

F 008(9 ) Rejection Appeal-I 202 6 8

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| Narayana Hrudayala Pvt Ltd-Jaip 260 |  |

**Narayana Hrudayala Pvt Ltd-Jaip1260** 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 14/06/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Ayush Verma (mo bsbyraj@gmail com)
- Mohit Airan (bsbynia@gmail com)
- Dr Manali mantri (manalimantri 0@gmail com)
- Punita Kumari (kumari punita@narayanahealth org)

बैठक में **Narayana Hrudayala Pvt Ltd-Jaip1260** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 51 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    | 24          |
| 2     | Re-open & Query  | 10          |
| 3     | Rightly Rejected | 17          |

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 19/07/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 19/07/2021 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 19/07/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



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(J R HAA)

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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     | T1703195937215 | 2019/111883 | 29120026A<br>- 00 | 30000    | Mumtaz          | Despite query complete IVUS report not provided, as in enclosed one no pre PTCA findings & measurement of LCX are mentioned, only indication mentioned, hence rejected.<br>7 | Separate IVUS report uploaded after query, which should be considered, or should generate further query, kindly reopen to the claim                                                                                                                                           | Rightly Rejected | Despite query detailed IVUS report were not uploaded ,hence rightly rejected.                                      |
| 2     | T1905183048070 | 2018/083755 | 29120006A<br>- 00 | 6000     | mangilal        | After query hospital not provided required document7                                                                                                                         | Emergency admission :<br>Annexure-2, 1 & 4 already uploaded<br><br>Reason mentioned on Annexure-4 that patient was not having BSBY card no.<br><br>The reason is clear hence no need to indicate on annexure-2 .<br><br>We are requesting kindly approve and make the payment | Rightly Rejected | As per angiography report cath without oximetry procedure done ,hence can be settled to package code no. 29120007. |
| 3     | T1203195887200 | 2019/111902 | 29160109A<br>- 00 | 17000    | Lali Devi Meena | As per RFP Clause 1.13.5 TID not generated on same day of admission, LIVE PHOTO DATED 14.03.19 NOT PROVIDED7                                                                 | Without query rejection                                                                                                                                                                                                                                                       | Reopen & Pay     | Uploaded documents are justifying the booked package,hence reopen and pay.                                         |



| 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     | T1603195931050 | 2019/111899 | 29200002A<br>- 00 | 2000     | Kamlesh<br>Kumar Morya        | as per rfp live photo at the time of Discharge not provided hence rejected 7            | Without query                                                                                                                                                                                                                                                                          | Rightly Rejected | Discharge patient photo is not captured on the same date of discharge,hence rightly rejected. |
| 5     | T0303195802901 | 2019/108642 | 29120026A<br>- 00 | 30000    | Jagdish<br>Chandra<br>Purohit | Detailed IVUS report not provided, which is mandatory as per MDP, hence rejected. 7     | IVSU + PTCA report was already enclosed with IVUS image, this is wrong rejection, please consider the claim and make the payment                                                                                                                                                       | Re-Open & Query  | Claim has been rejected without query,hence reopen and query for detailed IVUS report.        |
| 6     | T2206183396793 | 2018/067472 | 29120016A<br>- 00 | 78000    | Mansa Ram                     | after query hospital not provide valid reason on annex 2 hence case rejected7           | EMERGENCY ADMISSION : Annexure-2, 1 & 4 already uploaded.<br><br>Annexure-4 also uploaded which indicate that patient can not come in front of live camera mean patient did not presented in front of bhamashah desk where the biometric machine is installed hence biometric not done | Reopen & Pay     | Uploaded documents are justifying the pkg hence reopen and pay.                               |
| 7     | T2311198661760 | 2020/171472 | 29120036A<br>- 00 | 75000    | Naveen<br>Kumar<br>Barjatya   | Reply deactivate bhamashah card link date with NFSA not provided hence claim rejected 7 | There no any system was available on BSBY portal that when the card was activated                                                                                                                                                                                                      | Reopen & Pay     | Uploaded documents are justifying the booked package hence reopen and pay.                    |



