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F 8(9) Rejection Appeal H 2 2 8

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sudha general hospital-Kota2331	

sudha general hospital-Kota2331 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 22/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Surya Pratap Singh Parihar
- DR RAKESH KUMAR MEENA (RAKESHMEENABHMS@GMAIL.COM)
- Drupendra nandwana (upendranandwana@gmail.com)

बैठक में **sudha general hospital-Kota2331** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 22 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	6
2	Re-open & Query	0
3	Rightly Rejected	16

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।



(CEO 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	T1304182716851	2018/038693	19100003A - 01	1500	Ram Jot	as per RFP, live photo at the time of admission and/or discharge is not provided.hence rejected7	live photo was submitted both time i.e. admission and discharge.	Rightly Rejected	block package and treatment not justified

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
2	T2308184014342	2018/058682	29140010A - 00	25000	Phoolchand	wrong package selection7	Dear sir/ maam we have treated this cancer patient through IGRT technic. we have wrongly put wrong package code for this patient. the correct package code for this patient is 29180010A. We have already uplodged all necessary documents like biopsy, pre dr. prescription, discharge card rt chart, annexure-etc. for this patient. WE HAVE NOT TREATED THIS PATIENT FOR DIAPHAGRAMTIC HERNIA. KINDLY LOOK IN TOO THE MATER AND PLZ SEE. DR.UPENDRA NANDWANA 9664254103 upendranandwana@gmail.com KINDLY SEE INITIAL DR. PRESCRIPTION IN WICH DR HAS WRITTEN CORRECT PACKAGE CODE. THANKS.	Rightly Rejected	block package and treatment notjustified

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1	2	3	4	5	6	7	8	9	10
3	T2307197302252	2019/131900	29100016A - 00	2000	Kishan Lal	After Query Bone marrow biopsy and aspiration report not provided , hence rejected7	We have booked package for Bone marrow biopsy and aspiration, after approval we have performed it. we have submitted clinical photos and procedure already after 7 days we have recend report. now we will submit report . now we will it for bsby query . kindly reopen case . thanks.	Rightly Rejected	block package and treatment notjustified
4	T0511198459482	2019/151160	29180009A - 00	90000	Devi Singh	How Can report made by one pathologist directly verify without checking Block by another pathologist. Discrepancy seen Reply not justified hence rejected.7	Dear Dr. It's Report is of precision lab jaipur which is computer generated & electrically signed by their pathologist doctor. query reply pathologist verify	Reopen & Pay	block package and treatment justified
5	T0912198800014	2020/158458	29180009A - 00	90000	Sohan Bai	as rejected in case of discrepancy as # dose planned on prescription overwritten also no. of # given as per d/s and RT chart not match hence rejected7	Dose given in rt chart and prescription is same kindly see and pay.	Rightly Rejected	block package and treatment notjustified

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1	2	3	4	5	6	7	8	9	10
6	T3110198407943	2019/141890	19010014A - 00	6000	Hemraj Meena	As per Audit Remark on 1.11.19, surgery done on 30.10.19. OT Notes not prepared on same day. Hence, Rejected.7	Drainage of Ischio Rectal Abscess	Rightly Rejected	block package and treatment not justified
7	T2710198373630	2020/158461	29180009A - 00	90000	Gopal Singh	As per D/S pt LAMA on 02/11, as per RT chart & annex 7 pt LAMA on 30/10, as per hospital reply enclosed pt LAMA on 3/11. D/S pt photo is dated 3/11. Rejected due to absence of Live photo & discrepancy 7	At the time of hearing we will give all document and discourse .	Reopen & Pay	block package and treatment justified
8	T3010198394936	2019/151161	29180009A - 00	90000	Suresh Chandra	How Can report made by one pathologist directly verify without checking Block by another pathologist. Discrepancy seen Reply not justified hence rejected.7	Dear Dr. In reply to ur query i want to say that it's report is electrically generated and signed by pathologist electrically . on this bases, we have done complete treatment of cancer.	Reopen & Pay	block package and treatment justified
9	T1204182703741	2018/038697	19100002A - 01	750	Prabhu Lal	as per RFP, live photo at the time of admission and/or discharge is not provided. hence rejected 7	live photo was submitted both time i.e. admission and discharge.	Rightly Rejected	block package and treatment not justified



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
10	T1904182761911	2018/038684	19100003A-02	1500	Parvati Bai	As per RFP live photo at the time of admission and discharge is not provided & annexure 2, hence reject7	live photo was submitted both time i.e. admit & discharge	Rightly Rejected	block package and treatment notjustified
11	T1304182716851	2018/038694	19100003A-02	1500	Ram Jot	as per RFP, live photo at the time of admission and/or discharge is not provided.hence rejected7	live photo was submitted both time i.e. admission and discharge.	Rightly Rejected	block package and treatment not justified
12	T1411198562057	2019/151492	19100009A-00	15000	Hemraj	HOSPITAL NOT PROVIDED ABG AND T//T CHART OF BLOCK PT 7	Acute Respiratory Failure Non invasive ventilator Support) DEAR SIR BY Mistake we have uploaded wrong documents in stead off patient own documents. please gave query again we are uploading pt. own documents again now	Rightly Rejected	block package and treatment not justified
13	T2104182781352	2018/029248	19010163A-00	7000	Nand Kanwar	as per rfp live photo of patient at a time of admission / discharge not provided , hence rejected 7	live photo was submitted both time that is adminssion and discharge.	Rightly Rejected	block package and treatment notjustified

