

F 008(9) Rejection Appeal-I 202 2

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JAISWAL HOSPITAL NEURO INSTITUTE-Kota 07	

JAISWAL HOSPITAL NEURO INSTITUTE-Kota107 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 17/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Shweta Agarwal (drshwetaa @gmail com)
- RSHAA (raj rshaa@gov in)
- Mr brajnandan (jhnikota@gmail com)

बैठक में **JAISWAL HOSPITAL NEURO INSTITUTE-Kota107** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 42 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	37
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।



(J EO 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	T1612198857592	2020/168220	29060066A-05	8000	Dhanraj Gurjar	Discrepancy in DOD MENTIONED ON D/S and live discharge photo. No treatment chart given for 19.12.19.7	Date on Discharge card 18/12/19 and Claim Submission Discharge Date: 19-Dec-19 12:08 AM, Patient discharged on mid night at 12:08AM, Claim submission only 8 minuts late, Treatment chart & doctor visit notes already submitted, Please reopen case	Reopen & Pay	block package neuro ICU is not justified hence settled in general ICU 1500/ per day
2	T1612198857592	2020/168211	19100003A-00	1500	Dhanraj Gurjar	Discrepancy in DOD MENTIONED ON D/S and live discharge photo. No treatment chart given for 19.12.19.7	Date on Discharge card 18/12/19 and Claim Submission Discharge Date: 19-Dec-19 12:08 AM, Patient discharged on mid night at 12:08AM, Claim submission only 8 minuts late, Treatment chart & doctor visit notes already submitted, Please reopen case	Reopen & Pay	block package is justified hence reopen and pay
3	T0211184716334	2018/091248	29060066A-01	8000	Shamim Bano	treatment chart not provided by hospital hence rejected7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	blocked package is justified hence reopen and pay



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	T0807183548206	2018/052540	29210004A - 00	15000	Ramgopal	neither t/t chart nor investigation in support of doing pkg given hence rejected7	Treatment charts were not sought in the query panel We will provide again treatment chart	Rightly Rejected	Wrong package selection
5	T0211184716334	2018/091247	29060066A - 00	8000	Shamim Bano	treatment chart not provided by hospital hence rejected7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	blocked package is justified hence reopen and pay
6	T0211184716334	2018/091251	29060066A - 04	8000	Shamim Bano	treatment chart not provided by hospital hence rejected7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	blocked package is justified hence reopen and pay
7	T0211184716334	2018/091250	29060066A - 03	8000	Shamim Bano	treatment chart not provided by hospital hence rejected7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	blocked package is justified hence reopen and pay
8	T1910184574292	2019/094199	29210004A - 00	15000	Lokesh Saini	not provide eeg report7	EEG REPORT ALREADY SUBMITTED IN SOFTWARE	Reopen & Pay	blocked package is justified hence reopen and pay



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
9	T1612198857592	2020/168216	29060066A-02	8000	Dhanraj Gurjar	Discrepancy in DOD MENTIONED ON D/S and live discharge photo. No treatment chart given for 19.12.19.7	Date on Discharge card 18/12/19 and Claim Submission Discharge Date: 19-Dec-19 12:08 AM, Patient discharged on mid night at 12:08AM, Claim submission only 8 minuts late, Treatment chart & doctor visit notes already submitted, Please reopen case	Reopen & Pay	block package neuro ICU is not justified hence settled in general ICU 1500/ per day
10	T1403195911392	2019/111034	29210001A-00	25000	Madanpal	treatment chart not provided hence rejected. 7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	block package is justified hence reopen and pay
11	T1612198857592	2020/168212	29060066A-00	8000	Dhanraj Gurjar	Discrepancy in DOD MENTIONED ON D/S and live discharge photo. No treatment chart given for 19.12.19.7	Date on Discharge card 18/12/19 and Claim Submission Discharge Date: 19-Dec-19 12:08 AM, Patient discharged on mid night at 12:08AM, Claim submission only 8 minuts late, Treatment chart & doctor visit notes already submitted, Please reopen case	Reopen & Pay	block package neuro ICU is not justified hence settled in general ICU 1500/ per day



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1	2	3	4	5	6	7	8	9	10
12	T0311198439403	2019/154558	29060063A - 00	60000	Shanta Bai	Treatment detail enclosed do not mention any marking for IV tPA as mentioned for other medication in the same. hence rejected as its not given.7	Treatment chart & Discharge summery mention ivtpa injection details & injection photographs already submitted in discharge time	Reopen & Pay	block package is justified hence reopen and pay
13	T3010184686483	2018/091236	29060066A - 05	8000	Deepak Suman	As per provided document complete date wise TT chart & neurophysician visit not provide by hospital7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	As per MDP daily Treatment details justifying the requirements of neuro ICU procedure notes not available hence settled for ICU 1500/ per day
14	T1612198857592	2020/168219	29060066A - 04	8000	Dhanraj Gurjar	Discrepancy in DOD MENTIONED ON D/S and live discharge photo. No treatment chart given for 19.12.19.7	Date on Discharge card 18/12/19 and Claim Submission Discharge Date: 19-Dec-19 12:08 AM, Patient discharged on mid night at 12:08AM, Claim submission only 8 minuts late, Treatment chart & doctor visit notes already submitted, Please reopen case	Reopen & Pay	block package neuro ICU is not justified hence settled in general ICU 1500/ per day



