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Vatsalya Eye n Dental Hsopital-Sawa 747	

Vatsalya Eye n Dental Hsopital-Sawa1747 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 Surya Pratap Singh Parihar
- Dr Piyush Sharma (piyush.sharma@vidalhealthtpa.com)
- exparty (drv Gupta@gmail.com)

बैठक में **Vatsalya Eye n Dental Hsopital-Sawa1747** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 10 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	4
2	Re-open & Query	0
3	Rightly Rejected	6

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 01/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 01/09/2021 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 01/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(E 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	T1407197194993	2019/133336	19070051A - 00	6000	Shakila	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	less payment done instead of clear visible clinical photos and additional microscope photos of procedure attached.	Reopen & Pay	BLOCK PACKAGE JUSTIFIED HENCE PAY
2	T1407197194969	2019/133334	19070051A - 00	6000	Heera Lal	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	less payment done instead of clear visible clinical photos and additional microscope photos of procedure.	Reopen & Pay	BLOCK PACKAGE JUSTIFIED HENCE PAY
3	T1607197219381	2019/133337	19070051A - 00	6000	Rajaram	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	less payment done instead of clear visible clinical photos and additional microscope photos of procedure attached.	Rightly Rejected	MDP DOCUMENT NOT PROVIDED HENCE REJECTED
4	T1407197194897	2019/134201	19070051A - 00	6000	Prahalaad	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	less payment approved, instead of providing all detailed clinical photo. additionally microscope photos also provided.	Reopen & Pay	BLOCK PACKAGE JUSTIFIED HENCE 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
5	T1204182703653	2018/027778	19070051A - 00	6000	Gulab Devi	clinical photo of eye showing pterigium not given hence rejected 7	clinical photo upload performed till document attached successfully, unaware of further insert is required of the same. earlier doing all cases in the same manner.	Rightly Rejected	MDP DOCUMENT NOT PROVIDED HENCE REJECTED
6	T0407183505517	2018/043402	19070051A - 00	6000	Radheshyam	hospital not provide clinical photo of pt. which showing Pterigium hence rejected 7	this patient was queried for annex 6. which was already submitted at discharge of patient and again provided in reply of query and there were no query raised for clinical photo. clinical photo upload performed at admission, till document attached successfully, by upload tab. Unaware of further insert tab is required for the same to actually upload. earlier doing all cases in the same manner. Moreover this case is rejected after more than 2 months.	Rightly Rejected	MDP DOCUMENT NOT PROVIDED 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
7	T0904182673292	2018/037894	19070005A - 00	1350	ramkesh meena	after query ot notes not provided hence rejected7	this procedure is done in opd by laser machine and procedure includes capsulotomy by laser which was well mentioned in discharge ticket and in reply of query too. Analyser or NIAC might have confused by earlier surgeries of the same patient, done elsewhere. More over this rejection is done after more than 5 months on 18/09/2018	Rightly Rejected	MDP DOCUMENT NOT PROVIDED HENCE REJECTED
8	T1407197194933	2019/133333	19070051A - 00	6000	Shoykaran Bairwa	AS per provided clinical photo the donor site conjunctval graft clinical photo not clearly showing so claim settle for pkg under pterygium removal 7	wrong payment approval. instead of clear visible clinical photos and additional microscope photos.	Reopen & Pay	BLOCK PACKAGE JUSTIFIED HENCE 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
9	T0708183855484	2018/043416	19070051A - 00	6000	Hari Bhajan	hospital not provided block pt.(Hari Bhajan) discharge summary7	discharge ticket is already uploaded at discharge and no query was raised for discharge summary. this case was queried for clinical photo which was already uploaded at the time of admission and again in reply of query. This case is rejected after much more than 21 days period.	Rightly Rejected	DISCHARGE SUMMARY MISMATCH HENCE REJECTED
10	T1807183647034	2018/037886	19070051A - 00	6000	Sohani devi	COUNT OF THREE BIO-METRIC IDENTIFICATION AND OTP ATTEMPTS COULD NOT BE SEEN IN THIS TID HENCE REJECTED.7	biometric identification attempts made for more than 10 times. patient didn't carried her phone so OTP is not tried. than biometric identification of her husband tried, which verified in 1 attempt. Thus TID generated. I am using biometric device from day 1 since i started working for bsby, Patient's all valid ids also submitted. all this can be asked to patient also. this is rejected after 2 months on 18/09/2018	Rightly Rejected	MDP DOCUMENT NOT PROVIDED HENCE REJECTED

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