

F 8(9) Rejection Appeal-I 2 2 28

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F 8(9) Rejection Appeal-I 2 2 28

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SHRI KRISHNA HOSPITAL-Daus 89	

SHRI KRISHNA HOSPITAL-Daus189 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 22/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Pratibha meena (Pratibhameena nov@gmail com)
- DR HOTI LAL GUPTA (hlgupta @yahoo co in)
- Dr Rakesh meena (Rakeshmeena 9 @gmail com)
- DR RAKESH KUMAR MEENA (RAKESHMEENABHMS@GMAIL COM)
- RSHAA (raj rshaa@gov in)
- Sh Krishan Dutt Sharma (umeshdutt @gmail com)
- Sh Ramesh Banshiwal (umeshdutt @gmail com)

बैठक में **SHRI KRISHNA HOSPITAL-Daus189** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 28 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	14
2	Re-open & Query	3
3	Rightly Rejected	11

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।



(CEO 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	T1201209073837	2020/195693	19010010A - 01	2400	Keshar Devi	need supportive investigation /clinical picture7	As per MDP supportive investigation / clinical picture is not required. Case is rejected without query. Rejection is violation of BSBY guideline point no.17(1). Period of payment should not be more than one month hence rejection after eight months is not valid. Kindly accept appeal and approve the case and order for payment.	Reopen & Pay	As per avialbe document/reports booked pkg is 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
2	T1401209089203	2020/195691	19040024A-00	9200	Kavita Devi	as per MDP CT/MRI/USG report mandatory, but here this procedure done at the same sitting of Caesarean delivery. not payable seperately7	Two procedures can be done at a time. For second package payment of 75% of the package rates is allowed as per rules. Not paying for second package is wrong. Kindly accept appeal for second package payment of Rs.9000/- which is 75% of the package rate. We have received pre-authorization for second package the same day of submission package request. Kindly order for payment.	Reopen & Pay	As Per available document/Reports booked pkg is 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
3	T2602209432673	2020/192648	19040013A - 00	3500	Pushpa Mahawar	THIS PACKAGE IS NOT JUSTIFIED7	Patient Pushpa Mahavar was admitted to our hospital on 26.02.2020 for delivery. Her full term vaginal delivery occurred on 26.02.2020. During delivery there was development of vaginal tear also. So along with the package of normal delivery, package of vaginal tear repair was also added. You have rejected the package of vaginal tear repair saying that it is not justified. It was a genuine case, this repair was utmost required for the life safety of the patient. You have no right to reject this case without query hence violating BSBY guideline point no.17(1). As you are not respecting the guideline issued on BSBY by state government hence your action is fully wrong. Kindly explain why this is not justified and please reconsider the genuine case and provide the payment to us.	Reopen & Pay	As Per available document/Reports booked pkg is justified , Hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
4	T1502209348644	2020/200175	19010106A - 00	13000	Kulveer Singh Gurjar	AS PER MO(SHA) CLAIM REJECTED DUE TO-THIS IS NOT SEPERATE PROCEDURE ;7	Patient was operated for Laproscopic Appendicectomy and Laproscopic Adhesiolysis. Ist package Health India rejected Laproscopic Appendicetomy on 23.07.2020 saying it is not a separate case from Laproscopic Ahesiolysis. Again M.O.(SHAA) gave instructions to Health India to reject second package saying it is not a separate case. In this way both the packages are rejected. At least one package should have been paid. We request you to consider the payment of second package Laproscopic Adhesiolysis of Rs 13000/- and do not reject both the case. As per BSBY guideline point no. 18 this reason is no covered in reason of rejection. Kindly accept appeal and pay for Laproscopic Adhesiolysis.	Reopen & Pay	As Per available document/Reports booked pkg is justified , Hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
5	T1502209348644	2020/194286	19010107A - 00	10000	Kulveer Singh Gurjar	It cannot be paid as a separate procedure when done with any other Laparoscopic organ removal surgery7	Patient Kulveer Singh Gurjar S/o Govind Sahay Gurjar was admitted to our hospital on 15.02.2020 with diagnosis of Acute on chronic Appendicitis. Her Laparoscopic Appendicectomy was planned. During laparoscopic Appendicectomy procedure when laparoscope was put inside the peritoneum cavity it was found that multiple adhesionseions were present at the site of operation between Appendix, omentum and gut and it was not possible to do Laproscopic Appendicectomy without doing adhesiolysis. So it was necessary to do Lap. Adhesiolysis before doing Lap Appendicectomy . So package of Lap. Adhesiolysis was blocked after the procedure. You have rejected the package	Rightly Rejected	As Per available document/Reports booked pkg is not justified , Hence 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
							of Laparoscopic Adhesiolysis without any reason saying that it cannot be paid along with another major package blocked. It has not been written any where in your guidelines that more than one major packages cannot be blocked. It means that if patient is having two problems then both surgeries cannot be done in same sitting. Should we do it in two separate sittings if it will not be paid by you. Kindly consider it and approve the package of Laparoscopic Adhesiolysis also with the package of Laparoscopic Appendicectomy because in such cases Appendicectomy cannot be done without doing adhesiolysis and we should be paid for whatever procedure is done. So that in future we can work		

