

F 8(9) Rejection Appeal-I 2 2 6

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RAVINDRA HOSPITAL-Chur 99	

RAVINDRA HOSPITAL-Chur199 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 15/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Ayush Verma (mo bsbyraj@gmail com)
- Dr prakash (prakashch 29 @gmail com)
- Sh Gajendra Jaiswal (bsbynia@gmail com)
- Ex Party (ravindrahospitalchuru@gmail com)

बैठक में **RAVINDRA HOSPITAL-Chur199** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 34 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	5
2	Re-open & Query	0
3	Rightly Rejected	29

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 28/07/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 28/07/2021 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 28/07/2021 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)



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	T2012185137033	2019/105408	19010106A - 00	13000	Bhanwri Kanwar	counts of 3 biometric identification and otp attempts could not seen in this tid, hence rejected7	all three attempts were done and the screenshot of all three attempts also have been uploaded.	Rightly Rejected	This package is not payable with other booked package.
2	T1603182471504	2018/026237	49040011A - 00	3400	Poonam	as no suppoerting detail for this pkg given7	OT NOTES WITH SUPPORTING DETAILS WAS UPLOADED AS REMARK CAN BE SEEN CANT JUSTIFY FURTHER HOW WRONG DOCUMENT UPLOADED PLZ GIVE A CHANCE TO UPLOAD DOCUMENT CORRECTLY	Rightly Rejected	Detailed procedure notes is not uploaded,hence rejected.
3	T1404196213436	2019/114686	49040001A - 00	5000	Firdosh	counts of three times Bio metrics identification not done in this TID so claim is rejected 7	3 BIOMETRIC ATTEMPTS HAVE BEEN TAKEN AND SCREENSHOT OF ALL ATTEMPS HAVE BEEN UPLOADED UNDER REMARK 3 BIOMETRIC	Reopen & Pay	Uploaded documents are justifying the booked package,hence reopen and pay.
4	T1509197906117	2019/137530	49040002A - 00	9000	Gayatri	Discharge type is ABSCONDED. Eligible for ZERO payment 7	PATIENT WAS NORMAL DISCHARGE AS PER DOCUMENTS, TYPE SELECTED MAY BE A MANUAL ERROR OR ANY SOFTWARE ISSUE, PLEASE CONSIDER	Rightly Rejected	Annexure 6 of someone else patient has been uploaded,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
5	T2112171914194	2018/026106	19080003A - 00	5000	Shabina	after query no exact need for this pkg with baby d/s given as pkg payable only for short term conditions like tachypnoea of newborn/ Mildasphyxia/Jaundice & as for current diagnosis pkg not payable 7	THE BABY WAS CRITICAL AND HAVE BEEN TREATED FOR 4 DAYS AND WAS ADMITTED IN NICU DUE TO RESPIRATORY DISTRESS AND DAILY MONITORED FOR PLATELET COUNT	Rightly Rejected	As per MDP either x-ray /ct/mri is required,hence rejected.
6	T1509197906117	2019/137527	19040036A - 00	3000	Gayatri	Discharge type is ABSCONDED. Eligible for ZERO payment 7	PATIENT WAS NORMAL DISCHARGE AS PER DOCUMENTS, TYPE SELECTED MAY BE A MANUAL ERROR OR ANY SOFTWARE ISSUE, PLEASE CONSIDER	Rightly Rejected	Annexure 6 of someone else patient has been uploaded,hence rejected.
7	T1408197545573	2019/137518	49040002A - 00	9000	Salma Khanam	annexure 6 of block pt. not provide hence rejected7	ANNEXURE 6 IS UPLOADED AS PATIENT FEEDBACK FORM. INSPITE BEEN UPLOADED REJECTION WAS WITHOUT ANY QUERY	Rightly Rejected	Annexure 6 of someone else patient has been uploaded,hence rejected.

