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TAGORE HOSPITAL n RESEARCH INSTITUTE-Jaip 36

TAGORE HOSPITAL n RESEARCH INSTITUTE-Jaip136 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 13/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr santosh kumar (dr.santosh.physician@gmail.com)
- Mr Aditya Garg (aditya.garg@newinda.co.in)
- Sh Dipesh (thri@doctor.com)

बैठक में **TAGORE HOSPITAL n RESEARCH INSTITUTE-Jaip136** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 38 क्लेम के लिए प्रस्तुत अपील पर विचार किया गया। बीमा कंपनी एवं राजस्थान स्टेट हेल्थ एश्योरेंस एजेंसी द्वारा क्लेम की समीक्षा करने पर अपील में प्रस्तुत प्रकरण के संक्षिप्त तथ्य एवं दोनों पक्षों को सुनने के बाद कमेटी द्वारा संलग्न तालिका के कॉलम संख्या 9 एवं 10 के अनुसार निर्णय प्रदान किया गया। संक्षिप्त विवरण निम्नानुसार है:-

S.No.	Decisions	No of Cases
1	Re-open & pay	14
2	Re-open & Query	0
3	Rightly Rejected	24

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।



(JCEO RSHAA)

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
1	T3009198080837	2019/150259	29120010A-00	21000	Bhagvan Dei	the pre and post treatment 2d echo report and treatment detail is not provided hence not payable7	AS PER QUERY RAISED "verify the thumb impression of patient with name & sign of patient attendant on annex 6" WAS ASKED, SO WE PROVIDED THE SAME, THERE IS NO QUERY FOR REGARDING REJECTED	Rightly Rejected	as per document treatment chart not date wise not provided hence rejected
2	T0901195318056	2019/104995	29100012A-00	35000	Mamraj	datewise progressive CBC chart and details of amount of blood loss not provided hence rejected7	CASE REJECTED WITHOUT QUERY RAISED. SO THIS IS REQUEST YOU TO KINDLY REOPEN THE CASE	Reopen & Pay	As per documents package justified hence reopen & pay.
3	T2405183100042	2018/089750	19100002A-03	750	Sitara Bano	as per RFP live photo of patient at the time of discharge not provided hence rejected.7	ANNEXURE 4 WAS UPLOADED ALREADY	Rightly Rejected	Live capture photo at time of admission & discharge not provide hence rightly rejected
4	T0705182920056	2018/089729	19100002A-01	750	Chandrprakash	as per RFP live photo of patient at the time of admission provided hence rejected7	PACKAGE CAN BE CHOOSE WITHIN 72 HOURS AFTER TID GENERATION SO PATIENT WAS ADMISSION ON 05.05.2018 AND PACKAGE WAS CHOSEN ON 07.05.18. SO KINDLY CONSIDER THE CASE.	Rightly Rejected	Late TID GENERATED & LIVE CAPTURED PHOTO NOT PROVIDED AT TIME OF ADMISSION .



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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	T1011184766487	2018/089866	29210002A - 00	25000	Vinod Kumar	As per MDP hospital not provide CSF report, treatment detail for both packages hence claim rejected 7	AS PER MDP, CT/MRI/CSF REPORT CAN BE PROVIDED AT THE TIME OF PACKAGE BLOCK, WE PROVIDED MRI REPORT FOR JUSTIFICATION IN CASE	Rightly Rejected	As per documents package justified only package 29210004 . Hence rightly rejected.
6	T1101195338034	2019/104996	29050009A - 00	24000	Tulsi Devi	as per RFP, live photo of patient at the time of discharge jot provided hence rejected 7	ANNEXURE 4 WAS UPLOADED SO THERE IS NO POINT TO REJECT THE CASE	Rightly Rejected	live photo not provided at the time of discharge hence rejected
7	T3010198395724	2019/150975	19050059A - 00	5000	Nirmal Bansal	OT note not provide hence rejected7	AS PER QUERY RAISED DETAILED ASKED "Kindly provide indication for 19050013A" AND WE PROVIDED THE SAME, THERE IS NO QUERY FOR USG REPORT / OT NOTES. THIS CASE REJECTED WITHOUT QUERY YOU ARE REQUESTED TO KINDLY RECONSIDER THE CASE.	Reopen & Pay	as per document cystoscopy report given hence reopen and pay.
8	T2110198315160	2019/151322	19100003A - 02	1500	Devisahay Kumhar	TID not generated within one hour 7	ALREADY UPLOADED ANNEXURE 1, KINDLY RECHECK THE CASE AND DO THE NEEDFULL	Reopen & Pay	Treatment justified