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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
							smoothly without hesitation.		

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1	2	3	4	5	6	7	8	9	10
6	T2801209196715	2020/192651	19040013A - 00	3500	Pinky Sharma	THIS PACKAGE IS NOT JUSTIFIED7	Patient Pinky Sharma was admitted to our hospital on 28.01.2020 for delivery. Her full term vaginal delivery occurred on 28.01.2020. During delivery there was development of vaginal tear also. So along with the package of normal delivery, package of vaginal tear repair was also added. You have rejected the package of vaginal tear repair saying that it is not justified. It was a genuine case, this repair was utmost required for the life safety of the patient. You have no right to reject this case without query hence violating BSBY guideline point no.17(1). As you are not respecting the guideline issued on BSBY by state government hence your action is fully wrong. Kindly explain why this is not	Reopen & Pay	As Per available document/Reports booked pkg is 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
							justified and please reconsider the genuine case and provide the payment to us.		

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1	2	3	4	5	6	7	8	9	10
7	T1602209353366	2020/192649	19040013A - 00	3500	Jyoti Devi	THIS PACKAGE IS NOT JUSTIFIED7	Patient Jyoti Devi Sharma was admitted to our hospital on 16.02.2020 for delivery. Her full term vaginal delivery occurred on 16.02.2020. During delivery there was development of vaginal tear also. So along with the package of normal delivery, package of vaginal tear repair was also added. You have rejected the package of vaginal tear repair saying that it is not justified. It was a genuine case, this repair was utmost required for the life safety of the patient. You have no right to reject this case without query hence violating BSBY guideline point no.17(1). As you are not respecting the guideline issued on BSBY by state government hence your action is fully wrong. Kindly explain why this is not	Reopen & Pay	As Per available document/Reports booked pkg is 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
							justified and please reconsider the genuine case and provide the payment to us.		

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1	2	3	4	5	6	7	8	9	10
8	T0401209009292	2020/179299	29050011A - 00	6000	Vijay Kumar Meena	DJ STENT WHENEVER DONE WITH PCNL IT CANNOT BE PAID SEPARATELY.7	PCNL full form is Percutaneous Nephrolithotomy. It simply means a technique used to remove certain stones in the kidney or upper ureter that are too large for other forms of stone treatment such as shock wave lithotripsy or ureteroscopy. PCNL does not include placing D.J. stent in any way. An International "Johns Hopkins" paper, a manual for the urologist on PCNL by Andre van der MERWE, Alexander BACHMANN, Chris HEYNS and the content of Wikipedia on PCNL, are attached for more clarity about PCNL meaning. Kindly consider the real meaning of PCNL and order for open and pay. Above paper of International reput are not possible to be placed on site and hence submitted at your mail. Consider this mail for decision.	Rightly Rejected	As Per available document/Reports booked pkg is not justified , Hence 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
9	T2312198915340	2020/178569	19020031A - 00	7500	Mukesh Kumar Meena	THIS PKG.IS NOT JUSTIFIED WITH MAJOR PACKAGE BLOCKED7	We want to say that Patient Mukesh Kumar Meena, Age 29Year, Male was operated for Symptomatic Deviated Nasal septum with bilateral Inferior Turbinate Hypertrophy. As per 0° Nasal Endoscopy Examination and CT PNS Findings :- S shape Nasal Septum with Bilateral Inferior turbinate hypertrophy seen so corrected by submucous resection with partial turbinectomy. Hence rejection is wrong. Without query rejection is wrong and violated BSBY guideline 2017 point no. 17(1). Kindly open and pay the wrongly rejected claim. We will say more at the time of hearing of appeal.	Re-Open & Query	(MDP-RQ) Without Query Rejected. CT FILM document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.

