

F 008(9) Rejection Appeal-I 202 2

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Apple Hospital-Sike2006	

Apple Hospital-Sike2006 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 15/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Pawan Meena (pwanmeena@gmail.com)
- V K GULATI (VIJAY GULATI@NEWINDIA CO IN)
- DR KISHOR JANGIR (applehospitalsikar@gmail.com)

बैठक में **Apple Hospital-Sike2006** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 34 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	7
2	Re-open & Query	0
3	Rightly Rejected	27

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।



(JCEO 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	T0111198419549	2020/166189	19040042A - 00	10000	Isha Kumawat	hospital not provide query reply with in 15 days, hence rejected7	WRONG REJECTION	Reopen & Pay	As per provided documents and on marit basis all mandatory documents as per MDP already provided hence reopen and pay.
2	T0708197472764	2020/166220	19040024A - 00	9200	Suman Devi	Delayed Query reply ,Query reply after 15 days Query raise hence rejected 7	WRONG REJECTION	Rightly Rejected	EXTRA package is booked and computerized tomography and trans-vaginal ultrasound not provided in support of diagnosis hence claim rightly rejected.
3	T0305182887665	2018/042239	19080013A - 00	7000	Suman	null7	100% package amount not paid	Rightly Rejected	Package already setteled higher package booked hence appeal is rejected.
4	T0708197472764	2020/166238	49040002A - 00	9000	Suman Devi	Delayed Query reply ,Query reply after 15 days Query raise hence rejected 7	WRONG REJECTION	Reopen & Pay	As per provided documents and on marit basis all mandatory documents as per MDP already provided hence reopen and pay.
5	T1008183890193	2018/042695	49040001A - 00	5000	Maya Devi	null7	100% package amount not paid please recheck	Rightly Rejected	Package already paid hence appealis rejected.
6	T1202195620455	2019/105451	29080001A - 00	24000	Mahajbin	as per the detail report and given report as advance package not justified 7	why you not justified. we already uploaded correct Document. please recheck.	Rightly Rejected	As per provided documents booked package is not justified higher amount pckage booked hence claim rightly rejected.
7	T2211198651362	2020/166145	19080013A - 00	7000	Sanju Bagria	delayed hospital reply hence rejecteed delayed hospital reply hence rejecteed 7	WRONG REJECTION	Reopen & Pay	As per provided documents and on marit basis all mandatory documents as per MDP already provided hence reopen and pay.
8	T0705182924168	2018/042238	19080013A - 00	7000	Suman Kumawat	null7	100% package amount not paid	Rightly Rejected	Package already paid hence appealis rejected.
9	T0904182674003	2018/042236	49040001A - 00	5000	Gyarsi Devi	null7	100% not paid amount	Rightly Rejected	Package already paid hence appealis 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
10	T0704182658760	2018/038710	19080003A - 00	5000	Geeta Devi	As per RFP, live photo at the time of discharge is not provided. Hospital not provided annexure 3. COUNT OF 3 BIO-METRICS IDENTIFICATION COULD NOT BE SEEN IN THIS TID Hence rejected.7	wrong rejection	Rightly Rejected	Claim already reopend and paid.
11	T0807183546943	2018/042627	19080013A - 00	7000	Suman	null7	100% package amount not paid please recheck	Rightly Rejected	Package already paid hence appealis rejected.
12	T0204182613003	2018/037156	19080003A - 00	5000	sanjoo devi	Counts of 3 biometric identification and OTP attempts could not be seen in this TID, hence rejected7	wrong rejection	Rightly Rejected	Claim already reopend and paid.
13	T0607183530913	2018/037184	19040036A - 00	3000	Heena Bano	hospital not provide detail ot note of Conventional Tubectomy hence rejected 7	query not generated for 19040036A ot notes	Rightly Rejected	As per provided documents booked package is not justified and part of additionally booked package hence rightly rejected.
14	T1007183569301	2018/042629	49040001A - 00	5000	Manisha	null7	100% package amount not paid please recheck	Rightly Rejected	Package already paid hence appealis rejected.
15	T0501195280982	2019/097453	49040012A - 00	15000	Ruksana Bano	PACKAGE NOT JUSTIFIED7	please check ot notes we already justified package 49040012A in ot notes. please recheck	Rightly Rejected	As per provided documents booked package is not justified and part of additionally booked package hence rightly rejected.
16	T0407183509614	2018/042626	49040001A - 00	5000	Maya Devi	null7	100% package amount not paid please recheck	Rightly Rejected	Package already setteled higher package booked hence appeal is 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
17	T0705196438100	2019/118638	19040024A - 00	9200	Geeta Pareek	Rejection due to Late TID generation.7	Annexure 1 uploaded because this is emergency case. please recheck packages	Rightly Rejected	Claim rightly rejected and provided annexure 1 is not of booked patient thus claim rightly rejected.
