

F (9) Rejection Appeal-I 2 2 2

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F	(9) Rejection Appeal-I	2	2	2	2	2
Ananya Hospital-Tonk 996						

Ananya Hospital-Tonk1996 ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत आधार पर निरस्त किए गए क्लेमस के प्रकरण में संयुक्त मुख्य कार्यकारी अधिकारी, राजस्थान स्टेट हेल्थ एश्योरेंस एजेंसी के समक्ष प्रस्तुत अपील पर सुनवाई दिनांक 28/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Pratibha meena (Pratibhameena nov@gmail com)
 - Dr Sachin Gupta (sachingupta@bajoria in)
 - Dr Rajesh Chouhan (ananyahospital deoli@gmail com)
- बैठक में **Ananya Hospital-Tonk1996** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 10 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	4
2	Re-open & Query	0
3	Rightly Rejected	6

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 |



(C 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	T2511184912501	2018/085245	19030062A - 00	20000	Raghuraj	EDITING DONE ON LIVE PHOTO AT HTE THE OF ADMISSION TO THE HOSPITAL HENCE REJECTED7	WE HAVE NOT EDITED LIVE PHOTO THIS SEEMS TO BE MISUNDERSTOOD & WRONGLY REJECTED KINDLY RECONSIDER	Reopen & Pay	Blocked pkg & treatment justified.
2	T2803196042702	2019/114786	29130006A - 00	35000	BHOJARAM KAHAR	as per documents wrong package selection hence rejected7	This is true that by mistake we uploded wrong documents at discharge but still - if claim rejected without any query , no chance was given to upload correct documents wrongly rejected. Kindly reconsider.	Rightly Rejected	Blocked pkg & treatment not justified.
3	T0911184761151	2018/085052	19030015A - 00	3500	Dilkhush Gurjar	this package included in 19030013A-00 hence rejected7	as there are 2 diffrent diagnosis two separate package were taken wrongly rejected kindly reconsider	Rightly Rejected	Blocked pkg & 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
4	T1407183612840	2018/085053	19030056A - 00	7000	dilip	after query hospital not provide pre and post x-ray of pkg code 19030056A hence rejected 7	WE HAVE PROVIDED POST OPERATIVE XRAY FOR BOTH THE WRIST BUT MOST PROBABLY ANALYSER MISUNDERSTOOD XRAY . AS IN BOTH UPPER LIMBS FRACTURE IN AT ALMOST SAME REGION. WRONGLY REJECTED KINDLY RECONSIDER	Rightly Rejected	Blocked pkg & treatment not justified.
5	T2502195743646	2019/110294	19030024A - 00	3000	badri	This Package Include In Upper Package So case Has Reject 7	Sir, 1st package 19030062 was taken for fracture intertrochanteric let femur. Which is approved & second package 19030024 is for wound over scalp, as the surgery site was different we have to give anesthesia separately & perform surgery separately hence taken package was justified clinical pics also uploaded – wrongly rejected , Kindly reconsider	Reopen & Pay	Blocked pkg & treatment justified.

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1	2	3	4	5	6	7	8	9	10
6	T0802195590742	2019/110295	29010040A - 00	20000	Akash Kumar Meena	wrong package selection ,hence case rejected7	Sir we have provided indication for each package with clinical pics and detail treatment plan for each blocked package , at the time of preauth query there is no separate package for post traumatic contracture / post burn contracture , there is only one package in package list . Sir we have performed our duties honestly & operate this patient only after pre auth approval that too after query reply. Still rejected , wrongly . If at pre auth query level this package was rejected, we could not have performed this surgery . Case is genuine . Kindly reconsider	Rightly Rejected	Wrong pkg selection.
7	T0907183560807	2018/085055	29030014A - 00	50000	Rasta	as per blocked package is only payable in recent injury case, so this case is not justified hence rejected 7	As this THR was done in fracture cases only & package can be taken for fracture cases only hence package was valid kindly reconsider	Rightly Rejected	Blocked pkg & treatment not justified.

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1	2	3	4	5	6	7	8	9	10
8	T1805196557599	2019/144533	19030117A - 00	20000	Piya Kumari Prajapat	Counts of 3 Bio metric identification and OTP attempts could not be seen in this TID . Hence to be Rejected. 7	The patient was only 3 yrs old and her aadhar card not generated at till date. So with out aadhar card number thumb verification is not possible. Hence admitted to her via moic route and we mentioned it on ann-2 . The case is genuine , please reconsider . Please pay of this case.	Reopen & Pay	Blocked pkg & treatment justified.
9	T0204196094393	2019/114785	29030023A - 00	10000	Akash Kumar Meena	As per RFP Clause1.13.5TID not generated on same day of admission. Also admission timephoto dated 03.04.19 not provided7	As the patient had a tertiary package TID was generated on 02/04/19 and admission was done only after preauth approval - wrongly rejected. Kindly reconsider	Reopen & Pay	Blocked pkg & treatment justified.
10	T2310184609722	2019/098298	19030062A - 00	20000	Jagram Meena	As per discharge ticket close reduction was done, due to wrong package selection claim rejected. 7	case rejected without asking query- if u think ot notes are not complete. Should have been asked for it before rejecting. case is genuine kindly reconsider.	Rightly Rejected	Wrong pkg selection.

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