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F 8(9 ) Rejection Appeal-I 2 2 62

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| Ayushman Hospital-Dhau 6 |  |

**Ayushman Hospital-Dhau1116** 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 J P Gupta (mo bsbyraj@gmail com)
- Priti Parmar (priti parmar@newindia co in)
- Dr Alka Rajpurohit (bsbynia@gmail com)
- Dr Rajesh Goyal (ayushthehospital@rediffmail com)

बैठक में **Ayushman Hospital-Dhau1116** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 99 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    | 48          |
| 2     | Re-open & Query  | 0           |
| 3     | Rightly Rejected | 51          |

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।



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(J 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     | T2007183669197 | 2018/083162 | 19030117A<br>- 00 | 20000    | Kallo          | K wire fixation have different package so case reject7                                     | what are the different package explain. we did many cases of s/c # humerus with same package code which are approved & paid. why case rejected with wrong reason will there be any penalty on NIA.                              | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.  |
| 2     | T2304182792558 | 2018/025711 | 19030024A<br>- 00 | 3000     | Munna          | this package included in package-19030096A7                                                | there was a large wound that required special care.Nia have paid for many patients in similar conditions                                                                                                                        | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure. |
| 3     | T2705196656477 | 2019/121440 | 19030083A<br>- 00 | 1000     | sheetal prasad | this package are included on above package7                                                | sir DBR & plaster are two different packages how can be included in single claim                                                                                                                                                | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure. |
| 4     | T0702195577609 | 2019/104097 | 19030023A<br>- 00 | 7500     | Nisha          | as this pkg procedure included in above paid procedure and is the part pkg hence rejected7 | how a package of debridement can be part of CRIF procedure. there was a huge wound with massive soft tissue damage that need special attention. clinical pics already provided. this kind of wound increases cost of treatment. | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure. |

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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     | T1210198210075 | 2019/148243 | 19030123A<br>- 00 | 2000     | Geeta Ram | including above package 7                                                                                                                                             | why & how this package can be rejected, implant was removed hence package selected                                                                                                                                                       | Rightly Rejected | Claim is Rightly Rejected as booked PKG is not justified as per available documents on portal.                                                                                                                                                           |
| 6     | T2407197317261 | 2019/133515 | 19030083A<br>- 00 | 1000     | Rajkumar  | part of the above packages hence rejected7                                                                                                                            | kindly look there are 3 limbs injured, Rt. upper limb is fixed with implant, Lt. lower limb treated with close reduction & pop cast, 3rd package was for sprain of ankle Rt which was treated with POP cast, all 3 packages are separate | Reopen & Pay     | Reopen and pay as this procedure is done on other site so booked PKG is justified as per available documents on portal.                                                                                                                                  |
| 7     | T2805183138198 | 2018/051024 | 19030117A<br>- 00 | 20000    | Anuj      | As per records Aadhar card of patient is available while reason for opting MOIC route is non-availability of Aadhar hence rejected. (Misrepresentation of facts)<br>7 | patient provided adhar enrolment slip only not having adhar no, how tid can be generated with this slip only, annex 2 was given                                                                                                          | Reopen & Pay     | Reopen and settle to pay for procedure done i.e. CRIF with K wire (code-19030019 amount Rs 12000) and Patient ID and Ann2 are available and reason for opting moic route is clear and performed procedure is justified in available documents on portal. |
| 8     | T1105182965718 | 2018/051012 | 19030123A<br>- 00 | 2000     | Anshukha  | Counts of 3 biometric identification and OTP attempts could not be seen in this TID, hence rejected.7                                                                 | training for this & procedure was not given for counting of biometrics,                                                                                                                                                                  | Rightly Rejected | Claim has been rightly rejected as hospital has not provided the MDP document Procedure notes which is necessary for the booked package.                                                                                                                 |

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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     | T2509198027920 | 2019/139382 | 19030083A-00 | 1000     | Kirori Lal    | INCLUDED IN ABOVE PACKAGE 7                                                                                    | you fool. cant you see that packages are selected for different limbs 1 fot # I/T & 2 is for # olecrenon, you pls consult a psychiatrist                                                                  | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.                                                                                                                                                        |
| 10    | T2911198724210 | 2020/157963 | 19030125A-00 | 3000     | Raghuvir      | it is include 19030116A-00 package hence rejected7                                                             | how it can be a part of package no 19030116, this type of claim for Tid No T 0310198120769 ia paid by you for both packages                                                                               | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.                                                                                                                                                        |
| 11    | T2608197676665 | 2019/136706 | 19030024A-00 | 3000     | Ramesh        | already included in above pkg hence rejected 7                                                                 | initially claim approved on 4th sept by Gaurav Sat than rejected why, Can see in CST. why this claim is rejected, finger was amputated while there was wound in palm & how it can be a part of amputation | Rightly Rejected | Claim has been rightly rejected as hospital has not provided the MDP document Clinical Photo which is necessary for the booked package.                                                                                                |
| 12    | T0604182651135 | 2018/051008 | 19030120A-00 | 18000    | Bharat        | Hence claim rejected Bio-Metric non identification reason not mentioned on Annexure II. Hence claim rejected.7 | it was not in our knowledge, we can provide this now                                                                                                                                                      | Reopen & Pay     | Reopen and Pay as Patient ID is available and Booked PKG is justified in available documents on portal.                                                                                                                                |
| 13    | T1110198208397 | 2019/151648 | 19030062A-00 | 20000    | Mohan Prakash | Claim approved for 190300457                                                                                   | how this case can be converted to other package, surgery was done by open method & tansion band wiring was not done                                                                                       | Reopen & Pay     | Reopen and resettle to pay booked procedure as Open Reduction AND Internal Fixation (Large Bone) procedure is done, not TBW, as per provided OT notes and Post X-ray and booked PKG is justified as per available documents on portal. |

