

F 00 (9) Rejection Appeal-I 202 096

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Government Hewson District Hospital Mahilabagh	

Government Hewson District Hospital Mahilabagh Jodhpur-Jodh022 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 santosh kumar (drsantosh physician@gmail com)
- Dr Mithlesh Rewaria (bsbynia@gmail com)
- Ex party (hewesondistrichospital@gmail com)

बैठक में **Government Hewson District Hospital Mahilabagh Jodhpur-Jodh022** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 25 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	15
2	Re-open & Query	0
3	Rightly Rejected	10

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 E R HAA)



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	T1707183632362	2018/033257	19010127A - 00	750	Mohammed Ismail	pt.stey less than 24hr in hospital.hence rejected 7	IF PATINT ADMITTED IN DAY CARE CASE THEN IT NOT NECESARY TO STAY 24 HOURS SO WRONG REJETION REASON.PLEASE REMOVE FROM FORM REJECTION	Reopen & Pay	All documents available, treatment justified hence reopen & pay.
2	T0501181980801	2018/030071	19100002A - 00	750	Reenu	Annexure 2 for opting MOIC route not provided hence rejected as its mandatory 7	WITHOUT RAISING QUERY IT WILL BE REJECTED DIRECTLY FOR ANN 2..SO PLEASE REMOVE IF ANY PROB ATLEAST RAISE THE QUERY	Reopen & Pay	All documents available, treatment justified hence reopen & pay.
3	T0308183810643	2018/041966	19010127A - 00	750	Taslim	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID.7	WHEN PATINT DOESNOT HAVE ADHAR CARD THEN HOW TO BIOMETRIC ATTAEMPT WITHOUT ADHAR NO	Reopen & Pay	All documents available, treatment justified hence reopen & pay.
4	T1412171888535	2018/030074	19100002A - 00	750	Rukya	Annexure 2 for opting MOIC route not provided hence rejected as its mandatory 7	QUERY WAS NOT RAISED AND WITHOUT RAISED QIERY ITS DIRECTLY REJECTED BY TEAM ?	Reopen & Pay	All documents available, treatment justified hence reopen & pay.

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1	2	3	4	5	6	7	8	9	10
5	T0704182656900	2018/030075	19010127A - 00	750	Tofique	Counts of three Biometric identification attempts could not be seen in this TID. Hence rejected.7	IN ANEX 2 CLEARLYMENTIONED THE FIRST REASON WHICH PATIENT ADHAR CARD NOT MADE SO USE MOIC ROUTE THEN WHY WE NEED BIOMETRIC COUNT INGENUINE REASON OF REJECTION	Reopen & Pay	All documents available, treatment justified hence reopen & pay.
6	T1309184222589	2018/041961	19010127A - 00	750	A Sajid	Rejected -For any query Please refer to RSHAA 7	THIS IS CASE DIRECTLY REJECTED DUE TO CASES ENTER ON 13 AND 14 SEP	Rightly Rejected	Treatment not justified
7	T1604182734143	2018/033254	19010183A - 00	350	Vaseem	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. (Lack of essential documents) 7	PLEASE CLARIFY THIS THING THAT IF PATINET DOESNOT HAVE ADHAR AND ANN 2 WE SELECT FIRST OPTION WHICH IS ADHAR NOT MADE THEN WHY U NEED BIOMETRIC VERIFICATON AND COUNTING FINGER MATCH	Reopen & Pay	All documents available, treatment justified hence reopen & pay.

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1	2	3	4	5	6	7	8	9	10
8	T1206183289014	2018/041930	19010127A - 00	750	Shabanam	Hospital Not Provided Annexure 2 Hence Rejected7	WITHOUT RAISING QUERY IT WILL BE REJECTED DIRECTLY FOR ANN 2	Rightly Rejected	Treatment not justified
9	T1309184220540	2018/041973	19010127A - 00	750	Jubeda	Rejected -For any query Please refer to RSHAA 7	SOFTWARE ISSUE DUE TO ENTER THE CASE ON 13 AND 14 SEP SO REJECTED BY SOFTWARE	Rightly Rejected	Treatment not justified
10	T2501182098992	2018/030067	19010127A - 00	750	Mo Aasif	as per documents pt hospitalised less than 24 hrs7	ACCORDING DR (SURGERY) ITS ALL CASES ARE DAY CARE PROCESS THEN WHY NEED TO STAY PATIENT FOR 24 HOURS	Reopen & Pay	All documents available, treatment justified hence reopen & pay.
11	T0303182359989	2018/033290	19100002A - 01	750	Jaan Mohammed	Tid not generate with in 1h of admission 7	THIS CASE WAS EMERGENCY AND ACCORDING TO GUIDELINE WE HAVE 48 HOURS TO GENERATED TID I HAVE GENERATED AFTER 24 HOURS SO IN GENUINE QUERY	Rightly Rejected	Treatment not justified