| 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     | T2903196049150 | 2019/111886 | 29120026A<br>- 00 | 30000    | HASTIMAL          | As per indication of IVUS mentioned, its needed for vessel sizing & stent optimization and no detail regarding vessel sizing is mentioned in IVUS report, hence rejected.7 | Queried for some other documents, rejected with other reasons, this is without query rejection, please reopen and generate the query for required documents | Re-Open & Query | Claim has been rejected without query,hence reopen and query for detailed IVUS report.                         |
| 9     | T2610184639490 | 2019/094052 | 29160025A<br>- 00 | 7000     | Dev Lal Meena     | hospital not provide block date chemo chart mention medication detail Gemcitabine + Cisplatin claim are rejected 7                                                         | Wrong rejection, a well typed discharge summary uploaded with details of Gemcitabine & Cisplatin, please reopen and pay                                     | Reopen & Pay    | As per chemochart only gemcitabine were given ,hence either on percentage basis or amount of drug can be paid. |
| 10    | T0503195821370 | 2019/108640 | 29120026A<br>- 00 | 30000    | Redheshyam Jangid | Detailed IVUS report not provided, which is mandatory as per MDP, hence rejected. 7                                                                                        | IVUS + PTCA report is combined report which was already uploaded along with IVUS image, this is wrong rejection, please reopen and pay the claim            | Re-Open & Query | Claim has been rejected without query,hence reopen and query for detailed IVUS report.                         |



| 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    | T1802195681744 | 2019/108638 | 29120007A<br>- 00 | 5000     | surajmal     | As per d/s DOA 19.02.19 while CAG and angioplasty done on 18.02.19, prescription do not mention any date, despite query rectified documents not provided, hence rejected due to discrepancy in documents7 | As per hospital's record (Documents and portal) patient was admitted on 18-02-2019, which evidence attached at the time of query reply, the discharge summary was typed manually there was typing error on DOA, please consider the reply and revert back the claim and make the payment | Reopen & Pay     | There is a typing error on the discharge summary for that clarification was uploaded,hence reopen and pay. |
| 12    | T1512185091790 | 2019/095424 | 29200002A<br>- 00 | 2000     | Aziza Bano   | no rft,hd report,dt.of admiss.and tid create date diffirence.7                                                                                                                                            | Tertiary package, as per MOU patient can take treatment within 3 days, wrong rejection                                                                                                                                                                                                   | Rightly Rejected | TID has not been generated within one hour of admission by hospital,hence rightly rejected.                |
| 13    | T0203195799785 | 2019/111874 | 29120049A<br>- 00 | 157000   | Pavan        | Valve stickers as per pkg blocked not provided, which are mandatory as per MDP, hence rejected.7                                                                                                          | Please generate the query, by mistaken the sticker was not uploaded, please generate the query so the sticker can be uploaded                                                                                                                                                            | Re-Open & Query  | Claim has been rejected without query,hence reopen and query for valve sticker.                            |
| 14    | T1307197182692 | 2019/130165 | 29200002A<br>- 00 | 2000     | Vimla Kanwar | 3 counts are not seen7                                                                                                                                                                                    | We tried multiple times (more than 5) but BSBY portal is not showing the failure, this is bsby software issue, please consider the claim for approval and payment.                                                                                                                       | Reopen & Pay     | Uploaded documents are justifying the booked package,hence reopen and pay.                                 |



| 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    | T2408184017954 | 2018/089431 | 29200003A<br>- 00 | 1500     | Balmukund<br>Sharma | as per RFP live photo<br>at the time of<br>discharge is not<br>provided hence case is<br>rejected<br>7 | "Single photo<br>(admission )<br>uploaded - PRE<br>AADHAR card<br>attached<br>our staff was left the<br>hospital new staff<br>took time to<br>understand the<br>system                     | Rightly<br>Rejected | Live photo at the time of discharge is<br>not provided, hence rightly rejected.  |
| 16    | T1612198855129 | 2020/171451 | 19100008A<br>- 00 | 1500     | Rakesh<br>Meena     | Delayed query reply<br>hence rejected7                                                                 | Wrong Rejection :<br>NIA queried for<br>NFSA activation<br>certificate, there is<br>no any system is<br>available on BSBY<br>portal to identify that<br>when the card was<br>activated     | Reopen &<br>Pay     | Uploaded documents are justifying<br>the booked package hence reopen<br>and pay. |
| 17    | T2611198690430 | 2020/171473 | 29120036A<br>- 00 | 75000    | Devi Lal<br>Yadav   | Reply deactivate<br>bhamashah card link<br>date with NFSA not<br>provided hence claim<br>rejected<br>7 | There no any system<br>was available on<br>BSBY portal to<br>identify that when the<br>card was activated                                                                                  | Reopen &<br>Pay     | Uploaded documents are justifying<br>the booked package hence reopen<br>and pay. |
| 18    | T1305196500419 | 2019/130174 | 29200003A<br>- 00 | 1500     | Dhapu               | three times biometric<br>details was not<br>provided by the<br>hospital hence<br>rejected7             | We tried multiple<br>times (more than 5)<br>but BSBY portal is<br>not showing the<br>failure, this is bsby<br>software issue,<br>please consider the<br>claim for approval<br>and payment. | Reopen &<br>Pay     | Uploaded documents are justifying<br>the booked package,hence reopen<br>and pay. |



