
F 8(5) Rejection Appeal H 2 2 5

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DEEP HOSPITAL RESEARCH CENTRE-Jaip85	
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DEEP HOSPITAL RESEARCH CENTRE-Jaip851 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 09/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- DR RAHUL BARWAD (RAHULBARWAD @GMAIL.COM)
- MR JITENDRA SINGH (bsbyria@gmail.com)
- B L Choudhary (deep_hospital2_2@yahoo.com)

बैठक में **DEEP HOSPITAL RESEARCH CENTRE-Jaip851** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 69 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	38
2	Re-open & Query	7
3	Rightly Rejected	24

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।



(JCEO 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	T2105196593364	2019/150603	29210002A - 00	25000	Rachna Kanwar	Complete Discharge Summary & Discharge Time live photo not provided.7	WE HAS BEEN UPLOAD DIS.SUMMARY WITH PRE & DIS.PHOTO ALREADY UPLOADED. BOTH DOCUMENTS IS MANADANTARY IN DOCUMENTS WITH THESE DOCUMENTS SOFTWARE NOT ACCEPT ANY CLAIM SO CLAIM IS WRONG REJECT PLS RECHECK AND PAY	Reopen & Pay	SETTLED WITH TREATED ILLNESS
2	T1311198552641	2020/168911	29210005A - 00	20000	Bholu Ram	as per provide ncv report no detail provided of all parameter which described in ncv report which needed for confirmatory diagnosis so claim rejected 7	NCV REPORT AND TREATMENT CHART ALREADY UPLAODED THAT IS CONFIRM THE DISGNOSIS SO CLAIM WRONG REJECTION	Re-Open & Query	PROVIDE NCV REPORT SHOWING ALL PARAMETERS

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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
3	T1812198869534	2020/162691	29060066A - 02	8000	Rekha Devi	change of package without justification and prior approval after expiry of policy period,hence case rejected7	Patient admit within policy year period on 12.12.19 at 8.57pm and discharge on 19.12.19 with daily neuro icu pkg so patient at time of discharge pt tid edit with total hospitalization days. and also approved tertiary pkg afer 24 hrs by you so claim clearly payable	Reopen & Pay	SETTLED WITH TREATED ILLNESS
4	T2408197654675	2020/166464	29210002A - 00	25000	sanjay	delayed query reply ,hence case rejected7	CONCERN DOCTOR AND STAFF BUSY IN NABH INSPECTION SO DELAY REPLY SO PLEASE CONSIDER THE SAME	Reopen & Pay	SETTLED WITH TREATED ILLNESS
5	T0707197116091	2019/131369	19100008A - 00	1500	Lallu Lal	hospital not provide bt stciker and (Double Lumen) stcker detail hence case reejcted7	WRONGLY OTHER PATIENT DOCUMENTS UPLAODED. WE HAVE ALL DOCUMENTS AVAILABLE FOR CLAIM RELATED . WITHOUT QUERY REJECTED SO PLS REOPEN THE CASE	Rightly Rejected	as per provided both admission and discharge photo different and also not provided bt stickers .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
6	T1812198869534	2020/162692	29060066A-03	8000	Rekha Devi	change of package without justification and prior approval after expiry of policy period,hence case rejected7	Patient admit within policy year period on 12.12.19 at 8.57pm and discharge on 19.12.19 with daily neuro icu pkg so patient at time of discharge pt tid edit with total hospitalization days. and also approved tertiary pkg afer 24 hrs by you so claim clearly payable	Reopen & Pay	SETTLED WITH TREATED ILLNESS
7	T0512185013766	2019/094306	29060066A-03	8000	Govind Singh	after Reminder 1-hospital not provide gcs chart date wise,rejectedkindly provide gcs chart date wise and ct report 7	Patient is not a head injury. patient suffering cervical injury so gcs not require. regarding this we already replied. patient power chart we also uploaded so rejection is not justified	Reopen & Pay	claim settled with treated illness.
8	T2210184603612	2018/083948	29210002A-00	25000	Sumer Meena	As per RFP,Live photo at the time of LAMA not provided,hence rejected7	ATINET DISCHARGE BY LAMA CONDITION AS PER GUIDELINE LAMA PATIENT LIVE PHOTO NO POSSIBLE REGARDING LAMA WE UPLOADED ANNEX-7 AT TIME OF CLAIM SUBMISSION SO CLAIM PAYALBE	Rightly Rejected	As per RFP,Live photo at the time of LAMA not provided,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
9	T1809197947256	2020/160079	29210002A - 00	25000	Sohan Lal Dadarwal	delayed query reply by hospital hence reject 7	WE UPLOAD ALL SUPPORTIVE DOCUMENTS AT TIME OF DISCHARGE. UNNECESSARY QUERIES AND AS PER GUIDE NO FOLLOW BY NIA PAYMENT DOING DELAY AS PER GUIDELINE WILL BE 2% INTEREST PAYABLE BY NIA ALL DELAY PAYMENT . SO GUIDELINE APPLICABLE BOTH PARTIES NO ONE SIDE SO CLAIM CONSIDERABLE	Reopen & Pay	SETTLED WITH TREATED ILLNESS
10	T2408197654675	2020/166462	19100008A - 00	1500	sanjay	delayed query reply ,hence case rejected7	CONCERN DOCTOR AND STAFF BUSY IN NABH INSPECTION SO DELAY REPLY SO PLEASE CONSIDER THE SAME	Reopen & Pay	SETTLED WITH TREATED ILLNESS