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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                                                                                                                                                        |
| 14    | T0509184140885 | 2018/051007 | 19030023A<br>- 00 | 7500     | Rambabu<br>Meena  | as per documents this package included in below package hence rejected7 | picture shows there was huge wound, everything (capsule, tenon, bone ,retinaculum ) was cut & routinely for this kind of surgeries repair of all these are not required, It was required for this case . | Rightly<br>Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                                                          |
| 15    | T0608183838399 | 2018/051009 | 19030024A<br>- 00 | 3000     | Bachchu<br>Singh  | included in above pkg7                                                  | there was crushing of finger and debridement was required                                                                                                                                                | Rightly<br>Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                                                          |
| 16    | T1508183938387 | 2018/051016 | 19030040A<br>- 00 | 12000    | Jitendra<br>Kumar | CLINICAL PHOTO NOT PROVIDED BY HOSPITAL..7                              | full body picture of patient was taken , pic was uploaded in reply of query also                                                                                                                         | Rightly<br>Rejected | Rightly Rejected as Fasciotomy with ORIF done but booked CRIF and Fasciotomy separately but CRIF is already paid so this PKG is not payable additionally. |
| 17    | T2606196990430 | 2019/136705 | 19030067A<br>- 00 | 21000    | Seeta Bai         | hospital not provide pre xray film 7                                    | claim submitted on 27th June is rejected on 19 th September, You never asked for pre op xray in query, what you asked was answered                                                                       | Rightly<br>Rejected | Claim has been rightly rejected as hospital has not provided the MDP document Pre OP X-ray which is necessary for the booked package.                     |

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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                                                                                                                                    |
| 18    | T1511184820857 | 2018/083157 | 19030120A<br>- 00 | 18000    | Neelam       | as per rfp at the time of admission live photo not provide ,hence rejected7 | we still do not understand exact meaning of emergency mode as this patient was brought by neighbor,no money no card was available at that time, she told H/O fall from stairs & actually she was assaulted by her husband. on day of admission she was not able to speak properly & was frightened, emergency tid with her name was generated when she was asked about Ration wheat at 2 rs/kg. is this is the result of HUMANITY? | Reopen & Pay     | Reopen and pay as Admission Photo of Pre Auth date is available and booked Package is justified as per available documents on portal. |
| 19    | T1708183959303 | 2018/083168 | 19100002A<br>- 00 | 750      | Rakesh Singh | patient stay less than 24 hours ,hence rejected7                            | patient went lama, it was not possible to keep him under custody.                                                                                                                                                                                                                                                                                                                                                                  | Rightly Rejected | Claim has been rightly rejected as patient stay is less than 24 hrs on this booked day.                                               |

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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                                                                                                                                    |
| 20    | T2702195761804 | 2019/110757 | 19030024A<br>- 00 | 3000     | Ravindra | this package already done with above package7                                | sir, for this case debridement of avulsed heel pad was also done along with debridement of wound on foot. How DBR of heel can be included in other package. This package is not selected for DBR of foot.                                | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                                      |
| 21    | T1511184822515 | 2019/096447 | 19030089A<br>- 00 | 2000     | Laxman   | as per rfp, live photo at the time of admission not provide hence rejected 7 | what is the mean of emergency. patient came without cards treatment required was given on time after getting card verification & other formalities done pre & post pictures taken on time                                                | Reopen & Pay     | Reopen and pay as Admission Photo of Pre Auth date is available and booked Package is justified as per available documents on portal. |
| 22    | T0408197437627 | 2019/136702 | 19030083A<br>- 00 | 1000     | Roshan   | as per documents this package included in above package hence rejected7      | there is # of Medial malleolus on Lt. side for which pop cast applied & package selected Other package selected for surgery, while you are rejecting claims for smaller mistake than how you can do blunders & why you are not penalized | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.                                                       |

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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                                                                                                                                                                            |
| 23    | T1308197534977 | 2019/140723 | 19030075A<br>- 00 | 18000    | Vikash    | hospital not provide post xray film hence case rejected<br>7                                                 | there was no need of post op xray in a case op synovectomy hence post op xray not done. in your query you did'nt asked for this .                                                                                                                                      | Reopen & Pay | Reopen and pay as OT notes and CT report are available and Post OP X-ray is not required for this procedure and booked PKG is justified as per available documents on portal. |
| 24    | T1908183974785 | 2018/051018 | 19030019A<br>- 00 | 12000    | Varsha    | Counts of 3 biometric non Identification and OTP attempts could not be seen in this TID, Hence rejected<br>7 | cst clearly shows IT failure count is 11, why this claim rejected .                                                                                                                                                                                                    | Reopen & Pay | Reopen and Pay as Patient ID and Ann2 are available and Booked PKG is justified in available documents on portal.                                                             |
| 25    | T0610184448140 | 2018/083160 | 19030053A<br>- 00 | 18000    | Rishikesh | as per RFP pt live photo at the time of admission not provided hence rejected7                               | what is the mean of emergency, patient came with h/o fall from tractor trolley at 8 pm, no family member, no card no money was available. in morning after getting card case was converted, where is the fault. why no query was asked. is there any mean of HUMANITY? | Reopen & Pay | Reopen and pay as Admission Photo of Pre Auth date on second day is available and booked Package is justified as per available documents on portal.                           |



