

F (9) Rejection Appeal-I 2 2 63

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F (9) Rejection Appeal-I 2 2 63

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F	(9) Rejection Appeal-I 2 2 63	26 2 2
GBH General Hospital -Udai 333		

GBH General Hospital -Udai1333 ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत आधार पर निरस्त किए गए क्लेमस के प्रकरण में संयुक्त मुख्य कार्यकारी अधिकारी, राजस्थान स्टेट हेल्थ एश्योरेंस एजेंसी के समक्ष प्रस्तुत अपील पर सुनवाई दिनांक 08/02/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Rakesh Kumar Meena (jceo-rshaa@gov in)
 - DR RAKESH KUMAR MEENA (RAKESHMEENABHMS@GMAIL COM)
 - dr mohindra (mohi gujral@gmail com)
- बैठक में **GBH General Hospital -Udai1333** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 46 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	0
3	Rightly Rejected	22

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	T0910198173641	2019/141221	19050059A - 00	5000	Hamer Lal Suthar	Feedback form not signed by patient or beneficiary as per bhamashah card7	Feedback signed by patient son at the time of discharge. Reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
2	T2708197685611	2019/139136	19100002A - 03	750	Bhera Ji	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
3	T2607197338005	2019/132384	29160122A - 00	2000	Nathu Lal Keer	Hosp. De-recognised for bsby by CMHO DAUSA7	WRONG REASON GIVEN OF REJECTION AND GIVEN REASON IS NOT RELATED TO OUR HOSPITAL. REOPEN THE CASE	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
4	T2808197699332	2019/139144	19100002A - 03	750	Bijal Rebari	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
5	T2708197685611	2019/139138	19100002A - 05	750	Bhera Ji	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
6	T2709198056480	2019/141226	19100002A - 04	750	Kala Bai	hospital not provided discharge summary7	Due to clerical mistake discharge summary not attached at the time of discharge. But no have query sent for same. Reopen the case.	Rightly Rejected	Right rejection as Hospital NOT provided D/S as per MDP , Hence rejected

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1	2	3	4	5	6	7	8	9	10
7	T1110198205907	2019/151071	19030023A - 00	7500	Shanti Bai Meghawal	as per enclose documents wrong package hence rejected 7	ALL ENCLOSED DOCUMENTS SHOWN SUPPORT FOR BLOCKED PACKAGE. REOPEN THE CASE	Rightly Rejected	Right rejection as booked package NOT justified & treated illness different , hence rejected
8	T2709198056480	2019/141227	19100002A - 05	750	Kala Bai	hospital not provided discharge summary7	Due to clerical mistake discharge summary not attached at the time of discharge. But no have query sent for same. Reopen the case.	Rightly Rejected	Right rejection as Hospital NOT provided D/S as per MDP , Hence rejected
9	T2709198056480	2019/141223	19100002A - 01	750	Kala Bai	hospital not provided discharge summary7	Due to clerical mistake discharge summary not attached at the time of discharge. But no have query sent for same. Reopen the case.	Rightly Rejected	Right rejection as Hospital NOT provided D/S as per MDP , Hence rejected
10	T1308183914641	2018/045710	29220013A - 01	10000	PADAMA PANDYA	REJECT AS GBS(GULLIAN BARRE SYNDROME) BEEN BLOCKED FOR MULTIPLE MYELOMA 7	IVIG needs to the given in patient of multiple myeloma who have history of recurrent infections which is done to repressed immunity. Medical literature already provided.	Rightly Rejected	Right rejection as booked package NOT justified & treated illness different , hence 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
11	T2302182303692	2018/039473	29060024A - 00	15000	Prakash Kalal	Hospital not Provide CT scan report,MRI report & date wise IPD papers hence Rejected7	ct scan provided, mri n/a bcz doctor refuse for MRI requirement. And query documents provided. But case rejected with other reason & no Query raised for same.	Rightly Rejected	Right rejection Despite query documents for booked package not provided by Hospital , hence rejejected .
12	T1004196176838	2019/116019	19100002A - 01	750	Santosh Rawat	As per RFP Admission time live photo not provide by hospital hence Rejected 7	LIVE CAPTURE PHOTO ARE AVAILABLE AT THE TIME OF ADMISSION AND DISCHARGE TIME. REOPEN THE CASE.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
13	T1004196176838	2019/116025	19100002A - 03	750	Santosh Rawat	As per RFP Admission time live photo not provide by hospital hence Rejected 7	LIVE CAPTURE PHOTO ARE AVAILABLE AT THE TIME OF ADMISSION AND DISCHARGE TIME. REOPEN THE CASE.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
14	T2708197685611	2019/139137	19100002A - 04	750	Bhera Ji	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital