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	T0210198110755	2020/168236	29210001A - 00	25000	Chhote Khan	delayed query reply ,hence case rejected 7	13-Oct-2019 11:52 PM claimQueryByAnalyser QUERY REPLY ON DATED 18-Oct-2019 02:45 PM claimApprovalPendingAtAnalyser QUERY REPLY SUBMITTED 18-Oct-2019 02:45 PM Please reopen case	Reopen & Pay	blocked package is justified hence reopen and pay
16	T1612198857592	2020/168217	29060066A - 03	8000	Dhanraj Gurjar	Discrepancy in DOD MENTIONED ON D/S and live discharge photo. No treatment chart given for 19.12.19.7	Date on Discharge card 18/12/19 and Claim Submission Discharge Date: 19-Dec-19 12:08 AM, Patient discharged on mid night at 12:08AM, Claim submission only 8 minuts late, Treatment chart & doctor visit notes already submitted, Please reopen case	Reopen & Pay	block package neuro ICU is not justified hence settled in general ICU 1500/ per day
17	T2102195712635	2019/111036	29210001A - 00	25000	shiv prasad	hospital not provide mri report hence case reejcted7	CT SCAN REPORT ALREADY SUBMITTED IN QUERY PENAL PLEASE REOPEN THIS CASE	Reopen & Pay	block package is justified hence reopen and pay



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
18	T1012185058565	2019/094200	29210005A - 00	20000	Krishn Gopal	Hospital not provide treatment chart date wise hence rejected . 7	Treatment charts were not sought in the query panel We will provide again treatment chart	Rightly Rejected	treatment chart not justifying blocked package hence rejected
19	T3010184686483	2018/091235	29060066A - 04	8000	Deepak Suman	As per provided document complete date wise TT chart & neurophysician visit not provide by hospital7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	As per MDP daily Treatment details justifying the requirements of neuro ICU procedure notes not available hence settled for ICU 1500/ per day
20	T3010184686483	2018/091240	29060066A - 08	8000	Deepak Suman	As per provided document complete date wise TT chart & neurophysician visit not provide by hospital7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	As per MDP daily Treatment details justifying the requirements of neuro ICU procedure notes not available hence settled for ICU 1500/ per day
21	T2610184647752	2019/094201	29210001A - 00	25000	Shankar Lal	hosp not provide date wise treatment detail hence rejected 7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	blocked package is justified hence reopen and pay
22	T1207183594194	2018/064768	29210001A - 00	25000	Ramkalyan	complete ipd details not provide by hospital hence claim reject7	Treatment charts were not sought in the query panel We will provide again treatment chart	Rightly Rejected	blocked package not justified by doctor prescription and investigation daily treatment not available hence rejected
23	T1403195912901	2019/111030	29210001A - 00	25000	Balu Lal	treatment chart not provided hence rejected. 7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	Booked package not justified, with the provided docs and daily treatment details not provided. Hence settled in general ICU 1500/ per day



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
24	T2611198688321	2020/169450	29210001A - 00	25000	abdul majeed	discrepancy of DOD as per discharge summary 7	"Patient Discharge Date: 01-Dec-19 01:51 PM Live Photo Captured on Date 01/12/19 01:51PM Claim Submission : 01-Dec-19 01:52 PM Discharged date wrong mention by Resident Doctor by mistake 30/11/19. So Please Reopen case "	Rightly Rejected	blocked package is not justified hence rejected
25	T3008184083590	2018/075974	29210001A - 00	25000	Chanda Lal Yadav	hospital not provide treatment chart hence case rejected7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	blocked package justified hence reopen and pay
26	T3010184686483	2018/091242	29060066A - 09	8000	Deepak Suman	As per provided document complete date wise TT chart & neurophysician visit not provide by hospital7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	As per MDP daily Treatment details justifying the requirements of neuro ICU procedure notes not available hence settled for ICU 1500/ per day
27	T3010184686483	2018/091230	29060066A - 00	8000	Deepak Suman	As per provided document complete date wise TT chart & neurophysician visit not provide by hospital7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	As per MDP daily Treatment details justifying the requirements of neuro ICU procedure notes not available hence settled for ICU 1500/ per day



