discharge.	Reopen & Pay	Blocked pkg & treatment is justified.
21	T0805196450300	2019/131984	19030115A-00	18000	Ramroop	PART OF THE ABOVE PACKAGE HENCE REJECTED7	As per OT sheet notes it is clearly mentioned that laminectomy was done from the lateral side while the other procedure was done through different side. Hence both the procedures are justified for payment.	Rightly Rejected	blocked pkg & treatment is not justify.(wrong pkg)

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1	2	3	4	5	6	7	8	9	10
22	T2905183154927	2020/189533	29060015A - 00	24200	Khushbu	no detail of blocked pkg mention in OT notes hence rejected 7	Both procedures were done and details are mentioned in discharge card and OT notes also. Hence wrongly rejected.	Rightly Rejected	blocked pkg & treatment is not justify.(procedure is not mention in ot notes)
23	T0304209646482	2020/201588	29060066A - 00	8000	Mala Devi	GCS SCORE CHART NOT ATTACHED7	GCS Score mentioned in daily treatment sheet. Already uploaded	Reopen & Pay	as per MDP all documents are uploaded pkg justified hence reopen and pay
24	T2706183442637	2020/189578	29060009A - 00	32000	Pitram	tt given for his pkg included in above surgery done pkg7	Both the procedures were important for the treatment of pt. Both were done as mentioned in discharge card and ot notes also. Hence wrongly rejected	Rightly Rejected	blocked pkg & treatment is not justify.

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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	T2007183669579	2019/099845	19100002A - 14	750	Sahil Singh Chouhan	As per discharge detail procedure was done so wrong pkg selection hence case is rejected 7	Pt was admitted for treatment of suture site infection post surgery. Dressing was done on the infection site and antibiotics were given to pt. After the infection was under control secondary suturing was done. The procedure of secondary suturing is mentioned in the discharge card which was a part of pt management.	Rightly Rejected	blocked pkg & treatment is justify.
26	T0304209646482	2020/201591	29060066A - 03	8000	Mala Devi	GCS SCORE CHART NOT ATTACHED7	GCS Score mentioned in daily treatment sheet. Already uploaded	Reopen & Pay	as per MDP all documents are uploaded pkg justified hence reopen and pay
27	T1407183613137	2019/099811	19030115A - 00	18000	Sharda	as it is part procedure of above pkg hence not payable7	Trans Lumbar Inter body fusion and laminectomy are two different procedures which were needed for the succesful treatment of the pt. Laminectomy is not a part of other code	Rightly Rejected	blocked pkg & treatment is not justify.
28	T0304209646482	2020/201589	29060066A - 01	8000	Mala Devi	GCS SCORE CHART NOT ATTACHED7	GCS Score mentioned in daily treatment sheet. Already uploaded	Reopen & Pay	as per MDP all documents are uploaded pkg justified hence reopen and pay

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1	2	3	4	5	6	7	8	9	10
29	T2901195492889	2019/108924	29060060A-00	85000	Suman Kanwar	No detail regarding Minimal invasive technique, size of incision, use of microscope /retractor mentioned in OT notes, hence this pkg not justifiable & hence rejected 7	The patient had two spine problems, one was D9-D10 PIVD with Dorsal Compressive Myelopathy for which she was operated at Jaipur Hospital with TID T1712185114470. For the second problem of L4-L5 PIVD she was again operated under TID T2901195492889, however due to CLERICAL error earlier MRI with D9-D10 problem was sent by mistake. The correct report was sent with Query Reply.	Reopen & Pay	blocked pkg & treatment is justify.(As per documents pkg is settled 15000/-)
30	T2605196652025	2019/120759	19100008A-01	1500	Hawa Singh	As per rfp live photo at the time of discharge not provided hence rejected7	On discharge pt was unconscious with ride side weakness hence the patient was not able to come for live photo. Require Annexure-4 was also attached at the time of discharge.	Reopen & Pay	Blocked pkg & treatment is justified.

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