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1	2	3	4	5	6	7	8	9	10
11	T2506196986095	2019/123754	19080013A - 00	7000	Sita Devi	null7	block both code is difference two patient (49040013 for mother -sita devi and 19080013 is for her new born child b/o sita) so you can not deduct 25% of second code as per guideline. code is two in this TID but both code is separate patient. so please pay full of second code and rectify the same	Rightly Rejected	ALREADY PAID
12	T1705183027217	2019/099334	29060066A - 01	8000	Mohan Lal	discharge patient photo is one day late hence rejected7	approved of case on 18.5.18 so we claim sumbit with live photo and discharge patient on 18.5.18 then patient discharge	Reopen & Pay	SETTLED WITH TREATED ILLNESS
13	T2210184603612	2018/083947	29100017A - 00	2000	Sumer Meena	As per RFP,Live photo at the time of LAMA not provided,hence rejected7	ATINET DISCHARGE BY LAMA CONDITION AS PER GUIDELINE LAMA PATIENT LIVE PHOTO NO POSSIBLE REGARDING LAMA WE UPLOADED ANNEX-7 AT TIME OF CLAIM SUBMISSION SO CLAIM PAYALBE	Rightly Rejected	As per RFP,Live photo at the time of LAMA not provided,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
14	T2210184603612	2018/083946	29100008A - 00	35000	Sumer Meena	As per RFP,Live photo at the time of LAMA not provided,hence rejected7	ATINET DISCHARGE BY LAMA CONDITION AS PER GUIDELINE LAMA PATIENT LIVE PHOTO NO POSSIBLE REGARDING LAMA WE UPLOADED ANNEX-7 AT TIME OF CLAIM SUBMISSION SO CLAIM PAYALBE	Rightly Rejected	As per RFP,Live photo at the time of LAMA not provided,hence rejected.
15	T0512185013766	2019/094308	29060066A - 05	8000	Govind Singh	after Reminder 1-hospital not provide gcs chart date wise,rejectedkindly provide gcs chart date wise and ct report 7	Patient is not a head injury. patient suffering cervical injury so gcs not require. regarding this we already replied. patient power chart we also uploaded so rejection is not justified	Reopen & Pay	claim settled with treated illness.
16	T1709197934248	2020/166476	29050015A - 00	23000	Harphul Singh	delayed query reply by hospital hence reject 7	CONCERN DOCTOR OUT OF STATION SO REPLY IS DELAY SO PLEASE CONSIDER THE SAME	Reopen & Pay	SETTLED WITH TREATED ILLNESS

