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Brijesh banger memorial hospital -Bhil 825	

Brijesh banger memorial hospital -Bhil1825 ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत आधार पर निरस्त किए गए क्लेम के प्रकरण में संयुक्त मुख्य कार्यकारी अधिकारी, राजस्थान स्टेट हेल्थ एश्योरेंस एजेंसी के समक्ष प्रस्तुत अपील पर सुनवाई दिनांक 12/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr santosh kumar (dr santosh physician@gmail com)
- MR JITENDRA SINGH (bsbynia@gmail com)
- Gayatri choudhary (bbmbhi@gmail com)

बैठक में **Brijesh banger memorial hospital -Bhil1825** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 43 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	4
3	Rightly Rejected	33

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।



(J E RSHAA)



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	T2609184343060	2018/054007	19050049A - 00	7500	Ramshroop	OT notes of Diff patient provided7	Ot notes provide same patient and query pannel provide justification for why blok both package	Reopen & Pay	As per documents package justified hence reopen & pay
2	T3010184683812	2019/098229	19050062A - 00	11500	Ratan laal khatik	Cystoscopy report and ot notes not provided by hospital7	Plz raise query for require documnet	Re-Open & Query	live capture photo not provide on date of admission hence rejected.
3	T1706183341129	2018/060351	29030012A - 00	40000	Lalu Nayak	count of three time biometric verification could not b find with this tid hence rejected 7	8 TIME IT service feliure showing in software	Rightly Rejected	As per dovuments three biometric verification seen but as per discharge summary no mention of treatment & details of blocked package hence rightly rejected.
4	T2002195698991	2019/110341	29060060A - 00	85000	Kuldip Sing	as per provided ot notes pay as per code 290600027	Ot notes post op xray already provided by hospital clearly mention this procedure so kindly consider	Rightly Rejected	Already paid.
5	T2809184356126	2018/085303	29200002A - 00	2000	Kamla Devi Kumawat	CASE REJECTED AS RFT REPORT PROVIDED AFTER THE DATE OF TREATMENT, 7	Patient continue follow up for dialysis so provided latest rft report	Reopen & Pay	As per documents package justified hence reopen & pay
6	T0207183489469	2018/060328	19030024A - 00	3000	Anop Singh	as per rfp pre pt photo of same day of pt admission not given by hospital hence rejected 7	Patient came to emergency so Patient admit through emergency route so plz approve this package	Rightly Rejected	As per documents package not justified hence rightly rejected.
7	T1212185070330	2019/101868	19030062A - 00	20000	Bhali Devi Gurjar	provided documents discharge summary not open hence rejected 7	Discharge summary open so plz see in hospital	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
8	T2710184656425	2018/088748	19030062A - 00	20000	bhagavati devi	HOSP NOT PROVIDE post op x-ray hence rejected 7	Without query reject this case	Reopen & Pay	As per discharge summary & OT notes package justified on merit basis reopen & pay.
9	T2609184343060	2018/054006	19050037A - 00	20000	Ramshroop	OT notes of Diff patient provided7	Ot notes provide same patient and query pannel provide justification for why blok both package	Rightly Rejected	wrong package selection as per documents not justified hence rightly rejected.
10	T2201195433983	2019/103159	19030127A - 00	13000	Shila Devi	wrong package selection7	By mistake select wrong package right code is 19030126	Rightly Rejected	f
11	T2808184054099	2018/052375	29050020A - 00	50000	Samu	As per Physical verification of patient at the time of investigation, A cut mark on the site of operation but hospital booked RIRS PKG. Hence, Claim is Rejected. 7	Patient operated case of RIRS and D.J. Stenting the cut mark seen on rt side one person get the idea about right mark we have andio recordnary of the pt	Rightly Rejected	As per Physical verification of patient at the time of investigation, A cut mark on the site of operation but hospital booked RIRS PKG. Hence, Claim is Rejected.
12	T2602182330790	2018/065177	19080003A - 00	5000	Teena Choudhary	AS PER HOSPITAL NOT PROVIDE NICU CHART AND BP CHART HENCE CASE REJECTED7	Without query reject this case	Rightly Rejected	As per documents NICU chart not provided hence rightly rejected .