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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
15	T2709198056480	2019/141224	19100002A - 02	750	Kala Bai	hospital not provided discharge summary7	Due to clerical mistake discharge summary not attached at the time of discharge. But no have query sent for same. Reopen the case.	Rightly Rejected	Right rejection as Hospital NOT provided D/S as per MDP , Hence rejected
16	T2302182303692	2018/039465	19030102A - 00	950	Prakash Kalal	Hospital not Provide CT scan report,MRI report & date wise IPD papers hence Rejected7	ct scan provided, mri n/a bcz doctor refuse for MRI requirement. And query documents provided. But case rejected with other reason & no Query raised for same.	Rightly Rejected	Right rejection Despite query documents for booked package not provided by Hospital , hence rejected .
17	T2808197699332	2019/139143	19100002A - 02	750	Bijal Rebari	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
18	T2302182303692	2018/039468	19110033A - 00	12000	Prakash Kalal	Hospital not Provide CT scan report,MRI report & date wise IPD papers hence Rejected7	ct scan provided, mri n/a bcz doctor refuse for MRI requirement. And query documents provided. But case rejected with other reason & no Query raised for same.	Rightly Rejected	Right rejection Despite query documents for booked package not provided by Hospital , hence rejected .

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1	2	3	4	5	6	7	8	9	10
19	T2912185221175	2019/102703	29170069A - 00	15000	sundar lal	as pkg meant for both Soft Tissue and Bone Tumors, and as per diagnose no bone tumor present hence rejected7	The package rejected explanation is as per report no bony tumor found but the package is soft tissue and bone tumor excision that means the tumor would be soft tissue / bone in this case we have excised a large abdominal wall (soft tissues tumor) and the secondary package reconstructive micro surgery (ALT) has approved by NIA please reopen the case.	Rightly Rejected	Right rejection as booked package not justified & also claim Already PAID in same TID , hence rejected
20	T2708197685611	2019/139140	19100002A - 07	750	Bhera Ji	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital

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1	2	3	4	5	6	7	8	9	10
21	T1110198199267	2019/141228	49040001A - 00	5000	Tara Gameti	as per document patient admitted on 11/10/2019 and provide admission time live photo is of 17/10/2019,as per RFP live photo at time of admission is not provided hence rejected 7	Patient admitted in AB-MGRSBY through Emergency TID due to poor condition at the time of admission in Hospital for delivery on 11/10/2019 and package booked after conversion of emergency to normal TID on 17/10/2019 . So admission time available photo of date 17/10/2019. Please reopen the case.	Rightly Rejected	Right rejection as per LIVE photo of beneficiary Not provided > 7 days , hence rejected
22	T2009197965324	2019/146513	19020027A - 00	12000	Satish Jatiya	Reminder 2--kindly provide pns x-ray report7	PNS X-RAY report also provided in Query. Reopen the case.	Rightly Rejected	Right rejection as booked package NOT justified & treated illness different , hence rejected
23	T2302182303692	2018/039474	29060046A - 00	29800	Prakash Kalal	Hospital not Provide CT scan report,MRI report & date wise IPD papers hence Rejected7	ct scan provided, mri n/a bcz doctor refuse for MRI requirement. And query documents provided. But case rejected with other reason & no Query raised for same.	Rightly Rejected	Right rejection Despite query documents for booked package not provided by Hospital , hence rejejected .
24	T2708197685611	2019/139135	19100002A - 02	750	Bhera Ji	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital