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1	2	3	4	5	6	7	8	9	10
10	T3001209213971	2020/192652	19040013A - 00	3500	Pusplata Saini	THIS PACKAGE IS NOT JUSTIFIED7	Patient Pusplata Saini was admitted to our hospital on 30.01.2020 for delivery. Her full term vaginal delivery occurred on 30.01.2020. During delivery there was development of vaginal tear also. So along with the package of normal delivery, package of vaginal tear repair was also added. You have rejected the package of vaginal tear repair saying that it is not justified. It was a genuine case, this repair was utmost required for the life safety of the patient. You have no right to reject this case without query hence violating BSBY guideline point no.17(1). As you are not respecting the guideline issued on BSBY by state government hence your action is fully wrong. Kindly explain why this is not justified and please reconsider the genuine case and provide the payment to us.	Reopen & Pay	As per available document/reports booked pkg is justified / hence reopen and pay .

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1	2	3	4	5	6	7	8	9	10
11	T3001209217243	2020/197656	19010180A - 00	10000	Pushapa Devi Gurjar	need pt verification document hospital stay less than 24 hr7	Without query rejection is violation of mandatory provision of BSBY guide line point no.17-1(1). Case was not approved within 21 days (violation of 20(I) BSBY guideline) . Patient was satisfactory on discharge time. Reason of Rejection is wrong. BSBY guide line in not provision that Patient admit was not stay less than 24 hr. Rejection is wrong. Kindly accept appeal and release pay with interest as per guideline point no. 20(II) 1.	Reopen & Pay	As per available document/reports booked pkg is justified / hence reopen and pay .

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1	2	3	4	5	6	7	8	9	10
12	T0603209511541	2020/200111	29050009A - 00	24000	Ram Karan Meena	AS PER MO(SHA) CLAIM REJECTED DUE TO- annexure 1 not provided7	M.O.(SHAA) rejected this case due to Annexure - 1 was not provided by Hospital. Annexure – 1 is needed in emergency condition of patient and in failure of internet service due to natural calamity. In this case no such emergency situation was there. PCNL is a tertiary package and patient was admitted after seeking pre – authorization. It was all normal situation. Without query rejection is violation of BSBY guideline. Kindly accept appeal and order for payment.	Rightly Rejected	As Per available document/Reports booked pkg is not justified , Hence 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
13	T2912198964757	2020/178614	29050011A - 00	6000	Mangilal Mahawar	packege not jastifide7	PCNL full form is Percutaneous Nephrolithotomy. It simply means a technique used to remove certain stones in the kidney or upper ureter that are too large for other forms of stone treatment such as shock wave lithotripsy or ureteroscopy. PCNL does not include placing D.J. stent in any way. An International "Johns Hopkins" paper, a manual for the urologist on PCNL by Andre van der MERWE, Alexander BACHMANN, Chris HEYNS and the content of Wikipedia on PCNL, are attached for more clarity about PCNL meaning. Kindly consider the real meaning of PCNL and order for open and pay. Above paper of International reput are not possible to be placed on site and hence submitted at your mail. Consider this mail for decision.	Rightly Rejected	As Per available document/Reports booked pkg is not justified , Hence rightly rejected .

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1	2	3	4	5	6	7	8	9	10
14	T1703209581945	2020/185056	29050011A-00	6000	Harli Devi	D J STENTAS WHEN IT IS DONE WITH PCNL / URSL/ RIRS IT WILL BE PART OF PCNL / RIRS ONLY AND WILL NOT BE PAID SEPRATELY. 7	URSL full form is Ureteroscopic Lithotripsy. It simply means a technique used to remove certain stones from ureter by using ureteroscope. URSL does not include placing D.J. stent in any way. You should also know the benefits of DJ Stenting. It helps prevent strictures or narrowing of ureter during the healing process. If there is injury or obstruction due to a stone the healing process would narrow the lumen. The DJ stent prevents this from happening. After breaking ureter stones it helps the broken fragments to pass and prevent the blocking of the ureter. If you are rejecting the D.J. stent, should we omit this procedure ?. Then who will be responsible for the after affects of not putting the D.J. Stent. Kindly direct the Health India not to cancel D.J. stent placement. Kindly consider the real meaning of URSL and order for open and pay.	Rightly Rejected	As Per available document/Reports booked pkg is not justified , Hence rightly rejected .