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
9	T3110184692454	2018/089852	19030126A - 00	10000	Rameshchan dr	not provide clinical photo hence rejected7	WITHOUT QUERY CASE REJECTED PLEASE REOPEN THE CASE AND RAISE A QUERY	Rightly Rejected	as per documents clinical photo of tendon repair hence rejected
10	T1909197958629	2019/150261	29120010A - 00	21000	vijendra saini	after query hospital not provide 2d echo report hence case rejected7	AS PER YOUR REJECTION REASON, WE WANT TO SUBMIT THAT WE HAD SUBMITTED PROPER JUSTIFICATION REGARDING TO 2D ECHO WITH THE QUERY REPLY YOU ARE REQUESTED TO KINDLY RECHECK THE CASE	Reopen & Pay	As per documents package justified hence reopen & pay.
11	T2110198315160	2019/151325	19100002A - 01	750	Devisahay Kumhar	TID not generated within one hour 7	ALREADY UPLOADED ANNEXURE 1, KINDLY RECHECK THE CASE AND DO THE NEEDFULL	Reopen & Pay	As per documents package justified hence reopen & pay.



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
12	T1411198556578	2019/150954	49040001A - 00	5000	Saroj Yadav	as per rfp live photo at the time of admission & discharge is not provided hence case rejected 7	PT WAS ADMITTED ON 14/11/2019 AT 12:15 AM AND PHOTO TAKEN ON THE SAME DATE AT 11:37 AM AND PATIENT DISCHARGED ON 15/11/2019 AT 12:47 PM AND PHOTO TAKEN ON THE SAME TIME. KINDLY RECONSIDER THE CASE AS THIS REJECTION REASON IS NOT JUSTIFIED. ANNEXURE 1 ALREADY SUBMITTED.	Rightly Rejected	live photo not provided at the time of discharge hence rejected
13	T0910184468750	2018/089814	19050061A - 00	3000	Sita Devi	hospital not provide post kub xray report hence case rejected7	WITHOUT QUERY CASE REJECTED SO THIS IS REQUEST YOU TO REOPEN THE CASE AND ASK QUERY.	Rightly Rejected	post op. X ray not provide hence rightly rejected.



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	T2511198674754	2019/151821	19010106A-00	13000	Deepak Jilowa	Detail OT note ,Discharge summary with Seal & sign treating Dr.& reg no not provide hence rejected 7	AS PER YOUR FIRST QUERY RAISED " Kindly provide all investigation reports with seal & sign of pathologist/radiologist with RMC no. " AND WE PROVIDED THE SAME WITH DULY SIGNED AND SEAL OF PATHOLOGIST / RADIOLOGIST AND NOW CASE REJECTED WITH OTHER REASON, WE ARE REQUESTED TO REOPEN THE CASE AND APPROVED THE CASE	Rightly Rejected	this package including in above package hence rejected.
15	T3010184679272	2018/089856	19030122A-00	5000	Pawan Kumar	Hospital not provided clinical photos for package of 29220011A-00 and 19030082A-00 and pre xray film for package 19030122A-00 hence rejected. rejected.7	WITHOUT QUERY CASE REJECTED PLEASE REOPEN AND QUERY FOR THE SAME	Reopen & Pay	As per document package justified hence reopen and pay



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
16	T1909197958629	2019/150260	19100008A-00	1500	vijendra saini	after query hospital not provide 2d echo report hence case rejected7	AS PER YOUR REJECTION REASON, WE WANT TO SUBMIT THAT WE HAD SUBMITTED PROPER JUSTIFICATION REGARDING TO 2D ECHO WITH THE QUERY REPLY YOU ARE REQUESTED TO KINDLY RECHECK THE CASE	Reopen & Pay	As per documents package justified hence reopen & pay.
17	T3010184679272	2018/089857	29220011A-00	20000	Pawan Kumar	Hospital not provided clinical photos for package of29220011A-00 and19030082A-00 and pre xray film for package 19030122A-00 hence rejected. rejected.7	WITHOUT QUERY CASE REJECTED PLEASE REOPEN AND QUERY FOR THE SAME	Rightly Rejected	As per document package not justified hence rejected
18	T1510184534623	2018/089817	19100003A-00	1500	Minto Devi	after query hospital not provide ICU chart & treatment details,hence rejected 7	ERRONEOUSLY ONLY ONE DAY'S TREATMENT CHART WAS UPLOADED AND OTHER CHART WAS NOT UPLOADED.	Rightly Rejected	after query hospital not provide treatment chart and icu details hence rejected
19	T2110198315160	2019/151323	19100003A-01	1500	Devisahay Kumhar	TID not generated within one hour 7	ALREADY UPLOADED ANNEXURE 1, KINDLY RECHECK THE CASE AND DO THE NEEDFULL	Reopen & Pay	As per documents package justified hence reopen & pay.



