

F 8(9) Rejection Appeal-I 2 2 667

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Siddhi Vinayak Hospital-Jaip1717 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 24/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr santosh kumar (dr santosh physician@gmail com)
- Dr Sachin Gupta (sachingupta@bajoria in)
- exparty (sidhhivinayakhospital 2 @gmail com)

बैठक में **Siddhi Vinayak Hospital-Jaip1717** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 15 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	2
2	Re-open & Query	0
3	Rightly Rejected	13

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 02/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 02/09/2021 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 02/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(J 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	T1707183634639	2018/038833	29060047A - 00	24800	Sarju Devi	as per provided docs,or finding,not payable,post x rays not provided7	POST XRAY SEND AFTER QURRY BUT SOFTWARE NOT SHOW	Rightly Rejected	post op.x ray not available hence rightly rejected.
2	T1606183334704	2018/042844	19020017A - 00	11000	Santra	After Query Hospital Not provide pta report So case has Reject7	HOSPITAL PROVID PTA REPORT AND XRAY MS.REPORT WITH FILM AT TIME OF DISCRAGE AND NIA QURRY FOR PTA REPORT HOSPITAL PROVIDE AGIN PTA REPORT AND XRAY MS.BUT SOFTWARE SHOWN CURREPTED	Rightly Rejected	not provide complete PTA report hence rejected.
3	T0803182402505	2018/042977	19030006A - 00	15000	Ramavtar	as per dis summary procedure done and blocked package are mis match7	IN THIS CASE WE PROVIDE PROPER INVSTIGATION WITH PROCEDURE NOTES BUT SOFTWARE SHOWN CURREPED DOCUMENTS HENCE CASE WAS NOT REJECTED REOPENED AND QURRY	Rightly Rejected	Discharge summary of blocked pt. not provide hence rightly 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
4	T0103182351168	2018/042859	19020082A-00	5000	Arjun Lal Raiger	This document is not exist or corrupted provide Laryngoscopy ,Hypopharyngoscopy report7	IN THIS CASE WE PROVIDE INVESTIGATION WITH PROCEDURE NOTES BUT SOFTWARE SHOWN CURREPETED DOC. PLEASE CASE WAS NOT REJECTED RE OPENED AND PAY	Rightly Rejected	Laryngoscopy report not provide hence rejected.
5	T1806183350287	2018/042990	19010165A-00	12000	meena devi	as per the provided documents only incisional hernia is diagnosed hence this case is rejected7	IN THIS CASE WE PROVED USG AND USG SHOW CLEARLY SPONTANEOUSLY REDUCIBLE MIDLINE HERNIA IN EPIGESTRIC REGION 10CM CRANIAL TO UMBLICUS AND PROCEDURE NOTES HENCE CASE WAS NOT REJECTED REOPEN AND PAY	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
6	T2603182545427	2018/042994	29060059A - 00	94000	Heera Lala Bairawa	After query for variation in procedure detail mentioned in ot notes & D/S,new additional operative notes provided, also provided post op x ray film do not mention pt detail & date. 7	IN THIS CASE WE PROVIDE PROPER INVESTIGATION WITH PROCEDURE NOTES BUT SOFTWARE SHOWN CURREPED DOCUMENTS HENCE CASE WAS NOT REJECTED REOPENED AND QURRY	Rightly Rejected	wrong package selection hence rightly rejected.
7	T2506183424244	2018/042851	19030019A - 00	12000	Suraj Karan	as per hospital reply-CHOSE WORNG PACKAGE LONG BONE BUT SURGRY DONE SHORT BONE K WIRE 7	RESPECTED SIR IT IS HUMAN MISTKE CHOSE LONG BONE INTERNAL FIXATION WITH K WIRE BUT SURGRY DONE SHORT BONE K WIRE FIXATION BOTH PACKAGE AMOUNT ARE SAME HOSPITAL DONE A SURGRY SHORT BONE ALL DOC.PROVIED AT TIME DS.	Rightly Rejected	wrong package selection hence rightly rejected.