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1	2	3	4	5	6	7	8	9	10
15	T2301209157640	2020/179485	19010106A - 00	13000	aabida begam	it cannot be paid as a separate procedure 7	Patient Aabida Begum W/o Rahis Khan was admitted to our hospital on 22.01.2020 with diagnosis of cholelithiasis . Her Laparoscopic Cholecystomy was planned. During laparoscopic cholecystectomy procedure when laparoscope was put inside the peritoneum cavity it was found that multiple adheseions were present at the site of operation between Gall Bladder, omentum, gut and it was not possible to do laproscopic cholecystectomy without doing adhesiolysis. So it was necessary to do Lap. Adhesiolysis before doing Lap choleystectomy . So package of Lap. Adhesiolysis was blocked after the procedure. You have rejected the package of Laparoscopic Adhesiolysis without	Rightly Rejected	As Per available document/Reports booked pkg is not justified , Hence rightly rejected .

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1	2	3	4	5	6	7	8	9	10
							any reason saying that it cannot be paid along with another major package blocked. It has not been written any where in your guidelines that more than one major packages cannot be blocked. It means that if patient is having two problems then both surgeries cannot be done in same sitting. Should we do it in two separate sittings, if it will not be paid by you. Kindly consider it and approve the package of Laparoscopic Adhesiolysis also with the package of Laparoscopic Cholecystectomy because in such cases cholecystectomy cannot be done without doing adhesiolysis and we should be paid for whatever procedure is done. So that in future we can work smoothly without hesitation.		

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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
16	T2801209203150	2020/192643	19040013A - 00	3500	Geeta Devi	THIS PACKAGE IS NOT JUSTIFIED7	Patient Geeta Devi was admitted to our hospital on 28.01.2020 for delivery. Her full term vaginal delivery occurred on 28.01.2020. During delivery there was development of vaginal tear also. So along with the package of normal delivery, package of vaginal tear repair was also added. You have rejected the package of vaginal tear repair saying that it is not justified. It was a genuine case, this repair was utmost required for the life safety of the patient. You have no right to reject this case without query hence violating BSBY guideline point no.17(1). As you are not respecting the guideline issued on BSBY by state government hence your action is fully wrong. Kindly explain why this is not justified and please reconsider the genuine case and provide the payment to us.	Reopen & Pay	As Per available document/Reports booked pkg is justified , Hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
17	T1202209317701	2020/200767	19010106A - 00	13000	Tofali Devi	AS PER MO(SHA) CLAIM REJECTED DUE TO-booked pkg not payable with lapchole7	Patient Tofali Devi W/o Jaising Gurjar was admitted to our hospital on 11.02.2020 with diagnosis of cholelithiasis . Her Laparoscopic Cholecystomy was planned. During laparoscopic cholecystectomy procedure when laparoscope was put inside the peritoneum cavity it was found that multiple adhesion were present at the site of operation between Gall Bladder, omentum, gut and it was not possible to do laproscopic cholecystectomy without doing adhesiolysis. So it was necessary to do Lap. Adhesiolysis before doing Lap cholecystectomy . So package of Lap. Adhesiolysis was blocked after the procedure. You have rejected the package of Laparoscopic Adhesiolysis without	Reopen & Pay	As Per available document/Reports booked pkg is justified , Hence reopen and pay.

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							any reason saying that it cannot be paid along with another major package blocked. It has not been written any where in your guidelines that more than one major packages cannot be blocked. It means that if patient is having two problems then both surgeries cannot be done in same sitting. Should we do it in two separate sittings, if it will not be paid by you. Kindly consider it and approve the package of Laparoscopic Adhesiolysis also with the package of Laparoscopic Cholecystectomy because in such cases cholecystectomy cannot be done without doing adhesiolysis and we should be paid for whatever procedure is done. So that in future we can work smoothly without hesitation. without		

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1	2	3	4	5	6	7	8	9	10
							query rejected and violated BSBY guideline 2017 point no. 17(1). We will say more at the time of hearing of appeal. Kindly accept appeal and approve case and release payment.		

