

F 00 (95) Rejection Appeal-I 202

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New Hospital Medical College Kota-Kota050	

New Hospital Medical College Kota-Kota050 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 12/08/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Sarita jaiman (saritajaiman09 @gmail com)
- DR RAKESH KUMAR MEENA (RAKESHMEENABHMS@GMAIL COM)
- Ex-Party (newbsbykota050@gmail com)

बैठक में **New Hospital Medical College Kota-Kota050** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 38 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	36
2	Re-open & Query	0
3	Rightly Rejected	2

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)



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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	T0507197098333	2019/131100	19100002A - 07	750	Nandlal	As per RFP live photo of the patient at the time of admission is not provided hence rejected7	Pt. admitted with emergency tid and later converted in normal mode. Photo is live captured.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
2	T0105196385830	2019/132142	19030062A - 00	20000	Ram Bharosh	Even after query post op. X-ray film with name of pt. and date on it not provided, Hence rejected.7	We have to scan the one xray in two part because of xray printer is small so one part is already uploaded but operator forgot to scan another part that has name and detail of pt. We phoned him and he send him post photo on whatsapp no. When hearing will be held we will show on mobile. So we request to accept it and settle the claim.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
3	T0110198091584	2019/148823	29200003A - 00	1500	Chanchal Singh	annex -2 not provided with valid marked reason7	Pt. condition was critical at the time of admission so we had to admit with moic route and annx 2 and 4 uploaded according to rule and after 02 dilaysis pt. dead. Moic route used for critical pt. as RFT. Kindly accept and pay.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided 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
4	T0507197098333	2019/131096	19100002A - 03	750	Nandlal	As per RFP live photo of the patient at the time of admission is not provided hence rejected7	Pt. admitted with emergency tid and later converted in normal mode. Photo is live captured.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
5	T0101195242386	2019/120491	29050009A - 00	24000	Sita Bai	Hospital not provide latest usg report hence rejected . 7	According to dr provided usg is enough to operate and we also given reply of query In this matter. So kindly check and pay	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
6	T0507197098333	2019/131095	19100002A - 02	750	Nandlal	As per RFP live photo of the patient at the time of admission is not provided hence rejected7	Pt. admitted with emergency tid and later converted in normal mode. Photo is live captured.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
7	T0105196376820	2019/133517	29050009A - 00	24000	Vijay Singh	Detail O.T Notes and USG Report not provided.7	IVP report with xray and complete ot notes already uploaded. Kindly check and pay	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided 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
8	T0104196082499	2019/119504	19030117A - 00	20000	Bisari Bai	hospital not provided detail procedure note as per letter 2027	In query panel pre ad post xray was asked to upload that was already uploaded and procedure notes already uploaded at the time of dish. IF NIA not satisfied with procedure notes query should be related with procedure. Kindly check it and pay	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
9	T0110198096957	2019/145891	29200002A - 00	2000	Mohan	hospital not provide complete annexure 6 with pt sign hence rejected 7	Annex 6 with pt. sign is uploaded at the time of discharge but pt. signed below line and only half sign is shows in scanning. In query only rft is asked to upload. Kindly accept and pay.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
10	T0507197098333	2019/131097	19100002A - 04	750	Nandlal	As per RFP live photo of the patient at the time of admission is not provided hence rejected7	Pt. admitted with emergency tid and later converted in normal mode. Photo is live captured.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
11	T0107197052099	2019/133518	19010165A - 00	12000	Parvati Bai	HOSPITAL NOT provide o.t. notes in detail HENCE REJECTED7	Detail ot notes according letter no. 202 already uploaded in query. Kindly check and pay	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided 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
12	T0206196729095	2019/121262	19100002A - 07	750	Sosar Bai	As per RFP live photo of patient at the time of Admission not provide hence rejected 7	Pt. admitted with emergency tid and next day converted in normal mode. Photo was live captured. Kindly check it.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
13	T0106196725005	2019/129128	29200004A - 00	3500	Mohammad Farid	Discharge type is LAMA. and live discharge photo is not available hence rejected as per RFP,7	lama photo not available.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
14	T0104196082499	2019/119503	19030046A - 00	9500	Bisari Bai	hospital not provided detail procedure note as per letter 2027	In query panel pre ad post xray was asked to upload that was already uploaded and procedure notes already uploaded at the time of dish. IF NIA not satisfied with procedure notes query should be related with procedure. Kindly check it and pay	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
15	T0106196725005	2019/129127	29200003A - 00	1500	Mohammad Farid	Discharge type is LAMA. and live discharge photo is not available hence rejected as per RFP,7	lama photo not available.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
16	T0104196077692	2019/123847	19050013A - 00	8400	Brijmohan	CLEARLY VISIBLE UROFLOWMETRY REPORT NOT PROVIDED HENCE CASE REJECTED 7	Uroflowmetry report is visible and Query should be related to uroflowmetry but it was not.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided 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
17	T0104196076322	2019/137098	29160027A - 00	30000	Hem Singh	As per query hospital not provide hpe report hence rejected . 7	According to MDP dis. Summary and chemo treatment is required and we already uploaded complete treatment with ct scan report and other investigations. HPE report is not mentioned in MDP.	Rightly Rejected	As per provided documents booked package is not justified and carcinoma confirmatory diagnosis report not provided hence rightly rejected.