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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
25	T1004196176838	2019/116020	19100002A - 02	750	Santosh Rawat	As per RFP Admission time live photo not provide by hospital hence Rejected 7	LIVE CAPTURE PHOTO ARE AVAILABLE AT THE TIME OF ADMISSION AND DISCHARGE TIME. REOPEN THE CASE.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
26	T2607197339889	2019/132385	29160122A - 00	2000	Parsing	Hosp. De-recognised for bsby by CMHO DAUSA7	WRONG REASON GIVEN OF REJECTION AND GIVEN REASON IS NOT RELATED TO OUR HOSPITAL. REOPEN THE CASE	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
27	T1911198608395	2019/151072	49040013A - 00	15000	Payal	As per RFP live photo at the time of admission not provided ,hence rejected7	PT. COME WITH LABOUR PAIN IN HOSPITAL SO WE GENERATED EMERGENCY TID AND AFTER DELIVERY WE CONVERT THIS TID IN NORMAL SO ADMISSION TIME PHOTO IS AVAILABLE AT THE DATE OF PACKAGE BLOCKED.	Rightly Rejected	Right rejection as per LIVE photo of beneficiary Not provided > 6 days , hence rejected

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1	2	3	4	5	6	7	8	9	10
28	T1004196176838	2019/116016	19100002A - 00	750	Santosh Rawat	As per RFP Admission time live photo not provide by hospital hence Rejected 7	LIVE CAPTURE PHOTO ARE AVAILABLE AT THE TIME OF ADMISSION AND DISCHARGE TIME. REOPEN THE CASE.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
29	T2708197685611	2019/139139	19100002A - 06	750	Bhera Ji	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
30	T2204196288338	2019/119649	29160025A - 00	7000	Leharu Lal Jat	As per rfp pt. live photo of discharge not provide hence case rejected7	AT THE TIME OF DISCHARGE WE TAKEN LIVE PHOTO OF PATIENT BUT SOFTWARE CATCH ANOTHER PATIENT CHAMPI BAI (T22041962883330) PHOTO WHO DISCHARGE OF SAME DATE..	Rightly Rejected	Right reejection as booked beneficiary NOT justified by Hospital ,Live photo of two difeerent persons, Hence rejected
31	T2808197699332	2019/139141	19100002A - 00	750	Bijal Rebari	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
32	T2808197699332	2019/139145	19100002A - 04	750	Bijal Rebari	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital

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1	2	3	4	5	6	7	8	9	10
33	T2808197699332	2019/139142	19100002A - 01	750	Bijal Rebari	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
34	T2708197685611	2019/139133	19100002A - 00	750	Bhera Ji	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
35	T2708197685611	2019/139134	19100002A - 01	750	Bhera Ji	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done, thru BSBY Card ,hence rejected.7	given reason of NIA for rejection not justify please reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
36	T1308183914641	2018/045709	29220013A - 00	10000	PADAMA PANDYA	REJECT AS GBS(GULLIAN BARRE SYNDROME) BEEN BLOCKED FOR MULTIPLE MYELOMA 7	IVIG needs to the given in patient of multiple myeloma who have history of recurrent infections which is done to repressed immunity. Medical literature already provided.	Rightly Rejected	Right rejection as booked package NOT justified & treated illness different , hence rejected