13	T0906183265695	2018/048166	29200002A - 00	2000	Santosh Devi	reason mentioned on annexure 2 Is Invalid ,hence rejected7	Reason Mention in anexure 2 is Right	Rightly Rejected	As per documents package not justified hence rightly rejected.
14	T3010184683812	2019/098228	19050059A - 00	5000	Ratan laal khatik	Cystoscopy report and ot notes not provided by hospital7	Plz raise query for require documnet	Rightly Rejected	live capture photo not provide on date of admission 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
15	T0308183813533	2018/054015	19100003A - 02	1500	hagami devi	Admission time live photo(3/8/2018) not provided by hospital7	Tid generate through emergency mode patient came at emergency and provide annexure 1	Rightly Rejected	As per documents package not justified in emergency mode & capture live photo not provide on blocked date of admission hence rightly rejected.
16	T0207183489469	2018/060326	19030018A - 00	18000	Anop Singh	as per rfp pre pt photo of same day of pt admission and tid generation[2nd july] not given by hospital hence rejected 7	Patient came to emergency so Patient admit through emergency route so plz approve this package	Reopen & Pay	As per documents package justified hence reopen & pay
17	T2202195719662	2019/110342	29060060A - 00	85000	Rang Laal	as per provided ot notes and procedure done pay as per code 29060047 7	Ot notes post op xray already provided by hospital clearly mention this procedure so kindly consider	Rightly Rejected	Already paid.
18	T2808184054099	2018/052374	29050011A - 00	6000	Samu	As per Physical verification of patient at the time of investigation, A cut mark on the site of operation but hospital booked RIRS PKG. Hence, Claim is Rejected. 7	Patient operated case of RIRS and D.J. Stenting the cut mark seen on rt side one person get the idea about right mark we have audio recordary of the pt	Rightly Rejected	As per Physical verification of patient at the time of investigation, A cut mark on the site of operation but hospital booked RIRS PKG. Hence, Claim is Rejected.
19	T1909184278519	2018/088753	29050014A - 00	37500	Gopal Lal Gurjar	Hospital Not Provide RGU Report So case has Reject7	Without query reject this case	Rightly Rejected	wrong package selection as per documents not justified 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
20	T2203195978553	2019/117475	19010081A - 00	10000	Meva Gurjar	hospital reply wrong package selection ,hence case rejected7	By Mistake select wrong package19010081 right package 19010080	Rightly Rejected	wrong package selection as per documents not justified hence rightly rejected.
21	T1201195348402	2019/103156	29030020A - 00	20000	Ganpat Sen	no investigation is provided 7	provided ct scan film and all investigation and raise query for biopsy report and provided clinical photograph pre and post op photos	Rightly Rejected	This blocked package payable under 29130006 which already paid hence rightly rejected.
22	T0207183489469	2018/060327	19030023A - 00	7500	Anop Singh	as per rfp pre pt photo of same day of pt admission not given by hospital hence rejected 7	Patient came to emergency so Patient admit through emergency route so plz approve this package	Reopen & Pay	As per documents package justified hence reopen & pay
23	T2401195451910	2019/101870	29120107A - 00	20000	seeta devi	Thrombosuction catheter Sticker not provided.7	Plz raise query for thrombosuction sticker	Rightly Rejected	Hospital not provide thrombosuction catheter sticker hence rightly rejected.
24	T0812185040591	2019/101869	29120108A - 00	65000	Radheshyam	Discharge summary of blocked patient not provided, hence rejected.7	Plz raise query for discharge summry this patient	Rightly Rejected	Hospital not provide discharge summary of blocked pt. hence rightly rejected.
25	T1707183632355	2018/060330	19010053A - 00	15000	Nathu Kumhar	As per RFP live photo at the time of discharge is not provided ,hence rejected 7	Hospital provide live photo at the time of discharge	Rightly Rejected	As per OT notes wrong package selection hence rightly rejection .



