

F 8( ) Rejection Appeal-I 2 2

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| Dr Vinod Gupta Hospital Pvt Ltd-Bhar 67 |  |

**Dr Vinod Gupta Hospital Pvt Ltd-Bhar1167** 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 29/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Manish Kumar (manishbairwa2 2 @gmail com)
- Sh Umesh choudhary (bsbynia@gmail com)
- Ex party (guptahospital btp@gmail com)

बैठक में **Dr Vinod Gupta Hospital Pvt Ltd-Bhar1167** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 8 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    | 3           |
| 2     | Re-open & Query  | 0           |
| 3     | Rightly Rejected | 5           |

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।



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( E RSHAA)



29/0 /202

| 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     | T1311198548814 | 2019/149279 | 19100005A<br>- 00 | 1350     | Ritik      | Rejection due to wrong package selection.7 | PATIENT RITIK WAS GIVEN PACKED CELL TRANSFUSION DUE TO HUMAN CLERICAL MISTAKE TECHNICAL ISSUE, WHOLE BLOOD PACKAGE WAS BLOCKED. OTHERWISE ITB WAS PACKED CELL PACKAGE. PLEASE CONSIDER ON HUMAN OFGROUND. | Rightly Rejected | Wrong package selection, Hence Right Rejected                                                                            |
| 2     | T1608197562209 | 2019/137274 | 19080013A<br>- 00 | 7000     | Neha Goyal | Rejection due to wrong package selection.7 | BABY NEHA ADDMITTED AS A CASE OF NEO NATAL CARE SEPTICEMIA WHICH IS UNDER SPECILISED PACKGE FOR NEO NATAL CARE INFECTION OR SEPSIS WITH NO MAJOR COMPLICATION .KINDLY CONSIDERD THIS CASE                 | Rightly Rejected | Package only for Neonatel is up to 28 days, baby age is more then 1 month, Wrong package selection, Hence Right 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                                                                                                                                   |
| 3     | T2706197006514 | 2019/137699 | 29080001A<br>- 00 | 24000    | Madhuri | counts of 3 bio metric identification & attempts cannot be seen in this tid 7                                        | AT THE TIME OF BABY OF MADHURI ,MADHURI WAS OT TABLE SO THUMBS IMPRESSION OF MOTHER WAS NOT POSSIBLE SO MOIC MOD IS USED FOR ADDMISSION OF BABBY OF MADHURI SO. KINDLY CONSIDRED THE CASE     | Reopen & Pay     | Case is justify, Hence Reopen and Pay                                                                                                |
| 4     | T1306196853664 | 2019/135865 | 29080001A<br>- 00 | 24000    | Hero    | Blocked pkg is only for Neo nates ie up to 28 days, as per enclosed documents baby age is 2 months, Hence rejected.7 | dear sir this patient age only 2 days i am addmit 13/06/19 and there are exprie 14/06/2019 and i am attatched death certiccate child age not a 2 month .so kindly repone and chaake this case | Rightly Rejected | Package only for Neonatel is up to 28 days, As per hospital reply baby age is 2 month, Wrong package selection, Hence Right 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                                            |
| 5     | T1210198213004 | 2019/149232 | 29210002A<br>- 00 | 25000    | Akhilesh | Wrong package & live photo at the time of admission is not avbl. hence rejected.7 | PATIENT PRESENTED WITH FEATURES SUGGESIVE OF MENINGITIS WITH BRAIN PERENCHYMAL INFLAMMATION SHOWING ALTERED SENSORIUM WITH NECK RIGIDITY. ON CSF STUDY SHOWS 90% LYMPHOCYTES WHICH IS IN FAVOUR OF ENCEPHALITIS. CT SCAN BRAIN ALSO SHOWS MENINGOENCEPH ALITIS FOR WHICH MOST LIKELY CAUSE IS VIRAL CNS INFECTION. CSF CULTURE WAS PENDING AT THE TIME OF DISCHARGE, WHICH SHOWN NO GROWTH. HENCE THIS PACKAGE WAS UNDER VIRAL CNS INFECTION. AND LIVE PHOTO IS AVAILABLE AT THE TIME OF ADMISSION. | Rightly Rejected | Wrong package selection, Hence Right 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                                                                    |
| 6     | T1810198282307 | 2019/149247 | 29080001A<br>- 00 | 24000    | Rekha<br>Kumari | hospital not provide<br>clear birth certificate of<br>baby hence Rejected 7                                     | BIRTH<br>CERTIFICATE<br>SENT IS CLEARLY<br>SHOWING NAME,<br>ADDRESS,<br>REGISTRATION<br>NO. AND DATE OF<br>BIRTH SO NO<br>NEED TO RESEND<br>THE CERTIFICATE.<br>KINDLY REOPEN<br>THE CASE TO<br>VERIFY BIRTH<br>CERTIFICATE. | Rightly<br>Rejected | Hospital not provide clear birth<br>certificate, Hence Right Rejected |
| 7     | T0309197767472 | 2019/146209 | 29210002A<br>- 00 | 25000    | Sonu            | counts of 3 biometric<br>identification and otp<br>attempts could not be<br>seen in this tid hence<br>rejected7 | 3 count of biometric<br>identification is not<br>seen due to<br>technical issue of<br>network issue we<br>have allreday calm<br>approval document<br>kindly considered this<br>case                                          | Reopen &<br>Pay     | Case is justify, Hence Reopen and<br>Pay                              |
| 8     | T0308197428479 | 2019/135886 | 49040008A<br>- 00 | 9500     | Sundari         | kindly provide urina<br>test report & bp chart 7                                                                | dear sir i am allready<br>send urine report<br>and bp chart are<br>atteched so you are<br>checked it .due to<br>internet or softwere<br>problem we have<br>allreday scand<br>allreday document                               | Reopen &<br>Pay     | Case is justify, Hence Reopen and<br>Pay                              |

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