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1	2	3	4	5	6	7	8	9	10
8	T1703182473402	2018/026249	49040013A - 00	15000	Ruksar Bano	hospital Not Provide discharge summary Hence claim rejected7	DISCHARGE SUMMARY OF MOTHER UPLOADED UNDER DETAILED DISCHARGE SUMMARY DOCUMENT NAME	Rightly Rejected	Discharge patient photo was not captured on the same date of discharge,hence rejected.
9	T0203195800661	2019/120408	19100002A - 00	750	Mohan Ram	as per new rules lama time photo required which is not given by hospital hence rejected 7	ANNEXURE 7 WAS PROVIDED	Rightly Rejected	LAMA consent is not uploaded,hence rejected.
10	T0608197463587	2019/133626	19040013A - 00	3500	Nasreen	overwriting in DOD on discharge ticket. as per Discharge ticket days admitted in 0 hence rejected 7	DISCHARGE LIVE PHOTO TIME AND DISCHARGE TIME ON DOD ARE SAME , DATE OF DISCHARGE WAS MANUAL ERROR WHICH WAS CORRECTED BEFORE SUBMISION	Rightly Rejected	Wrong package selection as normal delivery with episiotomy and perineal tear package code is available
11	T1107197164420	2019/130054	19100002A - 03	750	Mo Fasal	COUNT OF 3 BIOMETRIC IDENTIFICATION OTP ATTEMPTS COULD NOT BE SEEN IN THE TID,HENCE REJECTED 7	3 ATTEMPTS WERE TAKEN AND SCREENSGOT OF THOSE ATTEMPTS UPLOADED FOR REFRENCE AND ANNEXURE 2 ALSO UPLOADED	Rightly Rejected	Zero biometric counts at IT service failure,hence rejected.

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1	2	3	4	5	6	7	8	9	10
12	T1005196473666	2019/120407	19080013A - 00	7000	Aarti Verma	kindly provide complete date wise baby t/t detail & nicu chart7	QUERY WAS MADE FOR BABY TREATMENT DETAILS AND HOSPITAL REPLIED THE QUERY AND PROVIDED THE DOCUMENTS, TEREAFER PACKAGE REJECTED	Rightly Rejected	As per MDP either x-ray /ct/mri is required,hence rejected.
13	T1408197545573	2019/137516	19080003A - 00	5000	Salma Khanam	annexure 6 of block pt. not provide hence rejected7	ANNEXURE 6 IS UPLOADED AS PATIENT FEEDBACK FORM. INSPITE BEEN UPLOADED REJECTION WAS WITHOUT ANY QUERRY	Rightly Rejected	Annexure 6 of someone else patient has been uploaded,hence rejected.
14	T1103195880105	2019/114684	19010107A - 00	10000	Paras	conuts of 3 biometric identification and otp attempts could not be seen in this tid hence rejected 7	3 biometric attempts have been taken and screenshot of all attemps have been uploaded under remark 3 bimetric attemps	Rightly Rejected	Zero biometric counts at IT service failure,hence rejected.
15	T1408197545573	2019/137515	19040024A - 00	9200	Salma Khanam	annexure 6 of block pt. not provide hence rejected7	ANNEXURE 6 IS UPLOADED AS PATIENT FEEDBACK FORM. INSPITE BEEN UPLOADED REJECTION WAS WITHOUT ANY QUERRY	Rightly Rejected	Annexure 6 of someone else patient has been uploaded,hence rejected.