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
28	T1612198857592	2020/168213	29060066A - 01	8000	Dhanraj Gurjar	Discrepancy in DOD MENTIONED ON D/S and live discharge photo. No treatment chart given for 19.12.19.7	Date on Discharge card 18/12/19 and Claim Submission Discharge Date: 19-Dec-19 12:08 AM, Patient discharged on mid night at 12:08AM, Claim submission only 8 minuts late, Treatment chart & doctor visit notes already submitted, Please reopen case	Reopen & Pay	block package neuro ICU is not justified hence settled in general ICU 1500/ per day
29	T0211184716334	2018/091249	29060066A - 02	8000	Shamim Bano	treatment chart not provided by hospital hence rejected7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	blocked package is justified hence reopen and pay
30	T3010184686483	2018/091233	29060066A - 02	8000	Deepak Suman	As per provided document complete date wise TT chart & neurophysician visit not provide by hospital7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	As per MDP daily Treatment details justifying the requirements of neuro ICU procedure notes not available hence settled for ICU 1500/ per day
31	T1510198247610	2020/167542	29210004A - 00	15000	Manoj	hospital not provide treatment chart.hence rejected 7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	block package is justified hence reopen and pay



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
32	T2311198662855	2020/169444	29210001A - 00	25000	Chittar Lal	discrepancy of DOD as per discharge summary 7	"Patient Discharge on Date: 02-Dec-19 05:40 PM Live Photo Captured on Date 02/12/19 05:40PM Claim Submission : 02-Dec-19 05:40 PM Discharged date wrong mention by Resident Doctor by mistake 23/11/19. So Please Reopen case "	Rightly Rejected	blocked package is not justified hence rejected
33	T3010184686483	2018/091237	29060066A - 06	8000	Deepak Suman	As per provided document complete date wise TT chart & neurophysician visit not provide by hospital7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	As per MDP daily Treatment details justifying the requirements of neuro ICU procedure notes not available hence settled for ICU 1500/ per day
34	T2910184675377	2019/094202	29210001A - 00	25000	yogendra	not provide date wise treatment detail hence rejected 7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	blocked package is justified hence reopen and pay



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
35	T1612198857592	2020/168221	29060066A - 06	8000	Dhanraj Gurjar	Discrepancy in DOD MENTIONED ON D/S and live discharge photo. No treatment chart given for 19.12.19.7	Date on Discharge card 18/12/19 and Claim Submission Discharge Date: 19-Dec-19 12:08 AM, Patient discharged on mid night at 12:08AM, Claim submission only 8 minuts late, Treatment chart & doctor visit notes already submitted, Please reopen case	Reopen & Pay	block package neuro ICU is not justified hence settled in general ICU 1500/ per day
36	T1707183640762	2020/188309	29060066A - 02	8000	Janki Bai	as per provide GCS , hence rejected, not provide GCS with date after admission7	GCS MENTION IN DOCTOR ORDER DATE WISE 14,15,16,17	Reopen & Pay	block package is justified hence reopen and pay
37	T1403195910141	2019/111026	29210001A - 00	25000	Ramkuwar	treatment chart not provided hence rejected.7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	blocked package is justified hence reopen and pay
38	T1612198857592	2020/168210	19100002A - 00	750	Dhanraj Gurjar	Discrepancy in DOD MENTIONED ON D/S and live discharge photo. No treatment chart given for 19.12.19.7	Date on Discharge card 18/12/19 and Claim Submission Discharge Date: 19-Dec-19 12:08 AM, Patient discharged on mid night at 12:08AM, Claim submission only 8 minuts late, Treatment chart & doctor visit notes already submitted, Please reopen case	Reopen & Pay	block package is justified hence reopen and pay



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
39	T3010184686483	2018/091231	29060066A - 01	8000	Deepak Suman	As per provided document complete date wise TT chart & neurophysician visit not provide by hospital7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	As per MDP daily Treatment details justifying the requirements of neuro ICU procedure notes not available hence settled for ICU 1500/ per day
40	T3010184686483	2018/091239	29060066A - 07	8000	Deepak Suman	As per provided document complete date wise TT chart & neurophysician visit not provide by hospital7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	As per MDP daily Treatment details justifying the requirements of neuro ICU procedure notes not available hence settled for ICU 1500/ per day
41	T3010184686483	2018/091234	29060066A - 03	8000	Deepak Suman	As per provided document complete date wise TT chart & neurophysician visit not provide by hospital7	Treatment charts were not sought in the query panel We will provide again treatment chart	Reopen & Pay	As per MDP daily Treatment details justifying the requirements of neuro ICU procedure notes not available hence settled for ICU 1500/ per day
42	T0810198167134	2020/168239	29210001A - 00	25000	Sangram Singh	delayed query reply ,hence case rejected 7	QUERY ON DATED 20-Oct-2019 10:01 AM claimQueryByAnalys er,, QUERY REPLY ON DATED 23-Oct-2019 05:41 PM claimApprovalPendin gAtAnalyser PLEASE REOPEN CASE	Reopen & Pay	blocked package is justified hence reopen and pay