| 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    | T1403195909780 | 2019/111887 | 29120026A<br>- 00 | 30000    | RANAJITA<br>BAIRAVA   | Despite query complete IVUS report not provided, as in enclosed one no re PTCA findings & measurement of LAD are mentioned, any indication mentioned, hence rejected.7 | Queried for some other documents, rejected with other reasons, this is without query rejection, please reopen and generate the query for required documents | Reopen & Pay     | IVUS report were provided in query pannel after query,hence reopen and pay.             |
| 20    | T0812185040162 | 2019/094054 | 29120016A<br>- 00 | 78000    | Kesher Mal            | WRONG PACKAGE SELECTION.&..PTCA report & IVUS report of blocked period not provided, as provided is dated 13.11.18, hence rejected as its mandatory. 7                 | PTCA & IVUS report with 1 stent already uploaded than why the claim rejected, please pay for 1 stent, a treating doctor justification also uploaded.        | Rightly Rejected | After query hospital didn't provide procedure date PTCA report ,hence rightly rejected. |
| 21    | T2603196017743 | 2019/111880 | 29120046A<br>- 00 | 90000    | Bega Ram              | Rejected as per hospital reply "MVR AND TVR NOT DONE"7                                                                                                                 | Right rejection, hospital already requested for the same                                                                                                    | Rightly Rejected | As per uploaded documents procedure were not done,hence rightly rejected.               |
| 22    | T1012185052829 | 2018/089209 | 29120007A<br>- 00 | 5000     | Ramcharan<br>Prajapat | LATE TID HENCE REJECTED7                                                                                                                                               | patient admit through emergency than claim tid generated annex-1 is already attach for late tid generate                                                    | Reopen & Pay     | Uploaded documents are justifying the booked package hence reopen and pay.              |
| 23    | T0812185040027 | 2019/094061 | 29050009A<br>- 00 | 24000    | Rekh Singh<br>Gurjar  | hospital not provide USG report so rejected 7                                                                                                                          | without query rejected                                                                                                                                      | Reopen & Pay     | As per MDP pre OP x-ray is provided ,hence reopen and pay.                              |
| 24    | T0203195794133 | 2019/111875 | 29120047A<br>- 00 | 112000   | Sunita<br>Sharma      | Valve sticker not provided, mandatory as per MDP, hence rejected.7                                                                                                     | Valve sticker is available, by mistaken missed to upload, kindly generate the query so the sticker can be uploaded                                          | Re-Open & Query  | Claim has been rejected without query, hence reopen and query for valve sticker.        |



| 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    | T0712185028375 | 2019/093654 | 29200002A<br>- 00 | 2000     | Vimla<br>Kanwar  | 3 counts of biometric<br>identification attempts<br>could not be seen<br>hence rejected7               | WITHOUT QUERY<br>GENERATE<br>REJECT CASE<br>ANNEX-2 ALREADY<br>ATTACH KINDLY<br>REOPEN CASE                                                                                                                                                                                                                                      | Rightly<br>Rejected | Zero counts of biometric identification<br>attempts were there at IT service<br>failure,hence rightly rejected.             |
| 26    | T2711198702043 | 2020/171475 | 29120036A<br>- 00 | 75000    | Sukhveer<br>Kaur | Reply deactivate<br>bhamashah card link<br>date with NFSA not<br>provided hence claim<br>rejected<br>7 | Wrong rejection :<br>There no any system<br>was available on<br>BSBY portal to<br>identify that when the<br>BSBY card was<br>activated. Please<br>reopen and pay                                                                                                                                                                 | Reopen &<br>Pay     | Uploaded documents are justifying<br>the booked package hence reopen<br>and pay.                                            |
| 27    | T2206183396793 | 2018/067471 | 29120006A<br>- 00 | 6000     | Mansa Ram        | after query hospital not<br>provide valid reason on<br>annex 2 hence case<br>rejected7                 | EMERGENCY<br>ADMISSION :<br>Annexure-2, 1 & 4<br>already uploaded.<br><br>Annexure-4 also<br>uploaded which<br>indicate that patient<br>can not come in front<br>of live camera mean<br>patient did not<br>presented in front of<br>bhamashah desk<br>where the biometric<br>machine is installed<br>hence biometric not<br>done | Reopen &<br>Pay     | As per angiography report cath<br>without oximetry procedure done<br>,hence can be settled to package<br>code no. 29120007. |