18	T1109197861940	2020/166211	29080001A - 00	24000	Mukesh	delayed query reply ,hence case rejected 7	WRONG REJECTION	Rightly Rejected	As per provided documents booked package is not justified as per provided documents baby maintain 96% saturation at room air and ABG reopr is not digitally printed, hence rightly rejected.
19	T0605182915222	2018/042237	49040001A - 00	5000	Saroj Kumari	null7	100% package amount not paid	Rightly Rejected	Package already paid hence appealis rejected.
20	T2211198651362	2020/166148	49040002A - 00	9000	Sanju Bagria	delayed hospital reply hence rejecteed 7	WRONG REJECTION	Reopen & Pay	As per provided documents and on marit basis all mandatory documents as per MDP already provided hence reopen and pay.
21	T0111198419549	2020/166181	19040035A - 00	9600	Isha Kumawat	hospital not provide query reply with in 15 days, hence rejected7	WRONG REJECTION	Rightly Rejected	As per provided documents booked package is not justified and part of additionally booked package hence rightly rejected.
22	T2509198024920	2020/166207	49040002A - 00	9000	Sajana Devi	Query Reply after 15 days of Query given by analyser , hence rejected7	WRONG REJECTION	Reopen & Pay	As per provided documents and on marit basis all mandatory documents as per MDP already provided hence reopen and pay.
23	T0708197472764	2020/166227	19040036A - 00	3000	Suman Devi	Delayed Query reply ,Query reply after 15 days Query raise hence rejected 7	WRONG REJECTION	Reopen & Pay	As per provided documents and on marit basis all mandatory documents as per MDP already provided hence reopen and pay.
24	T2504182814057	2018/037163	19010165A - 00	12000	Ganpat Kumawat	as per rfp live photo of the patient at the time of admission is not provided hence rejected7	wrong rejection	Rightly Rejected	Claim already reopend and 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	T2311198656789	2020/166137	49040012A - 00	15000	Pooja Verma	delayed hospital reply hence rejecteed 7	WRONG REJECTION	Rightly Rejected	EXTRA package is booked and computerized tomography and trans-vaginal ultrasound not provided in support of diagnosis hence claim rightly rejected.
26	T1908183976953	2018/044765	29080001A - 00	24000	Maya Devi	Hospital not provide birth certificate of baby hence rejected . 7	query not generated please recheck	Rightly Rejected	Claim already reopend and paid.
27	T1506183327659	2018/042624	49040001A - 00	5000	Sonu Sharma	null7	100% package amount not paid	Rightly Rejected	Package already paid hence appealis rejected.
28	T0705196438100	2019/118639	49040002A - 00	9000	Geeta Pareek	Rejection due to Late TID generation.7	Annexure 1 uploaded because this is emergency case. please recheck packages	Rightly Rejected	Claim rightly rejected and provided annexure 1 is not of booked patient thus claim rightly rejected.
29	T2311198656789	2020/166133	49040002A - 00	9000	Pooja Verma	delayed hospital reply hence rejecteed 7	WRONG REJECTION	Reopen & Pay	As per provided documents and on marit basis all mandatory documents as per MDP already provided hence reopen and pay.
30	T1711198593043	2020/166158	29080001A - 00	24000	Nitu Kanwar	inspite of queryhospital does not provided USG REPORT HENCE CASE IS REJECTED 7	USG REPORT NOT REQUIRED PLEASES RECHECK	Rightly Rejected	As per provided documents booked package is not justified as per provided documents baby maintain 96% saturation at room air and ABG reopr is not digitally printed, hence rightly rejected.
31	T0607183530672	2018/037177	19040036A - 00	3000	Ashu Devi	hospital not provide detail ot note of Conventional Tubectomy hence rejected7	query not generated for ot notes 19040036A direct reject	Rightly Rejected	As per provided documents booked package is not justified and part of additionally booked package hence rightly rejected.
32	T2509198024920	2020/166200	19080003A - 00	5000	Sajana Devi	Query Reply after 15 days of Query given by analyser , hence rejected7	WRONG REJECTION	Rightly Rejected	As per provided documents booked package is not justifiedand packageisbooked only to makemoney hence claim rightly 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
33	T1407183613544	2018/037187	29080001A - 00	24000	Prem Kanwar	Baby's photo does not have date and time. Hence Rejected.7	wrong rejection	Rightly Rejected	Claim already reopend and paid.
34	T2509198024920	2020/166196	19040024A - 00	9200	Sajana Devi	Query Reply after 15 days of Query given by analyser , hence rejected7	WRONG REJECTION	Rightly Rejected	EXTRA package is booked and computerized tomography and trans-vaginal ultrasound not provded in support of diagnosis hence claim rightly rejected.

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