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SHRI GOVINDAM HOSPITAL-Gang274	

SHRI GOVINDAM HOSPITAL-Gang2741 ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत आधार पर निरस्त किए गए क्लेम के प्रकरण में संयुक्त मुख्य कार्यकारी अधिकारी, राजस्थान स्टेट हेल्थ एश्योरेंस एजेंसी के समक्ष प्रस्तुत अपील पर सुनवाई दिनांक 23/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr rajeev kumar jangir (jangirrajeev@gmail com)
- gaurav varlani (gaurav varlani@newindia co in)
- sandeep pandey (pandeyjipandey92@gmail com)

बैठक में **SHRI GOVINDAM HOSPITAL-Gang2741** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 20 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	5
2	Re-open & Query	0
3	Rightly Rejected	15

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।



(0 RSHAA)

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
1	T2109197980947	2019/142074	19030023A - 00	7500	Jatin Kumar	clinical photo of the surgical site is not provided which is mandatory in blocked package,hence rejected7	clinical photograph was not demand in any query	Rightly Rejected	booked package is not justified as per provided clinical photo hence not payable
2	T1210198218508	2019/141094	19100002A - 00	750	Shyama	discrepancy in patient name and not provide photo id proof hence rejected 7	NO QUERY WAS ASKED FOR ANY PHOTO ID PROOF	Reopen & Pay	booked package is justified hence payable
3	T2509198026637	2019/143132	19100008A - 00	1500	BHEEM SINGH	after query hospital not provide bt sticker with cbc req7	bt sticker and cbc were provided in query and still rejected	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document BT STICKER____which is necessary for the booked package. Hence , Claim has been rightly rejected.
4	T2108197610278	2019/137557	19050061A - 00	3000	Ranjeet	After query hospital not provided post x-ray,hence rejected7	as per guidelines there is no need for post of xray after D.J stent removal as it is a undue radiation exposure to the patient and pre op xray clearly shows D.J stent.	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document POST OP XRAY____which is necessary for the booked package. Hence , Claim has been rightly rejected.
5	T2308197640886	2019/138639	19010106A - 00	13000	Dyali	as per provide discharge ticket dod is 24 aug. but live photo 25 aug7	Due to typing error date of discharge was 24/08/19 and rest all documents support that patient was discharged on 25/08/10	Rightly Rejected	booked package is inclvded in 19010108A hence not payable



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
6	T2708197686587	2019/139987	19010107A - 00	10000	Manju	as per OT notes open appendectomy done hence rejected 7	laproscopic converted open appendectomy was done due to intra operative complication during the laproscopic appendectomy so open appendectomy was done when lap. failed.	Reopen & Pay	booked package is payable as per exploratory appendectomy hence payable Rs 10000
7	T1809197941735	2019/142073	19010174A - 00	11000	Bintu	Detail Discharge Summary and Detail O.T Notes not provided.7	BY MISTAKE WRONG PATIENT DOCUMENT WERE UPLOADED	Rightly Rejected	documents of other patient provided hence rejected and not payable
8	T1809197941735	2019/142072	19010088A - 01	7000	Bintu	Detail Discharge Summary and Detail O.T Notes not provided.7	BY MISTAKE WRONG PATIENT DOCUMENT WERE UPLOADED	Rightly Rejected	documents of other patient provided hence rejected and not payable
9	T2308197640886	2019/138640	19010108A - 00	13000	Dyali	as per provide discharge ticket dod is 24 aug. but live photo 25 aug7	Due to typing error date of discharge was 24/08/19 and rest all documents support that patient was discharged on 25/08/10	Reopen & Pay	booked package is justified hence payable
10	T2808197696726	2019/140747	29050011A - 00	6000	Saroj	kub x ray with stent not provided hence rejected7	xray kub was not asked in query and rejected without any demand for post op xray	Rightly Rejected	in same side DJ stent with URS is not payable
11	T0212198748637	2019/152982	19010108A - 00	13000	Sumitra Devi	AS PER QUERY HOSPITAL NOT provide annex.6 HENCE REJECTED 7	annexure 6 and feed back letter both were provided on query but still case rejected	Rightly Rejected	(A6-RR)Claim has been rightly rejected due to repeated query hospital has not provided Ann6/incomplete ann6.



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
12	T2509198026637	2019/143134	19100008A - 02	1500	BHEEM SINGH	after query hospital not provide bt sticker with cbc req ⁷	bt sticker and cbc were provided in query and still rejected	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document _____ which is necessary for the booked package. Hence , Claim has been rightly rejected.
13	T0312198756958	2019/150759	29130006A - 00	35000	Krishan Lal	as this pkg procedure part procedure of other paid pkg hence rejected 7	AS Pt was a case of recurrent sarcoma of thigh so not only rt hip dis articulation was done but wide excision of the skin and muscles was also done and the defect was closed with the myocutaneous flap .so normal closure after dis articulation was not possible hence separate package was booked	Reopen & Pay	booked package is justified hence payable
14	T1210198218508	2019/141097	19100003A - 02	1500	Shyama	discrepancy in patient name and not provide photo id proof hence rejected 7	NO QUERY WAS ASKED FOR ANY PHOTO ID PROOF	Rightly Rejected	(24 Hrs- RR) Claim has been rightly rejected as patient stay is less than 24 hrs.



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	T1908197588410	2019/138260	19050061A - 00	3000	VIMALA DEVI	POST OP. X-RAY NOT PROVIDE HENCE REJECTED7	pt was admitted for D.J Stent removal and X-Ray showing D.J was provided and after removal of D.J stent it was shown to the patient and where is the need of a post of Xray after D.J removal as it is not advised in any guidlines unless in doubt. and a post of xray is providing radiation hazard to the patient need less	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document post op xray____ which is necessary for the booked package. Hence , Claim has been rightly rejected.
16	T2509198026637	2019/143133	19100008A - 01	1500	BHEEM SINGH	after query hospital not provide bt sticker with cbc req7	bt sticker and cbc were provided in query and still rejected	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document _____ which is necessary for the booked package. Hence , Claim has been rightly rejected.
17	T1210198218508	2019/141096	19100003A - 01	1500	Shyama	discrepancy in patient name and not provide photo id proof hence rejected 7	NO QUERY WAS ASKED FOR ANY PHOTO ID PROOF	Rightly Rejected	(24 Hrs- RR) Claim has been rightly rejected as patient stay is less than 24 hrs.
18	T1809197941735	2019/142071	19010088A - 00	7000	Bintu	Detail Discharge Summary and Detail O.T Notes not provided.7	BY MISTAKE WRONG PATIENT DOCUMENT WERE UPLOADED	Rightly Rejected	documents of other patient provided hence rejected and not payable
19	T0112198740256	2020/158074	19010063A - 01	7000	Neelam Rani	include in above package hence case rejected 7	patient had two lump in the breast so two lumps were excised separately so package was booked two times	Rightly Rejected	lump in same breast which alredy paid one package hence not payable



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1	2	3	4	5	6	7	8	9	10
20	T1210198218508	2019/141095	19100003A - 00	1500	Shyama	discrepancy in patient name and not provide photo id proof hence rejected 7	NO QUERY WAS ASKED FOR ANY PHOTO ID PROOF	Reopen & Pay	booked package is justified hence payable