| 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    | T2604182821197 | 2018/067424 | 29120015A<br>- 00 | 54000    | SHYAM<br>SUNDAR | In spite of query Annexure 2 with reason for opting MOIC route not provided. hence rejected.7 | Annexure-2, 1 & 4 already uploaded.<br><br>Annexure-4 also uploaded which indicate that patient can not come in front of live camera mean patient did not presented in front of bhamashah desk where the biometric machine is installed hence biometric not done, annexure-2 has only 2 reasons the actual reason in this case is different from these reasons hence we did not tick on annexure-2, in addition annexure-2 does not has any space / column to mentioned the reamrks hence we did not mention any remarks, we are requesting kindly consider the claim for settlement and payment, hospital saved the life hence payment should be done without any ob | Reopen & Pay | Uploaded documents are justifying the pkg hence reopen and pay. |



| 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                                                                                                     |
| 29    | T1612198855129 | 2020/171450 | 29120049A<br>- 00 | 157000   | Rakesh Meena          | Delayed query reply hence rejected7                                                                                                                   | Wrong Rejection : NIA queried for NFSA activation certificate, there is no any system is available on BSBY portal to identify that when the card was activated     | Reopen & Pay     | Uploaded documents are justifying the booked package hence reopen and pay.                             |
| 30    | T0812185040027 | 2019/094062 | 29050011A<br>- 00 | 6000     | Rekh Singh Gurjar     | hospital not provide USG report so rejected7                                                                                                          | without query rejected                                                                                                                                             | Rightly Rejected | DJ stent is not payable with PCNL seperately.                                                          |
| 31    | T0812185040162 | 2019/094055 | 29120026A<br>- 00 | 30000    | Kesher Mal            | WRONG PACKAGE SELECTION & PTCA report & IVUS report of blocked period not provided, as provided is dated 13.11.18, hence rejected as its mandatory. 7 | PTCA & IVUS report with 1 stent already uploaded than why the claim rejected, please pay for 1 stent, a treating doctor justification also uploaded.               | Reopen & Pay     | Procedure date IVUS film provided and details are mentioned in discharge summary,hence reopen and pay. |
| 32    | T3011184965749 | 2019/093650 | 19100007A<br>- 01 | 750      | Shambhu Dayal Jaimini | In spite of query BT sticker not provided, instead compatibility report uploaded, which is not valid. hence rejected.7                                | WRONG REJECTION BHAMASHAH GENERATE QUERY Auto Revert 1-Provide BT Bag Stickers. WE ARE REPLY THIS QUERY THAN WHY REJECT CASE WITHOUT QUERY PLEASE REOPEN THIS CASE | Rightly Rejected | Despite query BT sticker were not provided ,hence rightly rejected.                                    |



| 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    | T1905183048070 | 2018/083756 | 29120015A<br>- 00 | 54000    | mangilal              | After query hospital not provided required document7                                                                   | Emergency admission :<br>Annexure-2, 1 & 4 already uploaded<br><br>Reason mentioned on Annexure-4 that patient was not having BSBY card no.<br><br>The reason is clear hence no need to indicate on annexure-2 .<br><br>We are requesting kindly approve and make the payment | Reopen & Pay     | Uploaded documents are justifying the booked package hence reopen and pay. |
| 34    | T0803195853105 | 2019/111888 | 29120108A<br>- 00 | 65000    | Dolat Ram             | Pre patient photo is not downloading, mandatory as per RFP & MOU, hence rejected.7                                     | Photo was captured but due to software issue/error it is not showing now                                                                                                                                                                                                      | Reopen & Pay     | There were software issue at that time ,hence reopen and pay.              |
| 35    | T3011184965749 | 2019/093649 | 19100007A<br>- 00 | 750      | Shambhu Dayal Jaimini | In spite of query BT sticker not provided, instead compatibility report uploaded, which is not valid. hence rejected.7 | WRONG REJECTION<br>BHAMASHAH<br>GENERATE QUERY<br>Auto Revert<br>1-Provide BT Bag Stickers. WE ARE REPLY THIS QUERY THAN WHY REJECT CASE WITHOUT QUERY<br>PLEASE REOPEN THIS CASE                                                                                             | Rightly Rejected | Despite query BT sticker were not uploaded ,hence rightly rejected.        |