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1	2	3	4	5	6	7	8	9	10
8	T1304182715126	2018/042959	19020011A - 00	3000	Nandu	hospital not provided PTA and xray report hence rejected.7	IN THIS CASE WE PROVIDE PTA REPORT BUT BY DEFAULT WE SUBMIT FILM OF XRAY MS. AND XRAY MS. REPORT ALSO SUBMITTED BUT WITH OUT QUERY DIRECT REJECTED IN THIS CASE SO PLEASE REOPEN AND QUERY FOR PTA REPORT	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	T1809184275026	2018/060423	29030016A-01	72000	Aladin	As per provide Pre Op. X ray history of # are not seen ,case osteoporosis seen hence case condition chronic seen hence rejected 7	SIR, THIS WAS A CASE OF SUBCAPITAL # NECK OF FEMUR WITH SECONDARY COLLAPSE. AS HEAD WAS SEVERELY OSTEOARTHRITIS AND OUR FIRST PRIORITY IN THIS CASE HE FALL DOWN IN TOILET THAT MEAN THIS CASE IS ACUTE ACCIDENT ADN WE DONE SURGERY AFTER PRE-AUTH APPROVAL THIS IS WRONG REJECTION PLEASE OPEN AND PAY	Rightly Rejected	This package cannot payable deformity & chronic illness so wrong package selection hence rejected.

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1	2	3	4	5	6	7	8	9	10
10	T2905183155825	2018/042894	19030067A - 00	21000	Musa Ram Bavriya	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID not provided hence Rejected.7	IN THIS CASE THE PT TRY 03 COUNTS OF BIOMETRIC IDENTIFOICATION AND OTP ATTEMPTS WHICH WERE UNDER TAKEN BUT FAILED AND WE ENCIOSED ID PROF AND ANX02 DIRECT REJECTED HENCE THE CLAIM CAN NOT BE REJECTED NEARLY ON THIS TECHNICAL GROUND HENCE THE FILE MAY BE REOPENED	Rightly Rejected	count of biometric identification not seen on portal hence rejected.
11	T0803182402505	2018/042978	29030023A - 00	10000	Ramavtar	as per dis summary procedure done and blocked package are mis match7	IN THIS CASE WE PROVIDE PROPER INVSTIGATION WITH PROCEDURE NOTES BUT SOFTWARE SHOWN CURREPED DOCUMENTS HENCE CASE WAS NOT REJECTED REOPENED AND QURRY	Rightly Rejected	Discharge summary of blocked pt. not provide hence rightly 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
12	T1809184275026	2018/060422	29030016A - 00	72000	Aladin	As per provide Pre Op. X ray history of # are not seen ,case osteoporosis seen hence case condition chronic seen hence rejected 7	SIR, THIS WAS A CASE OFSUBCAPITAL # NECK OF FEMUR WITH SECONDARY COLLAPSE. AS HEAD WAS SEVERELY OSTEOARTHRITIS AND OUR FIRST PRIORITY IN THIS CASE HE FALL DOWN IN TOILET THAT MEAN THIS CASE IS ACUTE ACCIDENT ADN WE DONE SURGERY AFTER PRE-AUTH APPROVAL THIS IS WRONG REJECTION PLEASE OPEN AND PAY	Rightly Rejected	This package cannot payable deformity & chronic illness so wrong package selection 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
13	T1304182715126	2018/042960	19020017A - 00	11000	Nandu	hospital not provided PTA and xray report hence rejected.7	IN THIS CASE WE PROVIDE PTA REPORT BUT BY DEFAULT WE SUBMIT FILM OF XRAY MS. AND XRAY MS. REPORT ALSO SUBMITTED BUT WITH OUT QUERY DIRECT REJECTED IN THIS CASE SO PLEASE REOPEN AND QUERY FOR PTA REPORT	Rightly Rejected	PTA report not provide hence rejected.
14	T0103182351168	2018/042858	19020081A - 00	5000	Arjun Lal Raiger	This document is not exist or corrupted provide Laryngoscopy ,Hypopharyngoscopy report7	IN THIS CASE WE PROVIDE INVESTIGATION WITH PROCEDURE NOTES BUT SOFTWARE SHOWN CURREPETED DOC. PLEASE CASE WAS NOT REJECTED RE OPENED AND PAY	Rightly Rejected	Laryngoscopy report not provide hence rejected.
15	T1707183634639	2018/038834	29060053A - 00	45000	Sarju Devi	as per provided docs,or finding,not payable,post x rays not provided7	POST XRAY SEND AFTER QURRY BUT SOFTWARE NOT SHOW	Rightly Rejected	post op.x ray not available hence rightly rejected.

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