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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	T2111198640429	2020/168921	19020022A - 00	7200	Lali Devi	As per OT note turbinectomy done, we have separate pkg for it, hence rejected.7	As per treating doctor both procedure are different .cryosurgery is done in case of bilateral inferior turbinate hypertrophy and Fess is done in maxillary sinusitis .so both are payable	Rightly Rejected	As per OT note turbinectomy done, we have separate pkg for it, hence rejected.
18	T1812198869534	2020/162689	29060066A - 00	8000	Rekha Devi	change of package without justification and prior approval after expiry of policy period,hence case rejected7	Patient admit within policy year period on 12.12.19 at 8.57pm and discharge on 19.12.19 with daily neuro icu pkg so patient at time of discharge pt tid edit with total hospitalization days. and also approved tertiary pkg afer 24 hrs by you so claim clearly payable	Reopen & Pay	SETTLED WITH TREATED ILLNESS
19	T2210184603612	2018/083945	19100011A - 00	3000	Sumer Meena	As per RFP,Live photo at the time of LAMA not provided,hence rejected7	PATINET DISCHARGE BY LAMA CONDITION AS PER GUIDELINE LAMA PATIENT LIVE PHOTO NO POSSIBLE REGARDING LAMA WE UPLOADED ANNEX-7 AT TIME OF CLAIM SUBMISSION SO CLAIM PAYALBE	Rightly Rejected	As per RFP,Live photo at the time of LAMA not provided,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
20	T1507197212773	2020/166459	19010043A - 00	10000	Prabhu Singh	Hospital query reply after 15 days claim has been rejected7	CONCERN DOCTOR ON LONG LEAVE SO REPLY DELAY SO CONSIDERABLE	Rightly Rejected	GIVEN OT NOTES AND ENDOSCOPIC REPORT ARE MISMATCHED HENCE REJECTED
21	T3012185226806	2019/105620	29170013A - 00	30000	Patasi Devi	as per HPE report ca not found .hence rejected7	It case of ovaria mass . ON CECT it found as a malignant mass and ovarian markers were elevated . Treatment of malignant ovarian mass is total abdominal hysterectomy with bilateral shalpingoopherectomy. pre op and intraop findings was malignancy only so patient treated accordingly	Rightly Rejected	as per HPE report ca not found .hence rejected
22	T1303195900622	2019/131164	19010043A - 00	10000	Banwari Lal Ola	As per MDP CT/MRI/USG report is mandatory, which is not provided, Hence rejected.7	Patient diagnosis support of investigation gastroscopy has been uplaoded that showing gastric ulcer and patient treated in medical management and we have aso usg report so pls consider the same	Reopen & Pay	AS PER MDP RADIOLOGICAL SUPPORTIVE INVESTIGATION REPORT IS AVAILBLE HENCE PAYBLE

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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
23	T0512185013766	2019/094309	29060066A-06	8000	Govind Singh	after Reminder 1-hospital not provide gcs chart date wise,rejectedkindly provide gcs chart date wise and ct report 7	Patient is not a head injury. patient suffering cervical injury so gcs not require. regarding this we already replied. patient power chart we also uploaded so rejection is not justified	Reopen & Pay	claim settled with treated illness.
24	T1812198869534	2020/162690	29060066A-01	8000	Rekha Devi	change of package without justification and prior approval after expiary of policy period,hence case rejected7	Patient admit within policy year period on 12.12.19 at 8.57pm and discharge on 19.12.19 with daily neuro icu pkg so patient at time of discharge pt tid edit with total hospitalization days. and also approved tertiary pkg afer 24 hrs by you so claim clearly payable	Reopen & Pay	SETTLED WITH TREATED ILLNESS
25	T1409184237762	2018/083675	19070016A-00	8250	Shidan Banu	hosp not provide pre and post op clinical photo hence rejected 7	LIVE PHOTO IS A CLINICAL PHOTO AND ALSO NO MDP FOR CLINICAL PHOOT AND NO RAISE REGARDING CLINICAL PHOTO QUERY SO CLAIM IS PAYABLE	Rightly Rejected	PRE AND POST OPERATIVE CLINICAL PHOTO NOT PROVIDED 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
26	T1309197891644	2019/140024	29210002A - 00	25000	Phool Chand Kumawat	CT Brain/MRI not provided.7	without query raise rejected and CSF REPORT UPLAOD AT TIME OF ADMISION. WE HAVE CT REPORT OF PLEASE RAISE QUERY REGARDING CT CLAIM RECONSIDER THE SAME	Reopen & Pay	AS PER MDP SUPPORTIVE INVESTIGATION REPORT IS AVAILBLE HENCE PAYBLE
27	T1409184237762	2018/083676	19070048A - 00	250	Shidan Banu	hosp not provide pre and post op clinical photo hence rejected 7	LIVE PHOTO IS A CLINICAL PHOTO AND ALSO NO MDP FOR CLINICAL PHOOT AND NO RAISE REGARDING CLINICAL PHOTO QUERY SO CLAIM IS PAYABLE	Rightly Rejected	PRE AND POST OPERATIVE CLINICAL PHOTO NOT PROVIDED HENCE REJECTED
28	T1707197234029	2019/141822	29050033A - 00	15000	Badulla	as per investigation report psa finding not provide and in ct scan no finding for block package.hence rejected7	PET SCAN REPORT CLEAR MENTION SUPPORT OF DIAGNOSIS SO CLAIM IS WRONG REJECTION	Reopen & Pay	PET SCAN REPORT CLEAR MENTION SUPPORT OF DIAGNOSIS SO CLAIM IS PAYABLE