| 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    | T1802195681744 | 2019/108639 | 29120015A<br>- 00 | 54000    | surajmal              | As per d/s DOA 19.02.19 while CAG and angioplasty done on 18.02.19, prescription do not mention any date, despite query rectified documents not provided, hence rejected due to discrepancy in documents7 | As per hospital's record (Documents and portal) patient was admitted on 18-02-2019, which evidence attached at the time of query reply, the discharge summary was typed manually there was typing error on DOA, please consider the reply and revert back the claim and make the payment | Reopen & Pay     | There is a typing error on the discharge summary for that clarification was uploaded,hence reopen and pay. |
| 37    | T3011184965749 | 2019/093653 | 19100008A<br>- 00 | 1500     | Shambhu Dayal Jaimini | In spite of query BT sticker not provided, instead compatibility report uploaded, which is not valid. hence rejected.7                                                                                    | WRONG REJECTION<br>BHAMASHAH<br>GENERATE QUERY<br>Auto Revert<br>1-Provide BT Bag Stickers. WE ARE<br>REPLY THIS<br>QUERY THAN WHY<br>REJECT CASE<br>WITHOUT QUERY<br>PLEASE REOPEN<br>THIS CASE                                                                                         | Rightly Rejected | Despite query BT sticker were not provided ,hence rightly rejected.                                        |



| 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                                                                                                            |
| 38    | T0912198798302 | 2020/171477 | 29120107A<br>- 00 | 20000    | Ghanshyam             | Delayed query reply hence rejected7                                                                                    | Wrong rejection : claim was queried for NFSA activation certificate, Wrong rejection : There no any system was available on BSBY portal to identify that when the BSBY card was activated. Please reopen and pay | Reopen & Pay     | Uploaded documents are justifying the booked package hence reopen and pay.                                    |
| 39    | T3011184965749 | 2019/093651 | 19100007A<br>- 02 | 750      | Shambhu Dayal Jaimini | In spite of query BT sticker not provided, instead compatibility report uploaded, which is not valid. hence rejected.7 | WRONG REJECTION<br>BHAMASHAH<br>GENERATE QUERY<br>Auto Revert<br>1-Provide BT Bag Stickers. WE ARE REPLY THIS QUERY THAN WHY REJECT CASE WITHOUT QUERY PLEASE REOPEN THIS CASE                                   | Rightly Rejected | Despite query BT sticker were not provided ,hence rightly rejected.                                           |
| 40    | T0205196393712 | 2019/130168 | 29200002A<br>- 00 | 2000     | Chanda Devi           | three times biometric details was not provided by the hospital hence rejected7                                         | We tried multiple times (more than 5) but BSBY portal is not showing the failure, this is bsby software issue, please consider the claim for approval and payment.                                               | Rightly Rejected | 2 count seen at IT service failure and discharge patient photo is not captured on the same date of discharge. |



| 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                                                                                     |
| 41    | T3011184965749 | 2019/093652 | 19100007A<br>- 03 | 750      | Shambhu<br>Dayal Jaimini | In spite of query BT sticker not provided, instead compatibility report uploaded, which is not valid. hence rejected.7 | WRONG REJECTION<br>BHAMASHAH<br>GENERATE QUERY<br>Auto Revert<br>1-Provide BT Bag Stickers. WE ARE REPLY THIS QUERY THAN WHY REJECT CASE WITHOUT QUERY PLEASE REOPEN THIS CASE | Rightly Rejected | Despite query BT sticker were not provided ,hence rightly rejected.                    |
| 42    | T0803195845249 | 2019/111876 | 29120026A<br>- 00 | 30000    | Narender<br>Singh        | IVUS report not provided, mandatory as per MDP, hence rejected.<br>7                                                   | IVUS report already uploaded , PTCA and IVUS both are on same page, we can provide the separate report please generate the query                                               | Re-Open & Query  | Claim has been rejected without query,hence reopen and query for detailed IVUS report. |
| 43    | T2802195776507 | 2019/111884 | 29120026A<br>- 00 | 30000    | Chandra<br>Devi          | Detailed IVUS report not provided, which is mandatory as per MDP, hence rejected.<br>7                                 | Queried for some other documents, rejected with other reasons, this is without query rejection, please reopen and generate the query for required documents                    | Re-Open & Query  | Claim has been rejected without query,hence reopen and query for detailed IVUS report. |
| 44    | T2311184890825 | 2018/083668 | 29200002A<br>- 00 | 2000     | Urmila Devi              | as per rfp live photo at time of discharge is not provided Hence rejected<br>7                                         | Please see 7th row, discharge photo with date and time uploaded, kindly approve without any rejection                                                                          | Rightly Rejected | Live photo at the time of discharge is not provided, hence rightly rejected.           |



