

F 8(9) Rejection Appeal-I 2 2 229

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F 8(9) Rejection Appeal-I 2 2 229

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Medipulse Hospital-Jodh 3 8	

Medipulse Hospital-Jodh1318 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:-

- Dr Shweta Agarwal (drshwetaa @gmail com)

- RSHAA (raj rshaa@gov in)

- Sh Rameshwar Lal (bsby medipulse@gmail com)

बैठक में **Medipulse Hospital-Jodh1318** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 15 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	0
3	Rightly Rejected	1

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।



(J 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	T0601209022375	2020/195345	19100008A - 00	1500	JUGRAJ SHRMA	PRE AND POST PT PHOTO ARE DIFFERENT 7	As before taking up for surgery patients beard was removed after patients consent for fixation of endotracheal tube for intubation & ventilation. TID is completely correct. Please consider and review. So we request you to kindly reopen & pay.	Reopen & Pay	Pkg justified as per MDP hence reopen & Pay
2	T0601209022375	2020/195344	19100007A - 02	750	JUGRAJ SHRMA	PRE AND POST PT PHOTO ARE DIFFERENT 7	As before taking up for surgery patients beard was removed after patients consent for fixation of endotracheal tube for intubation & ventilation. TID is completely correct. Please consider and review. So we request you to kindly reopen & pay.	Reopen & Pay	Pkg justified as per MDP hence reopen & 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	T2205209741068	2020/200516	29200002A - 00	2000	Kishore Kumar Togani	as per MO (SHA) claim rejected due to inj detail not mentioned on HD chart 7	Inj. Erythropoietin is already mentioned in discharge summary. This is a small human error because of which Injection was not mention in MHD chart which could have been rectified by raising a simple query. TID is completely correct. Please consider and review. So we request you to kindly reopen & pay.	Reopen & Pay	Pkg justified as per MDP hence reopen & Pay
4	T0601209022375	2020/195342	19100007A - 00	750	JUGRAJ SHRMA	PRE AND POST PT PHOTO ARE DIFFERENT 7	As before taking up for surgery patients beard was removed after patients consent for fixation of endotracheal tube for intubation & ventilation. TID is completely correct. Please consider and review. So we request you to kindly reopen & pay.	Reopen & Pay	Pkg justified as per MDP hence reopen & Pay

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1	2	3	4	5	6	7	8	9	10
5	T1704209670614	2020/195250	29200002A - 00	2000	Khushi Chhangani	RFT AND HB REPORT SING BY PATHOLOGIST NOT RMC NUMBER MENTION 7	RFT & CBC report already attached as per MDP. Please raise a query so we can upload the lab reorts with pathologist Registration no. instead of straight rejection. This is a genuine claim.	Reopen & Pay	Pkg justified as per MDP hence reopen & Pay
6	T0104209642514	2020/195255	29200002A - 00	2000	Rekha	inj iron not mentioned in discharge ticket and hd chart7	Inj. Erythropoietin already mention. This is a small human error which could have been rectified by raising a simple query. Please open the TID so we can attach the report. So we request you to kindly reopen & query.	Reopen & Pay	Pkg justified as per MDP hence reopen & Pay
7	T0601209022375	2020/195346	29120036A - 00	75000	JUGRAJ SHRMA	PRE AND POST PT PHOTO ARE DIFFERENT 7	As before taking up for surgery patients beard was removed after patients consent for fixation of endotracheal tube for intubation & ventilation. TID is completely correct. Please consider and review. So we request you to kindly reopen & pay.	Reopen & Pay	Pkg justified as per MDP hence reopen & Pay

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1	2	3	4	5	6	7	8	9	10
8	T1603209576020	2020/198400	29120050A - 00	65000	Shrwan	SIGNATURE OVER ECHO REPORTS PRE AND POST ARE NOT SAME 7	This is initial of Dr. Himanshu Tyagi. No query was raised by the insurance company. A justification could have been easily provided by the hospital. Wrong way to reject a case for such a tiny confusion.	Reopen & Pay	Pkg justified as per MDP hence reopen & Pay
9	T2104209678099	2020/198414	29200002A - 00	2000	Prem Dhaka	SIGN OF PATHOLOGIST NOT PROVIDED ON REPORTS AND PREVIOUS HD RECORDS NOT PROVIDED 7	This is a small human error which could have been rectified by raising a simple query. Attaching previous HD details is not a part of the standard operating procedure under BSBY and not mentioned in the minimum document protocol. All HD details are already available on the portal for further discussion. Rejection is unnecessary and baseless.	Reopen & Pay	Pkg justified as per MDP hence reopen & 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
10	T1804209673528	2020/195261	29200002A - 00	2000	Laxmi Devi	SAME DATE MHD CHART NOT PROVIDE HENCE REJECETD7	Human error - Instead of 18/4/2020 staff has written 19/4/2020. Please raise a query so we can upload the right document instead of straight rejection. So we request you to kindly reopen & query.	Reopen & Pay	Pkg justified as per MDP hence reopen & Pay
11	T2502209423812	2020/200526	29120016A - 00	78000	Deva Ram	as per MO (SHA) claim rejected due to there is 2 day difference between admission date and TID creation date7	Human error - Instead of 23/02/2020 staff has collected 25/02/2020 in portal & admission date already mention in discharge summary. A justification could have been easily provided by the hospital. So we request you to kindly reopen & pay the claim.	Reopen & Pay	Pkg justified as per MDP hence reopen & Pay
12	T0401209009533	2020/200528	29120046A - 00	90000	Puspa Devi	as per MO (SHA) claim rejected due to pkg not payable7	This is a separate procedure mentioned in the BSBY tertiary CTVS list, hence we have selected a separate. The procedure required additional material and extra 30 minutes of surgery time.	Rightly Rejected	Major pkg has been booked 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	T0401209009533	2020/200529	29120047A - 00	112000	Puspa Devi	as per MO (SHA) claim rejected due to pt verification document not provided7	Patient is already verified by Biometric. TID is completely correct. Please consider and review. So we request you to kindly reopen & pay.	Reopen & Pay	Pkg justified as per MDP hence reopen & Pay
14	T1603209576020	2020/198399	29120044A - 00	68000	Shrwan	SIGNATURE OVER ECHO REPORTS PRE AND POST ARE NOT SAME 7	This is initial of Dr. Himanshu Tyagi. No query was raised by the insurance company. A justification could have been easily provided by the hospital. Wrong way to reject a case for such a tiny confusion.	Reopen & Pay	Pkg justified as per MDP hence reopen & Pay
15	T1304209663397	2020/198412	29200002A - 00	2000	Sunita Sharma	RFT REPORT AND PREVIOUS HD RECORD NOT PROVIDED7	Staff missed the 2nd page of the blood report in all the cases of this particular patient. Attaching previous HD details is not a part of the standard operating procedure under BSBY and not mentioned in the minimum document protocol. Pre Auth Approved by Insurance company but no query raised. Please open the TID so we can attach the report.	Reopen & Pay	Pkg justified as per MDP hence reopen & Pay

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