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1	2	3	4	5	6	7	8	9	10
18	T1802209369152	2020/192646	19040013A - 00	3500	pooja	THIS PACKAGE IS NOT JUSTIFIED7	Patient Pooja Bunkar was admitted to our hospital on 18.02.2020 for delivery. Her full term vaginal delivery occurred on 18.02.2020. During delivery there was development of vaginal tear also. So along with the package of normal delivery, package of vaginal tear repair was also added. You have rejected the package of vaginal tear repair saying that it is not justified. It was a genuine case, this repair was utmost required for the life safety of the patient. You have no right to reject this case without query hence violating BSBY guideline point no.17(1). As you are not respecting the guideline issued on BSBY by state government hence your action is fully wrong. Kindly explain why this is not justified and please reconsider the genuine case and provide the payment to us.	Reopen & Pay	As Per available document/Reports booked pkg is 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
19	T1602209353195	2020/192650	19040013A - 00	3500	Dhanno Devi	TIS PACKAGE IS NOT JUSTIFIED7	Patient Dhanno Devi was admitted to our hospital on 16.02.2020 for delivery. Her full term vaginal delivery occurred on 16.02.2020. During delivery there was development of vaginal tear also. So along with the package of normal delivery, package of vaginal tear repair was also added. You have rejected the package of vaginal tear repair saying that it is not justified. It was a genuine case, this repair was utmost required for the life safety of the patient. You have no right to reject this case without query hence violating BSBY guideline point no.17(1). As you are not respecting the guideline issued on BSBY by state government hence your action is fully wrong. Kindly explain why this is not justified and please reconsider the genuine case and provide the payment to us.	Reopen & Pay	As Per available document/Reports booked pkg is justified , Hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
20	T1802209371324	2020/200174	29050009A - 00	24000	Bharat Lal Meena	AS PER MO(SHA) CLAIM REJECTED DUE TO-difference b/w time of admission and generation of TID is more then 24 hr7	PCNL is a tertiary package, hence first of all TID was generated for seeking pre authorization on 14.02.2020.After receiving sanction on 15.02.2020. The Patient was admitted on 17.02.2020 and operated on 17.02.2020. On 18.02.2020 TID was edited for DJ stent use in opration. It was direct wrong rejection. There was not any query within seven day. As per BSBY guideline TID edit is necessary for adding new operation.TID was generated as per rules. In such cases TID was generated as rules. In such cases TID can be edited within 24hours. Rejection is wrong. As per BSBY guideline point no. 18 this reason is no covered in reason of rejection. Kindly approve and pay.	Rightly Rejected	As Per available document/Reports booked pkg is not justified , Hence 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
21	T0801209044703	2020/175261	19010106A - 00	13000	Gulab Devi	THIS PROCEDURE CAN NOT BE PAID AS STAND ALONG PROCEDURE, WITH LAPROSCOPIC CHOLECYSTECTOM Y MAJOR PACKAGE BLOCKED7	Patient Gulab Devi Meena W/o Arun Meena was admitted to our hospital on 08.01.2020 with diagnosis of cholelithiasis . Her Laparoscopic Cholecystomy was planned. During laparoscopic cholecystectomy procedure when laparoscope was put inside the peritoneum cavity it was found that multiple adhesion were present at the site of operation between Gall Bladder, omentum, gut and it was not possible to do laproscopic cholecystectomy without doing adhesiolysis. So it was necessary to do Lap. Adhesiolysis before doing Lap cholecystectomy . So package of Lap. Adhesiolysis was blocked after the procedure. You have rejected the package of Laparoscopic Adhesiolysis without	Rightly Rejected	Wrong appeal

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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
							any reason saying that it cannot be paid along with another major package blocked. It has not been written any where in your guidelines that more than one major packages cannot be blocked. It means that if patient is having two problems then both cannot be done in same sitting. Should we do it in two separate sittings if it will not be paid by you. Kindly consider it and approve the package of Laparoscopic Adhesiolysis also with the package of Laparoscopic Cholecystectomy because in such cases cholecystectomy cannot be done without doing adhesiolysis and we should be paid for whatever procedure is done. So that in future we can work smoothly without hesitation.		