| 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                                                                                                                         |
| 26    | T0207183481149 | 2018/083164 | 19030019A<br>- 00 | 12000    | Pavan<br>Kumar | there is discrepancy in discharge date in discharge summary and discharge patient photo hence rejected7 | we accept dod is mistakenly written but as per your system patient was discharged on 3rd pic was taken on 3rd. human error can occur why not asked for corrected D/S. nia is making error here as both pic are of same person. will nia get penalized for this. | Reopen & Pay     | Reopen and pay as DOD is verified in other provided DOCS and booked PKG is justified as per available documents on portal. |
| 27    | T0309184118416 | 2018/051006 | 19030024A<br>- 00 | 3000     | munshilal      | THIS PACKAGE IS NOT APPLICABLE WITH ABOVE PACKAGE7                                                      | wound was at different site at proximal 3rd of leg while # is of lower 3rd. why this package is there in package list.                                                                                                                                          | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                           |
| 28    | T1409184231095 | 2018/083156 | 19030083A<br>- 00 | 1000     | Ritika         | Rejected -For any query Please refer to RSHAA 7                                                         | why we have to appeal for this case , at this date nia refused claims, why NIA is not getting penalized for this foolish character.                                                                                                                             | Rightly Rejected | Rightly Rejected as this PKG is already reopened and paid as observed in case status tracker.                              |
| 29    | T2306183399921 | 2018/051022 | 19030024A<br>- 00 | 3000     | Bhuri Singh    | this is already included in the above package hence rejected7                                           | dbr was necessary, how it can be rejected                                                                                                                                                                                                                       | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                           |

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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                                                                                                            |
| 30    | T2408197649114 | 2019/140724 | 29030023A<br>- 00 | 10000    | Sarvati        | as per documents hospital not provide post x-ray ,hence case rejected<br>7                           | in case of implant removal to be followed by fixation in same sitting post removal of implant xray is not needed & is not possible, it require shifting of patient to xray room during anesthesia that is against ethics. earlier claim for tidT0308197426322, T1107197165437, T2606196991456, T1706196889277 T1907197252414 is paid in similar condition without post implant removal xray | Rightly Rejected | Claim has been rightly rejected as multiple TIDs during same admission is not allowed.                        |
| 31    | T3005183160577 | 2018/051025 | 19030123A<br>- 00 | 2000     | Bharat         | Counts of 3 Biometric identification and OTP attempts could not be seen in this TID, hence rejected7 | was not aware about this issue                                                                                                                                                                                                                                                                                                                                                              | Reopen & Pay     | Reopen and pay as Photo ID is available and booked Package is justified as per available documents on portal. |
| 32    | T1411198554253 | 2019/151651 | 19030023A<br>- 00 | 7500     | Bhagawan Singh | included in above package 7                                                                          | there are multiple wounds, bone coming out debridement is must to do for limb saving                                                                                                                                                                                                                                                                                                        | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                              |

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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                                                                                                                                |
| 33    | T2212171919649 | 2018/025716 | 19020011A<br>- 00 | 3000     | rajkumari  | discrepancy of documents hence rejected7                       | query was asked for annx 2 & ot notes. By mistake of margdarshak wrong id uploaded. nia may have asked for id                                                                                                             | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                                  |
| 34    | T0807197130567 | 2019/133516 | 19030024A<br>- 00 | 3000     | Ramavtar   | part of another blocked package 7                              | have you ever looked at clinical pic, there was massive wound, ligament , menisci was injured that was also treated at same time by us without using any claim package still this package is rejected by you .....rubbish | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                                  |
| 35    | T1012198809772 | 2020/157961 | 19030122A<br>- 00 | 5000     | Jayprakash | after query hospital not proper pt discharge summary,rejected7 | kindly use your eyes & little amount of brain, proper d/s submitted in reply of query even tou did not asked for this,                                                                                                    | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.                                                   |
| 36    | T0203182355439 | 2018/037672 | 19030083A<br>- 00 | 1000     | Kallo      | provide post operative x-ray of kallo not other pt 7           | xray provided in query                                                                                                                                                                                                    | Rightly Rejected | Claim has been rightly rejected as hospital has not provided the MDP document OT notes which is necessary for the booked package. |

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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                                                                                     |
| 37    | T0905196458521 | 2019/121439 | 19030083A<br>- 00 | 1000     | Nekram          | included in above pkg<br>hence rejected 7      | sir both limbs were<br>fractured out of<br>which one was<br>operated & other<br>was treated with<br>plaster how a case<br>of plaster of one limb<br>can get include for<br>claim of surgery of<br>other limb | Reopen &<br>Pay     | Reopen and pay as booked PKG is<br>justified as per available documents<br>on portal.  |
| 38    | T1604182733524 | 2018/025680 | 19030096A<br>- 00 | 21000    | Santo<br>Kumari | null7                                          | query asked by nia<br>for ot notes & BT<br>stickers not for<br>clinical pictures.<br>Package for BT was<br>not selected by us<br>still query asked for<br>this. we can provide<br>clinical pic               | Rightly<br>Rejected | Rightly Rejected as this PKG is<br>already paid as observed in case<br>status tracker. |
| 39    | T2212171919649 | 2018/025717 | 19020017A<br>- 00 | 11000    | rajkumari       | discrepancy of<br>documents hence<br>rejected7 | query was asked for<br>annx 2 & ot notes.<br>By mistake of<br>margdarshak wrong<br>id uploaded.<br>nia may have asked<br>for id                                                                              | Reopen &<br>Pay     | Reopen and pay as booked PKG is<br>justified as per available documents<br>on portal.  |