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1	2	3	4	5	6	7	8	9	10
16	T2310184612306	2020/189834	19080003A - 00	5000	Sumitra	hospital not provide annexure-3 hence rejected 7	NO QUERY GIVEN FOR ANNEX 3	Rightly Rejected	As per MDP either x-ray /ct/mri is required and annexure 3 is also not uploaded,hence rejected.
17	T2208197624285	2019/137914	19080003A - 00	5000	Tabbsum	hospital not provide complete annexure 3 hence rejected 7	was a manual error, rejected without query	Rightly Rejected	As per MDP either x-ray /ct/mri is required and annexure 3 is also not uploaded,hence rejected.
18	T2012185137033	2019/105409	19010108A - 00	13000	Bhanwri Kanwar	counts of 3 biometric identification and otp attempts could not seen in this tid, hence rejected7	all three attempts were done and the screenshot of all three attempts also have been uploaded.	Reopen & Pay	Uploaded documents are justifying the booked package,hence reopen and pay.
19	T1107197164420	2019/130053	19100002A - 02	750	Mo Fasal	COUNT OF 3 BIOMETRIC IDENTIFICATION OTP ATTEMPTS COULD NOT BE SEEN IN THE TID,HENCE REJECTED 7	3 ATTEMPTS WERE TAKEN AND SCREENSGOT OF THOSE ATTEMPTS UPLOADED FOR REFERENCE AND ANNEXURE 2 ALSO UPLOADED	Rightly Rejected	Zero biometric counts at IT service failure,hence rejected.
20	T2908197714495	2019/135247	49040001A - 00	5000	Sabnam Bano	As per rfp pt live photo not provided at the time of admission hence rejected.7	please check that TID generated is a emergency TID and so live photo is at time of emergency case conversion	Reopen & Pay	Uploaded documents are justifying the booked package,hence reopen and pay.
21	T0608197463587	2019/133628	49040001A - 00	5000	Nasreen	overwriting in DOD on discharge ticket. as per Discharge ticket days admitted in 0 hence rejected 7	DISCHARGE LIVE PHOTO TIME AND DISCHARGE TIME ON DOD ARE SAME , DATE OF DISCHARGE WAS MANUAL ERROR WHICH WAS CORRECTED BEFORE SUBMISION	Reopen & Pay	Uploaded documents are justifying the booked package,hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
22	T1404196213436	2019/114685	19080013A - 00	7000	Firdosh	counts of three times Bio metrics identification not done in this TID so claim is rejected 7	3 BIOMETRIC ATTEMPTS HAVE BEEN TAKEN AND SCREENSHOT OF ALL ATTEMPS HAVE BEEN UPLOADED UNDER REMARK 3 BIOMETRIC	Rightly Rejected	As per MDP either x-ray /ct/mri is required,hence rejected.
23	T2012185137033	2019/105410	19100008A - 00	1500	Bhanwri Kanwar	counts of 3 biometric identification and otp attempts could not seen in this tid, hence rejected7	all three attempts were done and the screenshot of all three attempts also have been uploaded.	Reopen & Pay	Uploaded documents are justifying the booked package,hence reopen and pay.
24	T1107197164420	2019/130056	19100002A - 04	750	Mo Fasal	COUNT OF 3 BIOMETRIC IDENTIFICATION OTP ATTEMPTS COULD NOT BE SEEN IN THE TID,HENCE REJECTED 7	3 ATTEMPTS WERE TAKEN AND SCREENSHOT OF THOSE ATTEMPTS UPLOADED FOR REFERENCE AND ANNEXURE 2 ALSO UPLOADED	Rightly Rejected	Zero biometric counts at IT service failure,hence rejected.
25	T1404196213436	2019/114687	49040011A - 00	3400	Firdosh	counts of three times Bio metrics identification not done in this TID so claim is rejected 7	3 BIOMETRIC ATTEMPTS HAVE BEEN TAKEN AND SCREENSHOT OF ALL ATTEMPS HAVE BEEN UPLOADED UNDER REMARK 3 BIOMETRIC	Rightly Rejected	Wrong package selection as normal delivery with episiotomy and perineal tear repair package is available.