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
22	T1002209295305	2020/192653	19040013A - 00	3500	Kavita Sharma	THIS PACKAGE IS NOT JUSTIFIED7	Patient Kavita Sharma was admitted to our hospital on 10.02.2020 for delivery. Her full term vaginal delivery occurred on 10.02.2020. During delivery there was development of vaginal tear also. So along with the package of normal delivery, package of vaginal tear repair was also added. You have rejected the package of vaginal tear repair saying that it is not justified. It was a genuine case, this repair was utmost required for the life safety of the patient. You have no right to reject this case without query hence violating BSBY guideline point no.17(1). As you are not respecting the guideline issued on BSBY by state government hence your action is fully wrong. Kindly explain why this is not	Reopen & Pay	As Per available document/Reports booked pkg is 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
							justified and please reconsider the genuine case and provide the payment to us.		

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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
23	T1802209371324	2020/194107	29050011A - 00	6000	Bharat Lal Meena	dj stent is considered part of pcnl and is done only to remove its complications7	PCNL full form is Percutaneous Nephrolithotomy. It simply means a technique used to remove certain stones in the kidney or upper ureter that are too large for other forms of stone treatment such as shock wave lithotripsy or ureteroscopy. PCNL does not include placing D.J. stent in any way. An International "Johns Hopkins" paper, a manual for the urologist on PCNL by Andre van der MERWE, Alexander BACHMANN, Chris HEYNS and the content of Wikipedia on PCNL, are attached for more clarity about PCNL meaning. Kindly consider the real meaning of PCNL and order for open and pay. Above paper of International repute are not possible to be placed on site and hence submitted at your mail. Consider this mail for decision.	Rightly Rejected	As Per available document/Reports booked pkg is not justified , Hence 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
24	T1202209317701	2020/194287	19010108A - 00	13000	Tofali Devi	It cannot be paid as a separate procedure when done with any other Laparoscopic organ removal surgery7	Patient Tofali Devi W/o Jaising Gurjar was admitted to our hospital on 11.02.2020 with diagnosis of cholelithiasis . Her Laparoscopic Cholecystomy was planned. During laparoscopic cholecystectomy procedure when laparoscope was put inside the peritoneum cavity it was found that multiple adheseions were present at the site of operation between Gall Bladder, omentum, gut and it was not possible to do laproscopic cholecystectomy without doing adhesiolysis. So it was necessary to do Lap. Adhesiolysis before doing Lap choleystectomy . So package of Lap. Adhesiolysis was blocked after the procedure. You have rejected the package of Laparoscopic Adhesiolysis without	Rightly Rejected	As per available document/report booked pkg is not justified ,hence 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
							any reason saying that it cannot be paid along with another major package blocked. It has not been written any where in your guidelines that more than one major packages cannot be blocked. It means that if patient is having two problems then both surgeries cannot be done in same sitting. Should we do it in two separate sittings, if it will not be paid by you. Kindly consider it and approve the package of Laparoscopic Adhesiolysis also with the package of Laparoscopic Cholecystectomy because in such cases cholecystectomy cannot be done without doing adhesiolysis and we should be paid for whatever procedure is done. So that in future we can work smoothly without hesitation.		

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1	2	3	4	5	6	7	8	9	10
25	T2401209170637	2020/180401	19010106A - 00	13000	Phooli Devi Meena	it cannot be paid as a separate procedure 7	Patient Phooli Devi W/o Nanagram Meena was admitted to our hospital on 23.01.2020 with diagnosis of Acute on chronic Appendicitis. Her Laparoscopic Appendicectomy was planned. During laparoscopic Appendicectomy procedure when laparoscope was put inside the peritoneum cavity it was found that multiple adhesion were present at the site of operation between Appendix, omentum and gut and it was not possible to do Laparoscopic Appendicectomy without doing adhesiolysis. So it was necessary to do Lap. Adhesiolysis before doing Lap Appendicectomy . So package of Lap. Adhesiolysis was blocked after the procedure. You have rejected the package of Laparoscopic	Re-Open & Query	AS per available document/reports booked pkg is not justified ,hence 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
							Adhesiolysis without any reason saying that it cannot be paid along with another major package blocked. It has not been written anywhere in your guidelines that more than one major packages cannot be blocked. It means that if patient is having two problems then both surgeries cannot be done in same sitting. Should we do it in two separate sittings if it will not be paid by you. Kindly consider it and approve the package of Laparoscopic Adhesiolysis also with the package of Laparoscopic Appendicectomy because in such cases Appendicectomy cannot be done without doing adhesiolysis and we should be paid for whatever procedure is done. So that in future we can work smoothly without		