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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                                                                              |
| 40    | T2505183110109 | 2018/058197 | 19030062A<br>- 00 | 20000    | Sachin     | as per rep live photo at the time of admission and is not provided. hence case rejected<br>7 | this patient was admitted on 23 may, card status was N/A, patient agreed for treatment with payment. on 25th may before discharge of patient card was again presented & status found NFSA. we were not aware/trained for emergency method of admission hence tid couldn't generated with this method. to provide benefits of this nobel scheme tid generated on 25th. you can ask about this to family members | Rightly Rejected | Rightly Rejected as TID is generated late.                                      |
| 41    | T3001195500748 | 2019/104096 | 19030062A<br>- 00 | 20000    | rajbahadur | In Post X-ray This package Not Show So case Has Reject7                                      | crif was attempted but orif needed, already mentioned in ot notes. We acheived anatomical reduction & # is not perceptible in post op Xray. it is clearly evident in pre op xray. Kya accha kam karna gunah he KINDLY REPLY.                                                                                                                                                                                   | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal. |

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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                                                                                                                                         |
| 42    | T1404182719995 | 2018/037662 | 19030083A<br>- 00 | 1000     | Nasreen           | Not provide ot notes7                                                                                              | ot notes provided still<br>case rejected                                                                                                                                                                                                                                            | Rightly<br>Rejected | Claim has been rightly rejected as<br>hospital has not provided the MDP<br>document OT notes which is<br>necessary for the booked package. |
| 43    | T0606196776600 | 2019/136704 | 19030009A<br>- 00 | 18000    | Samokhan<br>Singh | As per OT notes<br>package should be<br>selected code<br>29030018 so consider<br>wrong package<br>selection .<br>7 | claim submitted on<br>7th June rejected on<br>5th September, Till<br>now all claim for this<br>selected package<br>are paid, even after<br>this claim all claim<br>are paid then why<br>this rejected, what is<br>your intention.<br>Package rates are<br>same work done is<br>same | Reopen &<br>Pay     | Reopen and pay as booked PKG is<br>justified as per available documents<br>on portal.                                                      |
| 44    | T2810198376511 | 2019/148247 | 19030023A<br>- 00 | 7500     | Divaeelal         | included in<br>19030005A7                                                                                          | how & why it can be<br>rejected, there is<br>blast injury, whole<br>hand is open, where<br>dbr package is<br>applicable, is this<br>package reserved<br>for analyzer                                                                                                                | Reopen &<br>Pay     | Reopen and pay as booked PKG is<br>justified as per available documents<br>on portal.                                                      |

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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                                                                                      |
| 45    | T1505196528236 | 2019/121435 | 19030062A<br>- 00 | 20000    | Chandri      | clear discharge summary and xray film not provided 7        | what rubbish? notes d/s summery, pre/post op xrays are clearly readable, query was asked for indication for surgery by you, you are asking for clear notes & d/s summery for almost every claim submitted to you by us but was not asked for this claim than why this claim rejected, | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.         |
| 46    | T1408183927166 | 2018/037666 | 19100002A<br>- 00 | 750      | Lognshri     | after query,hospital not provide annex -7 ,hence rejected 7 | there was no need of annx 7, still provided in query still case rejected                                                                                                                                                                                                              | Rightly Rejected | Claim has been rightly rejected as patient stay is less than 24 hrs on this booked day. |
| 47    | T1605183013843 | 2018/051017 | 19030123A<br>- 00 | 2000     | Ramesh Chand | KINDLY PROVIDE PRE X RAY7                                   | pre & post xray was uploded , because software xray got overwrite, xray was sent also for reply of query                                                                                                                                                                              | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.         |
| 48    | T2707197344850 | 2019/133514 | 19030023A<br>- 00 | 7500     | Omveer       | both pkg are on same site hence rejected7                   | kindly look at clinical pic. whole length of leg has wound which was grossly contaminated, other surgery was for crif of lateral malleolus which was not a part of this wound                                                                                                         | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.         |