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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	T1309184222056	2018/041967	19010127A - 00	750	Mohammed Juber	Rejected -For any query Please refer to RSHAA 7	THIS IS CASE DIRECTLY REJECTED DUE TO CASES ENTER ON 13 AND 14 SEP	Rightly Rejected	Treatment not justified
13	T0901182004675	2018/030072	19010127A - 00	750	Aksa	rejection due to inadequate duration of stay less then 24 hours7	THIS IS THE DAY CARE PROCESS ABCESS CODE IS 19010127SO NO NEED TO STAY 24 HOURS SO IT IS INGENUINE REJETION	Reopen & Pay	All documents available, treatment justified hence reopen & pay.
14	T1912171907397	2018/030069	19100002A - 00	750	hemant	As per provided Annexure 2, reason for MOIC route is "Not working finger print" which is not valid, hence rejected7	THE SECUGEN FINGER PRINT ERROR WAS RD SERVICE FAILURE SO WE USED MOIC ROUTE PLEASE JUST BCOZ OF ADMINIS & TECHNICAL REASON USED THIS PROCESS SO PLEASE CONSIDER THE CASE DUE TO ONLY THIS TECHNICAL REASON CANT BE REJECTED THIS PROCESS.	Reopen & Pay	All documents available, treatment justified hence reopen & pay.

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1	2	3	4	5	6	7	8	9	10
15	T1001182008090	2018/030066	19010127A - 00	750	Saniya	ADMIT TIME LESS THAN 24 HRS HENCE REJECTED7	THIS IS THE DAY CARE PROCESS ABCESS CODE IS 19010127 SO NO NEED TO STAY 24 HOURS SO IT IS INGENUINE REJETION	Reopen & Pay	All documents available, treatment justified hence reopen & pay.
16	T2301182084857	2018/030070	19010127A - 00	750	Mohammed Nasir	As per guidelines patient hospitalised less then 24 hours Hence REJECTED7	THIS IS THE DAY CARE PROCESS ABCESS CODE IS 19010127SO NO NEED TO STAY 24 HOURS SO IT IS INGENUINE REJETION	Reopen & Pay	All documents available, treatment justified hence reopen & pay.
17	T1309184221061	2018/041942	19010127A - 00	750	Sahida Bano	Rejected -For any query Please refer to RSHAA 7	REJECTED BY RSHAA WITHOUT ANY REASONPLEASE CONSIDER.	Rightly Rejected	Teatment not justified
18	T0405182893380	2018/030077	19100002A - 00	750	Rina	Hospital Not Provided Annexure 2 Hence Rejected 7	WITHOUT RAISE QUERY DIRECTLY REJECTED. FOR ANN 2	Rightly Rejected	Teatment not justified

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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
19	T2305196617149	2019/122864	19040040A - 00	500	Parveen	COUNT OF 3 BIOMETRIC IDENTIFICATION AND OTP ATTEMPT COULD NOT BE SEEN IN THIS TID HENCE REJECTED7	patint didnt have adhar so not possible to finger verificaton bcoz without card it cant not posible an ann 2 ...two option available first is adhar not made an d that is selected then why raised the uqry biometric attepmt.plz check and clarify	Rightly Rejected	Treatment not justified
20	T0101181960042	2018/030068	19010127A - 00	750	Shakuran	Rejection due to inadequate duration of the stay.7	THIS IS THE DAY CARE PROCESS ABCESS CODE IS 19010127SO NO NEED TO STAY 24 HOURS SO IT IS INGENUINE REJETION	Reopen & Pay	All documents available, treatment justified hence reopen & pay.
21	T2001182068387	2018/030073	19010127A - 00	750	Majid	As per guidelines patient hospitalised less then 24 hours hence REJECTED7	ACCORDING DR (SURGERY) ITS ALL CASES ARE DAY CARE PROCESS THEN WHY NEED TO STAY PATIENT FOR 24 HOURS	Reopen & Pay	All documents available, treatment justified 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
22	T0303182359989	2018/033289	19100002A - 00	750	Jaan Mohammed	Tid not generate with in 1h of admission 7	THIS CASE WAS EMERGENCY AND ACCORDING TO GUIDELINE WE HAVE 48 HOURS TO GENERATED TID I HAVE GENERATED AFTER 24 HOURS SO IN GENUINE QUERY	Rightly Rejected	Treatment not justified
23	T1204182700590	2018/030091	19100002A - 00	750	Kahsaksha Rathore	COUNTS OF THREE BIOMETRIC IDENTIFICATION ATTEMPTS AND OTP ATTEMPTS COULD NOT SEEN IN THIS TID HENCE REJECTED 7	ON ANN 2 IT IS CLEARLY MENTIONED THAT PATIENT ADHAR CARD NOT MADE SO WHY WE NEED BIOMETRIC VERIFICATION WIHTOUT HAVING ADHAR	Reopen & Pay	All documents available, treatment justified hence reopen & pay.
24	T2912171947183	2018/033276	19100002A - 00	750	Asma Bano	TID was not generated on the day of admission of patient. Hence rejected as per term & condition 7	THIS CASE WAS EMERGENCY AND ACCORDING TO GUIDELINE WE HAVE 48 HOURS TO GENERATED TID I HAVE GENERATED AFTER 24 HOURS SO IN GENUINE QUERY	Reopen & Pay	All documents available, treatment justified hence reopen & pay.

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1	2	3	4	5	6	7	8	9	10
25	T1409184233324	2018/041952	19010127A - 00	750	Bhaves	Rejected -For any query Please refer to RSHAA 7	DIRECTLY REJECTED DUE TO ENTER ON 13 AN D14 WITHOUT ANY REASON	Rightly Rejected	Teatment not justified

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