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1	2	3	4	5	6	7	8	9	10
							hesitation.		
26	T0303209489402	2020/200165	19030062A - 00	20000	Manmohan	AS PER MO(SHA) CLAIM REJECTED DUE TO- PT VERIFICATION DOCUMENT not provided7	M.O.(SHAA) rejected claim due to patient verification document was not submitted by Hospital. The patient was identified by Bhamashah card where his name and photo was available on site. Patient was verified by Biometric verification by using thumb impression. Reason of rejection is totally wrong. Case is rejected without query. Patient verification document are not required. As per BSBY guideline point no. 18 this reason is no covered in reason of rejection. Kindly accept appeal and approve and pay.	Re-Open & Query	(MDP-RQ) Without Query Rejected. Petient verification documents are a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.

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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
27	T1303209552563	2020/200119	19040013A - 00	3500	Suman Prajapat	AS PER MO (SHA) CLAIM IS REJECTED DUE TO SEPERATE PACKAGE IS AVAILABLE WITH NORMAL DELIVERY SO ONLY 500 WILL BE .PATIENT CAME AT 5 AM & DELIVERED AT 10 AM THAN WHY IN 5 HOURS TID NOT CREATED7	Reason of rejection given by M.O. SHAA that separate package of vaginal tear repair of Rs500/- is available in package list is totally wrong. Only package code no.19040013 in package list is of Rs 3500/- for vaginal tear repair is available. As patient came in hospital without Bhamashah card at the time of admission at 5AM on 13.03.2020 and her husband elder brother Shri Mukesh Kumar Prajapat signed on Form – 1 for submitting Bhamashah card later on the same day i.e. 13.03.2020. In Form – 1 he has clearly mentioned that he will bring Bhamashah card the same day and later on at 11.20AM on the same day he gave us Bhamasha card in the Hospital. After receiving Bhamashah card we generated TID of	Reopen & Pay	As Per available document/Reports booked pkg is justified , Hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
							Mrs Suman Prajapat at 11.20AM on 13.03.2020 the same day as per BSBY guideline. As there was no query of Form – 1 by M.O. SHAA otherwise we would have uploaded Form – 1 on BSBY Site. The case was rejected without query. Now we are submitting Form no. 1 on SHAA email as BSBY site do not receive any document without query. There is no violation of any rule from our side. This reply is both for Vaginal Tear Repair and Pre- eclampsia + Normal delivery. Kindly accept appeal and approve our genuine case and arrange payment.		

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1	2	3	4	5	6	7	8	9	10
28	T2112198896442	2020/178550	29050011A - 00	6000	Mahesh Kumar Khatik	DJ STENT CONSIDERD PART OF PCNL AND WILL NOT PAID SEPERETALY7	Reason of rejection:-D.J Stent considered part of PCNL, will not be paid separately:- PCNL full form is Percutaneous Nephrolithotomy. It simply means a technique used to remove certain stones in the kidney or upper ureter that are too large for other forms of stone treatment such as shock wave lithotripsy or ureteroscopy. PCNL does not include placing D.J. stent in any way. An International "Johns Hopkins" paper, a manual for the urologist on PCNL by Andre van der MERWE, Alexander BACHMANN, Chris HEYNS and the content of Wikipedia on PCNL, are attached for more clarity about PCNL meaning. Kindly consider the real meaning of PCNL and order for open and pay. Above	Rightly Rejected	As Per available document/Reports booked pkg is not justified , Hence rightly rejected .

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1	2	3	4	5	6	7	8	9	10
							paper of International reput are not possible to be placed on site and hence submitted at your mail. Consider this mail for decision.		

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