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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                                                                                                                      |
| 49    | T0506196760495 | 2019/136703 | 19030067A<br>- 00 | 21000    | Hotam         | As per X-ray film Osteotomy not seen hence rejected 7                         | Dr Nisha. Only blind eyes cant see osteotomy in post op xray, There is clearly shown osteotomy on post op xray, we know you are rejecting cases with mal intentional, again how a claim submitted on 6th June and query answered on 16 th June rejected on 2nd sept. This is shameful on NIA. | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.                                         |
| 50    | T1507197210442 | 2019/139381 | 19030024A<br>- 00 | 3000     | Esvari Devi   | this package include in 19030062A-00 7                                        | wound was infected & large , t required specific treatment                                                                                                                                                                                                                                    | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                        |
| 51    | T0212198746138 | 2019/151641 | 19030042A<br>- 00 | 18000    | Sahab Singh   | Already paid in other approved pkg, as given clarification is not justified.7 | now nothing can satisfy you as you are on cheating, what else you not to justify. we did this surgery separately                                                                                                                                                                              | Reopen & Pay     | Reopen and pay as this procedure is done on other site so booked PKG is justified as per available documents on portal. |
| 52    | T1204182702857 | 2018/025651 | 19030083A<br>- 00 | 1000     | Narayan Singh | COVERED UNDER PACKAGE CODE 19030020A-007                                      | both limb of patient was fractured, one limb was operated & plastered, second limb was treated with plaster.                                                                                                                                                                                  | Reopen & Pay     | Reopen and pay as this procedure is done on other limb so booked PKG is justified as per available documents on portal. |
| 53    | T2105183064769 | 2018/051020 | 19100002A<br>- 00 | 750      | Bacchu Singh  | pt.stay in hospital less than 24 hrs hence case rejected 7                    | patient went LAMA , how hospital can hold patient against his will                                                                                                                                                                                                                            | Rightly Rejected | Claim has been rightly rejected as patient stay is less than 24 hrs on this booked day.                                 |

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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                                                                                                                                                                       |
| 54    | T1411184801856 | 2019/096445 | 19030084A<br>- 00 | 1500     | Kalyan      | post opp xray confirming pkg done not provided hence rejected 7  | patient was admitted for close reduction of hip that was unsuccessful than hip was reduced by open method there was no need of implant fixation in hip only skeleton traction was needed. this case was discussed to Rajendr prasad sir before doing procedure. this was necessary to save his limb | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                                                                         |
| 55    | T1805196554277 | 2019/121436 | 19030117A<br>- 00 | 20000    | Ditin       | clear discharge summary , ot notes and x-ray film not provided 7 | pre/post xray, d/s ot notes are clear & are readable cases are getting rejected without any reason, you are asking same query for every claim submitted by us                                                                                                                                       | Reopen & Pay     | Reopen and settle to pay for procedure done i.e. CRIF with K wire (code-19030019 amount Rs 12000) and performed procedure is justified in available documents on portal. |
| 56    | T0308183808058 | 2018/025742 | 19030083A<br>- 00 | 1000     | Kailashiram | includ in abov pkg7                                              | there was history of fall again that's why implant was removed & plaster application was necessary                                                                                                                                                                                                  | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.                                                                                          |
| 57    | T1910184572228 | 2018/083166 | 19020011A<br>- 00 | 3000     | Nabal Daei  | pt wrong name on discharge summery hence rejected 7              | wrong d/s summery uploaded by margdarshak, other docs are correct, query may be asked for this by nia                                                                                                                                                                                               | Rightly Rejected | Claim has been rightly rejected as hospital has not provided the MDP document Discharge Summary of booked patient which is necessary for the booked package.             |

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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                                                                                                                      |
| 58    | T2101195416773 | 2019/107243 | 19030067A<br>- 00 | 21000    | Ratan Singh | as per provided x-ray fixation done , hence rejected for wrong package selection.7 | pre xray & all doc shows that # was 3 month old & malunited hence Osteotomy was needed. we did osteotomy & result was excellent & we got punishment of rejection. Its harassing | Reopen & Pay | Reopen and pay as booked PKG is justified as per available documents on portal.                                         |
| 59    | T0407183507599 | 2018/025729 | 19030088A<br>- 00 | 600      | Niroti      | this package is already included in the previous one hence rejected7               | how a case of strapping of rib can be part of hip region surgery or surgery of olecrenon. This is different procedure                                                           | Reopen & Pay | Reopen and pay as this procedure is done on other site so booked PKG is justified as per available documents on portal. |

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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                                                                              |
| 60    | T1011184770757 | 2018/083159 | 19030062A<br>- 00 | 20000    | Patiram | as per document patient admitted on 10/11/2018 and provide admission time live photo is of 13/11/2018,as per RFP live photo at time of admission is not provided hence rejected<br>7 | what is exact meaning of emergency mode as this patient was meat an accident 300 km away & brought by villagers working at same place with contribution of money, card was not available at that time because family member was not available. on day of admission emergency tid with his name was generated, 2nd day his card was found N/A that became NFSA on 13th after approaching at atal sewa kendr. is this is the result of HUMANITY? | Rightly Rejected | Claim has been rightly rejected as rejection remark is right.                   |
| 61    | T1703182477870 | 2018/025624 | 19030053A<br>- 00 | 18000    | Mukesh  | As per discharge summary Hip Region Surgery (ORIF with DHS) for NOF # done without BSBY scheme. Hence Rejected.7                                                                     | for # basal neck femur only selected package is appropriate, no other package is there for this.for this type of fracture, DHS fixation is standard treatment                                                                                                                                                                                                                                                                                  | Rightly Rejected | Rightly Rejected as TID is generated late and Detailed OT Notes not provided.   |
| 62    | T2002195700725 | 2019/107244 | 19030125A<br>- 00 | 3000     | omdev   | Include Above pkg hence rejected 7                                                                                                                                                   | how a case of close reduction of joint can be apart of orif.                                                                                                                                                                                                                                                                                                                                                                                   | Rightly Rejected | Rightly Rejected as procedure is done on same site so not payable additionally. |