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
20	T2511198674754	2019/151822	19010108A - 00	13000	Deepak Jilowa	Detail OT note ,Discharge summary with Seal & sign treating Dr.& reg no not provide hence rejected 7	AS PER YOUR FIRST QUERY RAISED " Kindly provide all investigation reports with seal & sign of pathologist/radiologis t with RMC no. " AND WE PROVIDED THE SAME WITH DULY SIGNED AND SEAL OF PATHOLOGIST / RADIOLOGIST AND NOW CASE REJECTED WITH OTHER REASON, WE ARE REQUESTED TO REOPEN THE CASE AND APPROVED THE CASE	Reopen & Pay	As per document package justified hence reopen and pay



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
21	T3010198395724	2019/150974	19050013A - 00	8400	Nirmal Bansal	OT note not provide hence rejected7	AS PER QUERY RAISED DETAILED ASKED "Kindly provide indication for 19050013A" AND WE PROVIDED THE SAME, THERE IS NO QUERY FOR USG REPORT / OT NOTES. THIS CASE REJECTED WITHOUT QUERY YOU ARE REQUESTED TO KINDLY RECONSIDER THE CASE.	Rightly Rejected	as per document detailed ot notes not provided hence rejected
22	T1011184766487	2018/089867	29210004A - 00	15000	Vinod Kumar	As per MDP hospital not provide CSF report, treatment detail for both packages hence claim rejected 7	AS PER MDP, CT/MRI/CSF REPORT CAN BE PROVIDED AT THE TIME OF PACKAGE BLOCK, WE PROVIDED MRI REPORT FOR JUSTIFICATION IN CASE	Reopen & Pay	As per document package justified hence reopen and pay
23	T2110198315160	2019/151324	19100003A - 00	1500	Devisahay Kumhar	TID not generated within one hour 7	ALREADY UPLOADED ANNEXURE 1, KINDLY RECHECK THE CASE AND DO THE NEEDFULL	Reopen & Pay	As per documents package justified hence reopen & pay.



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
24	T1411198561539	2019/152902	29060066A - 00	8000	Sukhdev Kharol	hospital not provide death certificate. hence rejected 7	AS PER YOUR QUERY "Provide Indication & Plan Of management ,CT Scan ,GCS Scale " AND WE PROVIDED THE SAME PLEASE FIND THE 3 RD PAGE OF DOCUMENT AT QUERY PANEL WE HAVE PROVIDED THE SAME, WE REQUEST YOU TO KINDLY RECONSIDER THE CASE AND APPROVED.	Reopen & Pay	As per documents package justified hence reopen & pay.
25	T1510184534623	2018/089819	19100003A - 02	1500	Minto Devi	after query hospital not provide ICU chart & treatment details,hence rejected 7	ERRONEOUSLY ONLY ONE DAY'S TREATMENT CHART WAS UPLOADED AND OTHER CHART WAS NOT UPLOADED.	Rightly Rejected	after query hospital not provide treatment chart and icu details hence rejected



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	T3101182135854	2018/041911	19010165A - 00	12000	Sitaram Singh	as tid generated before pt. admission and as per BSBY guideline tid should be generated on same day7	AS PER REJECTION REMARKS. WE WANT TO SUBMIT, THAT WE HAVE NOT GENERATED LATE TID, ERRONEOUSLY WE HAD GENERATED TID BEFORE DOA AND WE HAD WORKED ON SAME TID AFTER ADMISSION OF PATIENT SO WE ARE REQUESTING YOU TO PLEASE RECONSIDER THIS CASE AND APPROVED THE CASE	Rightly Rejected	tid was generated before admission hence rejected
27	T1510184534623	2018/089818	19100003A - 01	1500	Minto Devi	after query hospital not provide ICU chart & treatment details,hence rejected 7	ERRONEOUSLY ONLY ONE DAY'S TREATMENT CHART WAS UPLOADED AND OTHER CHART WAS NOT UPLOADED.	Rightly Rejected	after query hospital not provide treatment chart and icu details hence rejected