18	T0106196720485	2019/132143	19030126A - 00	10000	Santosh Panchaal	hospital not provide mri report and clincial photo rejcted7	According to dr. there is no need of mri in this case. X ray of related part and complete procedure notes already uploaded that are sufficient.	Rightly Rejected	As per provided documents booked package is not justified and accordig to mdp mri is mandatory document hence rightly rejected.
19	T0205196393815	2019/121253	29200002A - 00	2000	Karuna Nagar	As per rfp live photo at the time of Discharge not provided hence rejected. 7	pt. was lama and live photo not available.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
20	T0112198739497	2020/163993	19030046A - 00	9500	Vijay Yogi	late Query reply hence case rejected 7	NIA deliberately creating queries and there is no any rule to reject claim for delay query reply. Kindly accept and pay.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided 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
21	T0106196725005	2019/129126	29200002A - 01	2000	Mohammad Farid	Discharge type is LAMA. and live discharge photo is not available hence rejected as per RFP,7	lama photo not available.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
22	T0206196729095	2019/121255	19100002A - 00	750	Sosar Bai	As per RFP live photo of patient at the time of Admission not provide hence rejected 7	Pt. admitted with emergency tid and next day converted in normal mode. Photo was live captured. Kindly check it.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
23	T0110198091584	2019/148824	29200003A - 01	1500	Chanchal Singh	annex -2 not provided with valid marked reason7	Pt. condition was critical at the time of admission so we had to admit with moic route and annx 2 and 4 uploaded according to rule and after 02 dilaysis pt. dead. Moic route used for critical pt. as RFT. Kindly accept and pay.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
24	T0205196398848	2019/137109	29100006A - 00	30000	Dilkush	Hospital not provide complete treatment chart date wise hence rejected . 7	Complete treatment datewise already given with ct scan report, usg and other investigations. Kindly check and pay.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
25	T0204196096974	2019/121252	19050057A - 00	8400	Ramdev	as per provided procedure note detail procedure note not provided (only procedure name mention rather each step of surgery of blocked pkg) so claim rejected7	According to dr Udipt Shringi all necessary procedure notes in provided formate already mentioned. Kindly check and pay	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
26	T0206196728664	2019/121254	19100002A - 00	750	Om Prakash	As per RFP live photo of patient at the time of Admission not provide hence rejected 7	Pt. admitted with emergency tid and next day converted in normal mode. Photo was live captured. Kindly check it.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
27	T0507197098333	2019/131102	19100002A - 09	750	Nandlal	As per RFP live photo of the patient at the time of admission is not provided hence rejected7	Pt. admitted with emergency tid and later converted in normal mode. Photo is live captured.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
28	T0507197098333	2019/131098	19100002A - 05	750	Nandlal	As per RFP live photo of the patient at the time of admission is not provided hence rejected7	Pt. admitted with emergency tid and later converted in normal mode. Photo is live captured.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided 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
29	T0110198100352	2020/163810	19030063A - 00	17000	Paara Bai	hospital provide deleyed query reply,hence case rejected7	NIA delibirately created and increased queries before policy expire. Reply is submitted and there is no rule to reject the case for delay reply. Kindly settle the case as per RFP.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
30	T0507197098333	2019/131094	19100002A - 01	750	Nandlal	As per RFP live photo of the patient at the time of admission is not provided hence rejected7	Pt. admitted with emergency tid and later converted in normal mode. Photo is live captured.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
31	T0507197098333	2019/131099	19100002A - 06	750	Nandlal	As per RFP live photo of the patient at the time of admission is not provided hence rejected7	Pt. admitted with emergency tid and later converted in normal mode. Photo is live captured.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
32	T0203195800569	2019/131069	29050011A - 00	6000	GUDDI BAI	As per documents post op. X-ray KUB film not provided, Hence claim rejected.7	According to MDP post xray not required only kub xray and usg requierd and we uploaded both already. Kindly check and pay	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
33	T0507197098333	2019/131101	19100002A - 08	750	Nandlal	As per RFP live photo of the patient at the time of admission is not provided hence rejected7	Pt. admitted with emergency tid and later converted in normal mode. Photo is live captured.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
34	T0105196381961	2019/136029	19030012A - 00	15000	Janki Bai	as per query hospital not provide clear scan x-ray film which needed for identify fractured site so claim rejected 7	Identy fracture is clearly can be seen on uploaded xray. Kindly check and pay.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
35	T0111198416437	2020/163990	19030046A - 00	9500	Chandraprak ash	late Query reply hence case rejected 7	NIA deliberately creating queries and there is no any rule to reject claim for delay query reply. Kindly accept and pay.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
36	T0204196093057	2019/129123	19030043A - 00	18000	Shanti Bai	after hospital not provide clear pre OP X ray hence rejected7	Pre xray as we have we uploaded. Kindly accept it on the basis of ot notes and other documents of the pt.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
37	T0106196725005	2019/129124	19100005A - 00	1350	Mohammad Farid	Discharge type is LAMA. and live discharge photo is not available hence rejected as per RFP,7	lama photo not available.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.
38	T0106196725005	2019/129125	29200002A - 00	2000	Mohammad Farid	Discharge type is LAMA. and live discharge photo is not available hence rejected as per RFP,7	lama photo not available.	Reopen & Pay	As per provided documents booked package treatment justified and all documents as per MDP already provided hence reopen and pay.

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