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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                                                                                                                                        |
| 63    | T1511184820857 | 2018/083158 | 19030125A-00 | 3000     | Neelam      | as per rfp at the time of admission live photo not provide ,hence rejected7 | we still do not understand exact meaning of emergency mode as this patient was brought by neighbor,no money no card was available at that time, she told H/O fall from stairs & actually she was assaulted by her husband. on day of admission she was not able to speak properly & was frightened, emergency tid with her name was generated when she was asked about Ration wheat at 2 rs/kg. is this is the result of HUMANITY? | Reopen & Pay     | Reopen and pay as Admission Photo of Pre Auth date is available and booked Package is justified as per available documents on portal.     |
| 64    | T1408197540181 | 2019/148244 | 19030061A-00 | 12000    | Kamala Devi | as per documents wrong package selection hence claim rejected7              | package slected properly, why rejected.                                                                                                                                                                                                                                                                                                                                                                                            | Rightly Rejected | Claim is Rightly Rejected due to wrong PKG selection as PKG of ORIF of joint is booked and PKG of CRIF is done as per available OT Notes. |

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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                                                                                                                                           |
| 65    | T1607183624241 | 2018/028434 | 19030023A<br>- 00 | 7500     | Rambharoshi   | this package included in the first one7                                | we have mentioned & pictures shows that wound was large with almost 1/2 of length of bones were exposed. why this package is given in list, for NIA person only                            | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                                             |
| 66    | T2006183366964 | 2018/083077 | 19030117A<br>- 00 | 20000    | Horilal       | hospital not provide anexure -2 ,hence case rejected7                  | query not asked                                                                                                                                                                            | Rightly Rejected | Claim has been rightly rejected as hospital has not provided the MDP document ANN-2 and ID proof which are necessary for the booked package. |
| 67    | T0904182670831 | 2018/051011 | 19030123A<br>- 00 | 2000     | Rambara       | AFTER QUERY ESSENTIAL DOCUMENT POST X-RAY NOT PROVIDED,HENCE REJECTED7 | post op xray was uploaded at time of discharge & in response of query but because of software problem it was getting overwrite by pre xray                                                 | Rightly Rejected | Claim has been rightly rejected as hospital has not provided the MDP document Post OP X-ray which is necessary for the booked package.       |
| 68    | T1006183272764 | 2018/025754 | 19030083A<br>- 00 | 1000     | Karan Singh   | PAYABLE IN ABOVE PACKAGE7                                              | how # of hand bone can be payable in case of # femur                                                                                                                                       | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.                                                              |
| 69    | T1110198208397 | 2019/151649 | 19030126A<br>- 00 | 10000    | Mohan Prakash | As per MDP hospital not provide MRI report.7                           | in case of open & traumatic tendon injuries nowhere mri is needed, mri is a diagnostic tool only when diagnosis is evident with open eyes than mri will can be asked only by evil like you | Rightly Rejected | Claim has been rightly rejected as hospital has not provided the MDP document MRI which is necessary for the booked package.                 |

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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                                                                                                                                                                 |
| 70    | T1411184801856 | 2019/096444 | 19030053A<br>- 00 | 18000    | Kalyan   | post opp xray confirming pkg done not provided hence rejected 7                                                | patient was admitted for close reduction of hip that was unsuccessful than hip was reduced by open method there was no need of implant fixation in hip only skeleton traction was needed. this case was discussed to Rajendr prasad sir before doing procedure. this was necessary to save his limb | Reopen & Pay | Reopen and pay as booked PKG is justified as per available documents on portal.                                                                                    |
| 71    | T2505183105820 | 2018/025692 | 19030083A<br>- 00 | 1000     | Nado     | Already paid in approved 19030014 pkgs, as claim is not payable for each step of surgery. Hence Rejected.<br>7 | all packages selected for different procedures, no one includes other                                                                                                                                                                                                                               | Reopen & Pay | Reopen and pay as booked PKG is justified as per available documents on portal.                                                                                    |
| 72    | T1404182723201 | 2018/051014 | 19030096A<br>- 00 | 21000    | Devendra | annex 2 is not provided hence rejected7                                                                        | issue of annx/biometric was not known to us, No query asked by NIA                                                                                                                                                                                                                                  | Reopen & Pay | Reopen and Pay as TID is generated late but with valid reason and valid ID Proof is provided and booked Package is justified as per available documents on portal. |
| 73    | T2008183986116 | 2018/051019 | 19030112A<br>- 00 | 1050     | Rinku    | not provide OT notes, pre & post x ray , hence rejected7                                                       | ot notes & xray was already given, can be seen in CST. there was no need of post xray as no close or open reduction or surgery was done                                                                                                                                                             | Reopen & Pay | Reopen and pay as procedure notes and pre X-ray are provided and booked PKG is justified as per available documents on portal.                                     |