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1	2	3	4	5	6	7	8	9	10
14	T2108183995900	2018/047728	29180010A - 00	110000	Kishan Lal	No live discharge photo at the time of lama hence rejected 7	In ur Annexure 7 it is clearly written that it is not essential for LAMA patient to give live photo.becoz LAMA means patient discontinued our radiation treatment without informing us...so how can we get consent if pt leave the hospital without giving INFORMATION to us...so in annexure 7 it is clearly written that if patient cant give live photo than fill annexure 7...so first check ur own rules than reject our cases...otherwise it became difficult for us to treat CANCER patients if u continue to reject our tt cases...thank...	Rightly Rejected	block package and treatment notjustified
15	T3110198407943	2019/141891	19010163A - 00	7000	Hemraj Meena	As per Audit Remark on 1.11.19, surgery done on 30.10.19. OT Notes not prepared on same day. Hence, Rejected. 7	Fissurectomy	Rightly Rejected	block package and treatment notjustified

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1	2	3	4	5	6	7	8	9	10
16	T2709184350126	2018/067172	29180010A - 00	110000	Jeetmal	as no LAMA time photo and lama consent provided hence rejected7	30 13 13 13 bsby annexure-7 . .	Rightly Rejected	block package and treatment not justified

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S.No.	TID	Appeal No.	Pkg Code	Pkg Rate	Patient	Remarks of NIA	Remark of Hospital	Decision	Detailed Decision
1	2	3	4	5	6	7	8	9	10
17	T2410198351053	2019/151162	29180009A - 00	90000	Sultan Kha	How Can report made by one pathologist directly verify without checking Block by another pathologist. Discrepancy seen Reply not justified hence rejected.7	Dear Doctor it's pathologist report is of SRL lab - which is no. 1 lab in india & NABL accuricated REPORT IS COMPUTER GENERATED & ELECTRICALLY SIGNED BY PATHOLOGIST DOCTOR. IN REPLY UR QUERY WE ONCE AGAIN VERIFIED BY OUR PATHOLOGIST THAT IT'S TRUE REPORT. [BLOCK NOT ISSUED]	Reopen & Pay	block package and treatment justified



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	T1106183282967	2018/049671	29180010A - 00	110000	Mukesh Nagar	as per rfp live photo at the time of discharge is not provide , hence rejected7	Sir/Madam WE HAVE DISCHARGED THIS PT MUKESH NAGAR ON 28/07/18 THROUGH YOUR BSBY PORTAL...I WANT TO SAY THAT IN MY DISCHARGE CARD THE DATE OF DISCHARGE IS 27/07/18...BUT WE HAVE NOT UPLOADED THE DISCHARGE CARD ON SAME DAY BECAUSE OUR SWASTHYAMARG DARSHAK IS SERIOUSLY ILL AND IS BED WRIDDEN...SO AFTER ONE DAY OF DISCHARGE WE HAVE UPLOADED OUR DISCHARGE CARD ON 28/07/18 WHEN OUR SWASTHYA MARGDARSHAK JOINED DUTY.... I STRONGLY DISAGREE WITH UR REJECTION CLAIM THAT LIVE PHOTO IS NOT PROVIDED...BECO Z AGAIN CHECK	Reopen & Pay	block package and treatment justified

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1	2	3	4	5	6	7	8	9	10
							<p>UR RECORD THAT-WE HAVE UPLOADED LIVE PHOTO ON VERY SAME DATE ON WHICH WE HAVE UPLOADED OUR DISCHARGE CARD ie ON 28/07/18... so i request u that kindly recheck and reconsider ur rejection as radiation therapy of cancer pt is very costly tt and after we have treated patient for nearly 1.5 months u cannot deny our package for reason given by u.. if any confusion or query kindly contact me Dr Upendra Sharma 9664254103</p>		
19	T2511198676144	2020/157567	29180009A - 00	90000	Ramchandra	As per Dr prescription & Discharge Summary 15# planned & given. after query RT chart of Ram charan provided TID is of Ramchandra) & 10# planned and given. hence discrepancy in docs.7	<p>Dear Sir/Madam, While discharging the patient, radiation card of another patient has been submitted due to human error. So you are requested to open the case again so that we can send the RT chart.</p> <p>Thanks.</p>	Rightly Rejected	block package and treatment not justified

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1	2	3	4	5	6	7	8	9	10
20	T0702195575358	2019/106776	29180010A - 00	110000	Sumitra Devi	TID generated after 1 month of admission, As per RFP its not valid, hence rejected.7	Sir/ Madam, This pt sumitra devi is admitted in our hospital on 04/01/19 & discharged on 08/02/2019 after giving full treatment of radiotherapy . as per ur query & claim rejection of this Pt. i want to appeal that the Tid of this Pt was generated on 03-01-2019 ie 3 jan-19 before the start of treatment but @ the time of discharge we did not find the tid of this pt . so in such we called on your hepline number @they said that only option is generate new tid & discharge this pt with this tid i so we do same tid that. now as u can see our pre. dr prescription RT chart & discharge, all are complete, so bsby team can't try claim on the basis of only tid as we have done complete fit of this pt kindly see and file complaint according .	Rightly Rejected	block package and treatment notjustified

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1	2	3	4	5	6	7	8	9	10
21	T1511198569660	2020/158455	29180009A - 00	90000	Satynarayan	after reminder the seal and sign of pathologist with rmc no is not provided in biopsy report hence not payable 7	Treating Doctor hiself verified biopsy and on basis of it gone complete treatment of radiotherapy.	Reopen & Pay	block package and treatment justified
22	T2307197302252	2019/131899	29100014A - 00	3500	Kishan Lal	After Query Bone marrow biopsy and aspiration report not provided , hence rejected7	We have booked package for Bone marrow biopsy and aspiration, after approval we have performed it. we have submitted clinical photos and procedure already after 7 days we have resend report. now we will submit report . now we will it for bsby query . kindly reopen case .	Rightly Rejected	block package and treatment notjustified