S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
28	T3101182135854	2018/041912	19010174A - 00	11000	Sitaram Singh	as tid generated before pt. admission and as per BSBY guideline tid should be generated on same day7	AS PER REJECTION REMARKS. WE WANT TO SUBMIT, THAT WE HAVE NOT GENERATED LATE TID, ERRONEOUSLY WE HAD GENERATED TID BEFORE DOA AND WE HAD WORKED ON SAME TID AFTER ADMISSION OF PATIENT SO WE ARE REQUESTING YOU TO PLEASE RECONSIDER THIS CASE AND APPROVED THE CASE	Rightly Rejected	tid was generated before admission and usg not provided hence rejected
29	T1510184534623	2018/089820	19100003A - 03	1500	Minto Devi	after query hospital not provide ICU chart & treatment details,hence rejected 7	ERRONEOUSLY ONLY ONE DAY'S TREATMENT CHART WAS UPLOADED AND OTHER CHART WAS NOT UPLOADED.	Rightly Rejected	after query hospital not provide treatment chart and icu details hence rejected
30	T1101195338034	2019/104997	29050011A - 00	6000	Tulsi Devi	as per RFP, live photo of patient at the time of discharge jot provided hence rejected 7	ANNEXURE 4 WAS UPLOADED SO THERE IS NO POINT TO REJECT THE CASE	Rightly Rejected	live photo not provided at the time of discharge hence rejected



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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
31	T1510184534623	2018/089821	19100003A - 04	1500	Minto Devi	after query hospital not provide ICU chart & treatment details,hence rejected 7	ERRONEOUSLY ONLY ONE DAY'S TREATMENT CHART WAS UPLOADED AND OTHER CHART WAS NOT UPLOADED.	Rightly Rejected	after query hospital not provide treatment chart and icu details hence rejected
32	T2110198315160	2019/151326	19100002A - 00	750	Devisahay Kumhar	TID not generated within one hour 7	ALREADY UPLOADED ANNEXURE 1, KINDLY RECHECK THE CASE AND DO THE NEEDFULL	Reopen & Pay	As per documents package justified hence reopen & pay.

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
33	T2611198691339	2019/152923	29010044A - 00	35000	Meera Devi	as per hospital not provide complete documents hence rejected7	AS PER YOUR QUERY WE HAVE PROVIDED CT SCAN WHOLE ABDOMEN REPORT, LFT REPORTS AND OTHER REPORTS WITH SEAL AND SIGN WITH REGN NO OF PATHOLOGIST AND JUSTIFICATION FOR THE BLOCK PACKAGE FROM TREATING DOCTOR AT QUERY PANEL, KINDLY RECONSIDER THE CASE AS ALL QUERY REPLY WAS GIVEN WITHIN TIME.	Rightly Rejected	as per documents package not justified hence rejected
34	T2110198315160	2019/151321	19100003A - 03	1500	Devisahay Kumhar	TID not generated within one hour 7	ALREADY UPLOADED ANNEXURE 1, KINDLY RECHECK THE CASE AND DO THE NEEDFULL	Reopen & Pay	As per documents package justified hence reopen & pay.
35	T3110184692454	2018/089851	19030082A - 00	2000	Rameshchan dr	not provide clinical photo hence rejected7	WITHOUT QUERY CASE REJECTED PLEASE REOPEN THE CASE AND RAISE A QUERY	Rightly Rejected	as per document clinical photo of caste brace not provided hence rejected.



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
36	T3110184692454	2018/089853	19030126A-01	10000	Rameshchan dr	not provide clinical photo hence rejected7	WITHOUT QUERY CASE REJECTED PLEASE REOPEN THE CASE AND RAISE A QUERY	Rightly Rejected	as per documents clinical photo of tendon repair hence rejected
37	T3010184679272	2018/089855	19030082A-00	2000	Pawan Kumar	Hospital not provided clinical photos for package of 29220011A-00 and 19030082A-00 and pre xray film for package 19030122A-00 hence rejected. rejected.7	WITHOUT QUERY CASE REJECTED PLEASE REOPEN AND QUERY FOR THE SAME	Rightly Rejected	as per document not use cast brace hence rejected
38	T3010198395724	2019/150976	19050008A-00	9000	Nirmal Bansal	usg & OT note not provide hence rejected7	AS PER QUERY RAISED DETAILED ASKED "Kindly provide indication for 19050013A" AND WE PROVIDED THE SAME, THERE IS NO QUERY FOR USG REPORT / OT NOTES. THIS CASE REJECTED WITHOUT QUERY YOU ARE REQUESTED TO KINDLY RECONSIDER THE CASE.	Rightly Rejected	as per document detailed ot notes not provided hence rejected