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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                                                                                                                                                                                   |
| 74    | T0912185042156 | 2019/096443 | 19030117A<br>- 00 | 20000    | Rahul   | PRE AND POST<br>X-RAY NOT<br>PROVIDED.7                                                                              | pre & post op xray<br>are already provided<br>(but how a blind<br>person can see this)                                                                                                                                                 | Reopen &<br>Pay     | Reopen and settle to pay for<br>procedure done i.e. CRIF with K wire<br>(code-19030019 amount Rs 12000)<br>and performed procedure is justified<br>in available documents on portal. |
| 75    | T1404182719995 | 2018/037661 | 19030053A<br>- 00 | 18000    | Nasreen | Not provide ot notes7                                                                                                | ot notes provided still<br>case rejected                                                                                                                                                                                               | Rightly<br>Rejected | Claim has been rightly rejected as<br>hospital has not provided the MDP<br>document OT notes which is<br>necessary for the booked package.                                           |
| 76    | T1505196530242 | 2019/121437 | 19030023A<br>- 00 | 7500     | Sooraja | included in above pkg7                                                                                               | sir as clinical pic<br>shows that heel was<br>almost completely<br>avulsed that was<br>grossly<br>contaminated &<br>required major<br>debridement & was<br>done accordingly this<br>claim can not be<br>rejected b/c of this<br>reason | Rightly<br>Rejected | Rightly Rejected as this PKG was<br>booked along with fracture<br>fragments-excision which is already<br>paid having same claim amount so it<br>is not payable additionally.         |
| 77    | T1506183320448 | 2018/037654 | 19030120A<br>- 00 | 18000    | Rampati | hospital not provide<br>pre and post op. x-ray<br>of pkg code<br>19030120A-00 hence<br>case rejected 7               | xray already<br>provided before<br>query & in response<br>of query, still case<br>rejected                                                                                                                                             | Reopen &<br>Pay     | Reopen and pay as Pre and Post OP<br>X-ray are available and booked<br>Package is justified as per available<br>documents on portal.                                                 |
| 78    | T2507183713860 | 2018/051023 | 19030123A<br>- 00 | 2000     | asami   | Counts of 3 Biometric<br>identification and OTP<br>attempts could not be<br>seen in this TID hence<br>Rejected.<br>7 | cst clearly shows<br>count of 8                                                                                                                                                                                                        | Reopen &<br>Pay     | Reopen and pay as 8 biometric count<br>is seen on portal and booked<br>Package is justified as per available<br>documents on portal.                                                 |

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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                                                                                      |
| 79    | T0408197432886 | 2019/139385 | 19030024A<br>- 00 | 3000     | Ratan Singh | this package including above package 7                                                      | wound is large & need treatment separately, when you don't no the importance than why this package is given in list. is this package reserved for trauma suffering you. | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.        |
| 80    | T0609184146767 | 2018/083165 | 19100002A<br>- 00 | 750      | Shivsingh   | As per RFP live photo at the date of discharge or lama is not provided, hence rejected<br>7 | both photos afre provided. is there any penalty for Nla for wrong rejection of claims?                                                                                  | Rightly Rejected | Claim has been rightly rejected as patient stay is less than 24 hrs on this booked day. |
| 81    | T2408184027483 | 2018/090247 | 19100002A<br>- 00 | 750      | ravi        | inadequate duration of stay (less than 24 hours),hence case rejected<br>7                   | patient went LAMA, how patient can be kept admitted against his/her will                                                                                                | Rightly Rejected | Claim has been rightly rejected as patient stay is less than 24 hrs on this booked day. |
| 82    | T0902195596333 | 2019/104098 | 19030125A<br>- 00 | 3000     | Pradeep     | Include above pkg hence rejected 7                                                          | how a case of dislocation can be a part of # of olecraon there are two different packages in given package list there is no combo package for this type of injuries.    | Rightly Rejected | Rightly Rejected as procedure is done on same site so not payable additionally.         |

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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                                                                                                                                                           |
| 83    | T0112184968924 | 2018/089477 | 19020011A<br>- 00 | 3000     | Indrajit     | as per enclosed documents this procedure not done 7                              | this procedure was done, by mistake procedure notes was not completely written and uploaded by margdarshak, no query asked by NIA. we noticed this mistake just after submitting the claim & was waiting for query to correct our mistake | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                                                             |
| 84    | T0412185002800 | 2019/096442 | 19100002A<br>- 00 | 750      | Krishn Kumar | as per RFP live photo at time of LAMA DISCHARGE is not provided hence rejected 7 | photo is already there , blind can't see                                                                                                                                                                                                  | Rightly Rejected | Claim has been rightly rejected as patient stay is less than 24 hrs on this booked day.                                                                      |
| 85    | T1910184572228 | 2018/083167 | 19020017A<br>- 00 | 11000    | Nabal Daei   | pt wrong name on discharge summery hence rejected 7                              | wrong d/s summery uploaded by margdarshak, other docs are correct, query may be asked for this by nia                                                                                                                                     | Rightly Rejected | Claim has been rightly rejected as hospital has not provided the MDP document Discharge Summary of booked patient which is necessary for the booked package. |
| 86    | T2507183718585 | 2018/037648 | 19030019A<br>- 00 | 12000    | Sahil        | HOSPITAL NOT PROVIDED PRE XRAY WITH THE NAME OF PT. ON THE XRAY,HENCE REJECTED7  | xray with name of patient was provided, still case rejected                                                                                                                                                                               | Reopen & Pay     | Reopen and pay as Pre OP X-ray with patient name is available and booked Package is justified as per available documents on portal.                          |