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1	2	3	4	5	6	7	8	9	10
26	T1509197906117	2019/137526	19040024A - 00	9200	Gayatri	Discharge type is ABSCONDED. Eligible for ZERO payment 7	PATIENT WAS NORMAL DISCHARGE AS PER DOCUMENTS, TYPE SELECTED MAY BE A MANUAL ERROR OR ANY SOFTWARE ISSUE, PLEASE CONSIDER	Rightly Rejected	Annexure 6 of someone else patient has been uploaded,hence rejected.
27	T1509197906117	2019/137528	19080013A - 00	7000	Gayatri	Discharge type is ABSCONDED. Eligible for ZERO payment 7	PATIENT WAS NORMAL DISCHARGE AS PER DOCUMENTS, TYPE SELECTED MAY BE A MANUAL ERROR OR ANY SOFTWARE ISSUE, PLEASE CONSIDER	Rightly Rejected	Annexure 6 of someone else patient has been uploaded,hence rejected.
28	T1703182473402	2018/026258	19080013A - 00	7000	Ruksar Bano	hospital Not Provide discharge summary Hence claim rejected7	DISCHARGE SUMMARY OF BABY WAS ALSO UPLOADED AS REMARK CAN BE SEEN AS BABY DISCHARGE SUMMARY CANT JUSTIFY THE ERROR MAY BE DUE TO CCOKIES, PLZ REOPEN WE WOULD PROVIDE IT AGAIN, THANKS	Rightly Rejected	Discharge patient photo was not captured on the same date of discharge,hence rejected.

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1	2	3	4	5	6	7	8	9	10
29	T1103195880105	2019/114683	19010106A - 00	13000	Paras	conuts of 3 biometric identification and otp attempts could not be seen in this tid hence rejected 7	3 biometric attempts have been taken and screenshot of all attempes have been uploaded under remark 3 bimetric attempes	Rightly Rejected	Zero biometric counts at IT service failure,hence rejected.
30	T0608197463587	2019/133627	19080003A - 00	5000	Nasreen	overwriting in DOD on discharge ticket. as per Discharge ticket days admitted in 0 hence rejected 7	DISCHARGE LIVE PHOTO TIME AND DISCHARGE TIME ON DOD ARE SAME , DATE OF DISCHARGE WAS MANUAL ERROR WHICH WAS CORRECTED BEFORE SUBMISION	Rightly Rejected	As per MDP either x-ray /ct/mri is required,hence rejected.
31	T1107197164420	2019/130051	19100002A - 00	750	Mo Fasal	COUNT OF 3 BIOMETRIC IDENTIFICATION OTP ATTEMPTS COULD NOT BE SEEN IN THE TID,HENCE REJECTED 7	3 ATTEMPTS WERE TAKEN AND SCREENSGOT OF THOSE ATTEMPTS UPLOADED FOR REFRENCE AND ANNEXURE 2 ALSO UPLOADED	Rightly Rejected	Zero biometric counts at IT service failure,hence rejected.
32	T1408197545573	2019/137517	19100008A - 00	1500	Salma Khanam	annexure 6 of block pt. not provide hence rejected7	ANNEXURE 6 IS UPLOADED AS PATIENT FEEDBACK FORM. INSPITE BEEN UPLOADED REJECTION WAS WITHOUT ANY QUERRY	Rightly Rejected	Annexure 6 of someone else patient has been uploaded,hence rejected.

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1	2	3	4	5	6	7	8	9	10
33	T1509197906117	2019/137529	19100008A - 00	1500	Gayatri	Discharge type is ABSCONDED. Eligible for ZERO payment 7	PATIENT WAS NORMAL DISCHARGE AS PER DOCUMENTS, TYPE SELECTED MAY BE A MANUAL ERROR OR ANY SOFTWARE ISSUE, PLEASE CONSIDER	Rightly Rejected	Annexure 6 of someone else patient has been uploaded,hence rejected.
34	T1107197164420	2019/130052	19100002A - 01	750	Mo Fasal	COUNT OF 3 BIOMETRIC IDENTIFICATION OTP ATTEMPTS COULD NOT BE SEEN IN THE TID,HENCE REJECTED 7	3 ATTEMPTS WERE TAKEN AND SCREENSGOT OF THOSE ATTEMPTS UPLOADED FOR REFRECE AND ANNEXURE 2 ALSO UPLOADED	Rightly Rejected	Zero biometric counts at IT service failure,hence rejected.

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