| 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                                                                                     |
| 45    | T0103195790289 | 2019/108641 | 29120026A<br>- 00 | 30000    | Salauddin | Detailed IVUS report not provided, which is mandatory as per MDP, hence rejected.<br>7 | IVSU + PTCA report was already enclosed with IVUS image, this is wrong rejection, please consider the claim and make the payment                                                                                                                                                       | Re-Open & Query | Claim has been rejected without query,hence reopen and query for detailed IVUS report. |
| 46    | T0912198798302 | 2020/171478 | 29120108A<br>- 00 | 65000    | Ghanshyam | Delayed query reply hence rejected7                                                    | Wrong rejection : claim was queried for NFSA activation certificate, Wrong rejection : There no any system was available on BSBY portal to identify that when the BSBY card was activated. Please reopen and pay                                                                       | Reopen & Pay    | Uploaded documents are justifying the booked package hence reopen and pay.             |
| 47    | T2206183396793 | 2018/067473 | 29120107A<br>- 00 | 20000    | Mansa Ram | after query hospital not provide valid reason on annex 2 hence case rejected7          | EMERGENCY ADMISSION : Annexure-2, 1 & 4 already uploaded.<br><br>Annexure-4 also uploaded which indicate that patient can not come in front of live camera mean patient did not presented in front of bhamashah desk where the biometric machine is installed hence biometric not done | Re-Open & Query | Reopen and query for thrombosuction catheter sticker.                                  |



| 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                                                                        |
| 48    | T2112171913858 | 2018/067475 | 29120015A<br>- 00 | 54000    | Gulab Devi | In spite of query Annexure 2, 4, 6 in prescribed format not provided. hence rejected.<br><br>7 | Staff was not aware about annexures in Dec'17 month, we are requesting for waiver for annexure, now we are following the requirements, kindly reopen and make the payment or regenerate the query so we can upload the correct documents | Reopen & Pay     | Uploaded documents are justifying the pkg hence reopen and pay.           |
| 49    | T2603196017743 | 2019/111881 | 29120047A<br>- 00 | 112000   | Bega Ram   | Rejected as per hospital reply "MVR AND TVR NOT DONE"7                                         | Right rejection, hospital already requested for the same                                                                                                                                                                                 | Rightly Rejected | As per uploaded documents procedure were not done,hence rightly rejected. |



| 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                                                                                                                 |
| 50    | T2604182821197 | 2018/067423 | 29120006A<br>- 00 | 6000     | SHYAM<br>SUNDAR | In spite of query Annexure 2 with reason for opting MOIC route not provided. hence rejected.7 | Annexure-2, 1 & 4 already uploaded.<br><br>Annexure-4 also uploaded which indicate that patient can not come in front of live camera mean patient did not presented in front of bhamashah desk where the biometric machine is installed hence biometric not done, annexure-2 has only 2 reasons the actual reason in this case is different from these reasons hence we did not tick on annexure-2, in addition annexure-2 does not has any space / column to mentioned the reamrks hence we did not mention any remarks, we are requesting kindly consider the claim for settlement and payment, hospital saved the life hence payment should be done without any ob | Reopen & Pay | As per angiography report cath without oximetry procedure done ,hence can be settled to package code no. 29120007. |



| 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                                                                                       |
| 51    | T1912185133426 | 2019/095423 | 29130006A<br>- 00 | 35000    | suresh chand | LIVE PHOTO OF<br>DONOR SITE<br>REQUIRED AS PER<br>MDP , NOT<br>PROVIDED DESPITE<br>QUERY .HENCE<br>REJECTED .7 | Wrong rejection<br>Clinical site photo<br>uploaded against<br>your query, we are<br>requesting kindly<br>check and see<br>again, the photo is<br>available. | Re-Open &<br>Query | Claim has been rejected without<br>query,hence reopen and query for<br>donor site photo. |