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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                                                                                                                      |
| 87    | T1303182438188 | 2018/025640 | 19030088A<br>- 00 | 600      | Rambabu     | A package covers all the different steps of procedure, so this pkg is not payable with pkg 190300197       | how a package for # clavicle treatment can get covered under package of # patella or # lower end of radius, clavicle has its own identity & its # need proper treatment | Reopen & Pay     | Reopen and pay as this procedure is done on other site so booked PKG is justified as per available documents on portal. |
| 88    | T0403195808828 | 2019/110758 | 19030024A<br>- 00 | 3000     | Pushpendra  | as per enclosed document pre & post op clinical photo not provided hence claim rejected7                   | sir you didn't asked for clinical pic in your query                                                                                                                     | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                        |
| 89    | T0705182922908 | 2018/025687 | 29030023A<br>- 00 | 10000    | Vinod       | Not parable with above approved pkg as claim is not payable fir each step of a procedure. Hence rejected.7 | teritary procedure was done only after authorisation given by nia, surgery was not possible witout doing this. Nia have paid earlier for many similar cases             | Rightly Rejected | Rightly Rejected as patient was admitted after 5 days of TID creation which is not allowed.                             |
| 90    | T1112198817146 | 2019/151650 | 19030122A<br>- 00 | 5000     | Bhero Singh | wrong side k wire removal in procedure notes hence case rejected 7                                         | it was by mistake, even you didn't asked in query as you have asked for many cases                                                                                      | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.                                         |
| 91    | T1209197879623 | 2019/139384 | 19100002A<br>- 00 | 750      | Raampal     | procedure done in general ward,hence rejected7                                                             | we attempted for implant removal, t hat was unsuccessful, hence package for day care selected                                                                           | Reopen & Pay     | Reopen and pay as procedure was aborted so booked PKG is justified as per available documents on portal.                |

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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                                                                                                                                    |
| 92    | T1511184822515 | 2019/096446 | 19030088A<br>- 00 | 600      | Laxman   | as per rfp, live photo at the time of admission not provide hence rejected 7        | already photo is there, card was not available at time when patient admitted with emergency mode                                                                        | Reopen & Pay     | Reopen and pay as Admission Photo of Pre Auth date is available and booked Package is justified as per available documents on portal. |
| 93    | T0711198481785 | 2019/151647 | 19030057A<br>- 00 | 13000    | Prachi   | overwriting on doa and doo in each and every document hence case is not justified 7 | it was by mistake surgery was done in emergency, by mistake doa & doo written wrong that was corrected at time of discharge                                             | Rightly Rejected | Rightly Rejected as there is overwriting in DOA and DOO in documents without Cutting Attested initials.                               |
| 94    | T2604182821109 | 2018/025706 | 19030120A<br>- 00 | 18000    | dipchand | as per documents- block package not done hence case rejected 7                      | after attending meeting for appeal for rejected cases on 25th Apr there was huge no of surgeries, mistake during writing notes happened. in place of crif we wrote orif | Rightly Rejected | Claim is Rightly Rejected due to wrong PKG selection as PKG of CRIF is booked and PKG of ORIF is done as per available OT Notes.      |

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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                                                                                                                         |
| 95    | T0609184147221 | 2018/089372 | 19030065A<br>- 00 | 10000    | Kamla<br>Kumari<br>Meena | late TID generation7                                                                                                                      | tid generatedb on time, there was deficit of fund hence application submitted for same. your software not allowed admission with deficit of fund. fund enhancement approved on 10th than patient admitted on 11th. why NIA is not getting penalized for such kind of foolish rejections? should we stop taking this kind of patients? | Reopen & Pay     | Reopen and pay as reason for late admission is valid and booked Package is justified as per available documents on portal. |
| 96    | T1306183297904 | 2018/051013 | 19030123A<br>- 00 | 2000     | laxmi                    | TID generated through MOIC route and Annexure-II not provided, hence rejected (In case of MOIC route and non-availability of Annexure-2)7 | for this patient earlier claim with tid T1105182969201 was paid by you while tid generated with same procedure, we were not aware for annx 2 procedure/biometric count                                                                                                                                                                | Reopen & Pay     | Reopen and pay as booked PKG is justified as per available documents on portal.                                            |
| 97    | T0608183843435 | 2018/051010 | 19030024A<br>- 00 | 3000     | Prahalad                 | NOT PAYABLE WITH 19030126A-00 BLOCK PACKAGE FOR THE SAME SITE HENCE REJECTED 7                                                            | as picture shows there was cut of muscle, tendon & other soft tissue not only tendon was cut & DBR was necessary                                                                                                                                                                                                                      | Rightly Rejected | Claim has been rightly rejected as booked PKG is included in approved procedure.                                           |

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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                                                                                                               |
| 98    | T1609197912000 | 2019/139383 | 19030083A<br>- 00 | 1000     | Naval Kishor<br>Bansal | this pkg is included in<br>upper mention pkg<br>hence rejected7                              | how a package for #<br>radius can be<br>included in package<br>for # patella, kindly<br>consult a good<br>phycian                             | Reopen &<br>Pay     | Reopen and pay as booked PKG is<br>justified as per available documents<br>on portal.                            |
| 99    | T0711198481785 | 2019/151643 | 19030013A<br>- 00 | 7000     | Prachi                 | overwriting on doa and<br>doo in each and every<br>document hence case<br>is not justified 7 | it was by mistake<br>surgery was done in<br>emergency, by<br>mistake doa & doo<br>written wrong that<br>was corrected at<br>time of discharge | Rightly<br>Rejected | Rightly Rejected as there is<br>overwriting in DOA and DOO in<br>documents without Cutting Attested<br>initials. |

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