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1	2	3	4	5	6	7	8	9	10
37	T1109197863771	2019/146509	29180010A - 00	110000	Hamira	As per records TID generated 20 days before RT plan & 25 days before 1st # given to the patient, as per RFP & MOU TID should be generated on DOA. Hence rejected.7	After TID generation & RT planing patient general condition was not good enough to start RT and was admitted for supportive care also for same from 30/09/2019 to 07/10/2019. RT was started once general condition was established. Reopen the case	Reopen & Pay	Reopen & pay for given 06 Fraction s as per uploaded documents settle for Amount : 26,400/- only
38	T1308183914641	2018/045711	29220013A - 02	10000	PADAMA PANDYA	REJECT AS GBS(GULLIAN BARRE SYNDROME) BEEN BLOCKED FOR MULTIPLE MYELOMA 7	IVIG needs to the given in patient of multiple myeloma who have history of recurrent infections which is done to repressed immunity. Medical literature already provided.	Rightly Rejected	Right rejection as booked package NOT justified & treated illness different , hence rejected
39	T2709198056480	2019/141225	19100002A - 03	750	Kala Bai	hospital not provided discharge summary7	Due to clerical mistake discharge summary not attached at the time of discharge. But no have query sent for same. Reopen the case.	Rightly Rejected	Right rejection as Hospital NOT provided D/S as per MDP , Hence rejected

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1	2	3	4	5	6	7	8	9	10
40	T2709198056480	2019/141222	19100002A - 00	750	Kala Bai	hospital not provided discharge summary7	Due to clerical mistake discharge summary not attached at the time of discharge. But no have query sent for same. Reopen the case.	Rightly Rejected	Right rejection as Hospital NOT provided D/S as per MDP , Hence rejected
41	T2602195757716	2019/110027	29160107A - 00	30000	Baabari Baai	hospital not provide ANC count detail hence rejected 7	Patient was known case of stage IV Cancer cervix. Patient is undergoing chemotherapy, having this prior to 3rd April.Pt. presented with fever, loose motion, nausea & vomiting Pt. CBC showed serve neutropenia on day1 (ANC is 4000/mm3) which was repeated and attached as document. Despite that package was rejected. Kindly reopen package and do needful.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
42	T0907197137820	2019/133498	29210005A - 00	20000	Raju	date wise treatment chart not provided hence claim rejected7	CASE REJECTED WITHOUT QUERY OF REQUIRED DOCUMENTS. REOPEN THE CASE.	Rightly Rejected	Right rejection as booked package NOT justified & treated illness different , hence rejected

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1	2	3	4	5	6	7	8	9	10
43	T1310198222234	2019/146511	19010165A - 00	12000	Jay Chand Gadri	Feedback Form not signed by patient or listed beneficiaries as per bhamshah card , hence rejected7	Feedback form was signed by patient son at the time of discharge. reopen the case	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital
44	T1308183914641	2018/045712	29220013A - 03	10000	PADAMA PANDYA	REJECT AS GBS(GULLIAN BARRE SYNDROME) BEEN BLOCKED FOR MULTIPLE MYELOMA 7	IVIG needs to be given in patient of multiple myeloma who have history of recurrent infections which is done to repressed immunity. Medical literature already provided.	Rightly Rejected	Right rejection as booked package NOT justified & treated illness different , hence rejected
45	T1609197919069	2019/146512	19040029A - 00	8000	Beni Devi Dangi	as per documents this package not done . hence rejected7	As per given reason of rejection is not justified because we are also given OT Notes and Discharge summary with fully details of Exploration of perineal haematoma AND Resuturing of episiotomy. Reopen the case.	Reopen & Pay	Reopen & pay as documents for booked package provided by Hospital

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1	2	3	4	5	6	7	8	9	10
46	T1806196904007	2019/132383	29160078A - 00	8000	Radhi Bai	hospital not kindly provide HPE report rejected7	AFTER QUERY TREATED DOCTOR JUSTIFICATION ATTACHED FOR BIOPSY. IN THIS CASE BIOPSY NOT REQUIRED. OTHER AFFECTED REPORTS ATTACHED FOR SUPPORTING OF BLOCK PACKAGE.	Rightly Rejected	Right rejection as booked package NOT justified & treated illness different , hence rejected

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