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	T2102195711071	2019/110668	29130006A - 00	35000	Stayaprakash Sharma	as per docum. and procedure done this package is not indicated for it hence rejected7	As per document this package clearly indicated an pre post clinical photo attached so why reject this case	Re-Open & Query	wrong package selection as per documents not justified hence rightly rejected.
27	T3007183766820	2018/060352	19100002A - 00	750	Santosh Dev Khatik	as per document patient admitted on 30/07/2018 and provide admission time live photo is of 31/07/2018,hence rejected 7	Patient came to emergency so Patient admit through emergency route so plz approve this package	Rightly Rejected	live capture photo not provide on date of admission hence rejected.
28	T2811184943566	2019/103085	29220012A - 00	25000	Sushil Kumar Prajapat	count of 3 biometric identification could not be seen in this tid hence case rejected 7	Three Biometric identification showing in BSBY software and annexure 2 is also uploaded	Rightly Rejected	count of 3 biometric identification could not be seen in this tid hence case rejected
29	T2710184656425	2018/088749	19030085A - 00	800	bhagavati devi	HOSP NOT PROVIDE post op x-ray hence rejected 7	Without query reject this case	Rightly Rejected	This blocked package included under package 19030062 hence rightly rejected.
30	T0308183813533	2018/054014	19100003A - 01	1500	hagami devi	Admission time live photo(3/8/2018) not provided by hospital7	Tid generate through emergency mode patient came at emergency and provide annexure 1	Rightly Rejected	As per documents package not justified in emergency mode & capture live photo not provide on blocked date of admission hence rightly rejected.
31	T2602182330790	2018/065178	49040007A - 00	11000	Teena Choudhary	AS PER HOSPITAL NOT PROVIDE NICU CHART AND BP CHART HENCE CASE REJECTED7	Without query reject this case	Rightly Rejected	wrong package selection as per documents not justified 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
32	T2002195700563	2019/110667	29220012A - 00	25000	Satynarayan Mina	As per provide OT notes Plastic Surgery not done.7	Patient ot notes mention this procedure clearly mentioned and pre op post op clinical photos attached	Rightly Rejected	As per provide OT notes package not justified hence rightly rejected.
33	T1802195672589	2019/110340	29060060A - 00	85000	Mohan Lal Teli	As per OT notes standard MISS surgery not justified so claim settles as package 29060047. 7	Ot notes post op xray already provided by hospital clearly mention this procedure so kindly consider	Rightly Rejected	Already paid.
34	T2811184943566	2019/103084	19030090A - 00	9500	Sushil Kumar Prajapat	count of 3 biometric identification could not be seen in this tid hence case rejected 7	Three Biometric identification showing in BSBY software and anexure 2 is also uploaded	Rightly Rejected	count of 3 biometric identification could not be seen in this tid hence case rejected
35	T2901195489395	2019/103158	19030115A - 00	18000	Parsaram	laminectomy included as through posterior approach lumbar laminectomy is a step in discectomy7	Both procedures are diffrent detail mention in ot notes and mri reports	Rightly Rejected	This blocked package included under 29060047 HENCE RIGHTLY REJECTED.
36	T0207183489469	2018/060329	19030083A - 00	1000	Anop Singh	as per rfp pre pt photo of same day of pt admission not given by hospital hence rejected 7	Patient came to emergency so Patient admit through emergency route so plz approve this package	Rightly Rejected	As per documents package not justified 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
37	T3007183764420	2018/065174	29130022A - 00	20000	Dhanna Lodha	Hospital not provide investigation report in support of diagnosis(HPE report)7	HPE Reoprt within 11 days of reciving sample so how can possible provide hpe report at the time of discharge so raise query for hpe report	Rightly Rejected	hpe report not provide hence rightly rejected.
38	T3007183766820	2018/060354	19100002A - 02	750	Santosh Devi Khatik	as per document patient admitted on 30/07/2018 and provide admission time live photo is of 31/07/2018,hence rejected 7	Patient came to emergency so Patient admit through emergency route so plz approve this package	Re-Open & Query	live capture photo not provide on date of admission hence rejected.
39	T2007183669536	2018/088750	29100010A - 00	22000	Bheru Lal	chest x-ray & complete t/t not provided,hence rejected7	Without query reject this case	Rightly Rejected	As per documents chest X ray & treatments details not provided hence rightly rejected.
40	T3010184683812	2019/098230	29050062A - 00	15000	Ratan laal khatik	Cystoscopy report and ot notes not provided by hospital7	Plz raise query for require documnet	Re-Open & Query	live capture photo not provide on date of admission hence rejected.
41	T1201195348402	2019/103157	29130006A - 00	35000	Ganpat Sen	this package included in the is package 29130006A-00 7	provided ct scan film and all investigation and raise query for biopsy report and provided clinical photograph pre and post op photos	Rightly Rejected	This blocked package payable under 29130006 which already paid hence rightly rejected.
42	T2809184359385	2018/050278	29060009A - 00	32000	Ram Lal Dhakad	Already paid in other approved pkg. hence rejected.7	THIS PACKAGE WRONGLY REJECTED WE HAVE DONE BOTH PROCEDURE	Rightly Rejected	wrong package selection as per documents not justified 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
43	T3007183766820	2018/060353	19100002A - 01	750	Santosh Devi Khatik	as per document patient admitted on 30/07/2018 and provide admission time live photo is of 31/07/2018,hence rejected 7	Patient came to emergency so Patient admit through emergency route so plz approve this package	Rightly Rejected	live capture photo not provide on date of admission hence rejected.