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1	2	3	4	5	6	7	8	9	10
29	T3012185226806	2019/105621	29170014A - 00	30000	Patasi Devi	as per HPE report ca not found .hence rejected7	It case of ovaria mass . ON CECT it found as a malignant mass and ovarian markers were elevated . Treatment of malignant ovarian mass is total abdominal hysterectomy with bilateral shalpingoopherectomy. pre op and intraop findings was malignancy only so patient treated accordingly	Rightly Rejected	as per HPE report ca not found .hence rejected
30	T0911198510936	2020/168901	19100009A - 00	15000	Chitar Mal Jat	delay query reply by hospital (after15 days) hence case rejected7	Datewise abg and x ray already uploaded at time of discharges but same query raise . We also reply within time frame . query raise on 20.11.19 and rply on 6.12.19 . before 2nd reminder replied so claim is payble	Reopen & Pay	RE-OPEN & PAY AS PER SHAA NEW GUIDELINES
31	T2808197694265	2020/166588	19040035A - 00	9600	Lalita Devi	null7	IN UPLOADED O.T. NOTES AND REPLY CLEAR SHOW HYSEROLAPROSCOPY FINDINGS SO CLAIM WRONG REJECT AND PLS CONSIDER THE SAME	Reopen & Pay	SETTLED WITH TREATED ILLNESS

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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
32	T0512185013766	2019/094307	29060066A-04	8000	Govind Singh	after Reminder 1-hospital not provide gcs chart date wise,rejectedReminder 1-Please enter remarks. 7	Patient is not a head injury. patient suffering cervical injury so gcs not require. regarding this we already replied. patient power chart we also uploaded so rejection is not justified	Reopen & Pay	claim settled with treated illness.
33	T0512185013766	2019/094304	29060066A-01	8000	Govind Singh	after Reminder 1-hospital not provide gcs chart date wise,rejectedkindly provide gcs chart date wise and ct report 7	Patient is not a head injury. patient suffering cervical injury so gcs not require. regarding this we already replied. patient power chart we also uploaded so rejection is not justified	Reopen & Pay	claim settled with treated illness.
34	T1007197155179	2019/131165	19030115A-00	18000	Jagpal Singh	included with above package 7	ONLY FENESTRATION OF LAMINA WAS DONE IN MICRODESSECTO MY. SO REMOVING OF WHOLE LAMINA IS ANY ADDITIONAL PROCEDURE CAN NOT BE INCLUDED IN MISCRODISSECTO MY	Rightly Rejected	THIS PROCEDURE INCLUDED IN 29060047A-00-Original PACKAGE. SO 19030115A-00-Original HENCE REJECTED

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09/12/2021

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
35	T1812198869534	2020/162693	29060066A - 04	8000	Rekha Devi	change of package without justification and prior approval after expiry of policy period,hence case rejected7	Patient admit within policy year period on 12.12.19 at 8.57pm and discharge on 19.12.19 with daily neuro icu pkg so patient at time of discharge pt tid edit with total hospitalization days. and also approved tertiary pkg afer 24 hrs by you so claim clearly payable	Reopen & Pay	SETTLED WITH TREATED ILLNESS
36	T0512185015106	2018/089517	19100008A - 02	1500	govind lal	as lama consent and lama time photo not given hence rejected7	PATIENT HAS BEEN DISCHARGED ON LAMA AND WITHOUT ANY QUERY REJECT REGARDING LAMA CONSENT AND LIVE PHOTO NO REQUIRE IN LAMA CONDITION WE ALSO UPLAOD ANNEX-7	Rightly Rejected	as lama consent and lama time photo not given hence rejected
37	T3009198089443	2020/168889	19080013A - 00	7000	Sahina Bano	Delayed Query reply ,Query reply after 15 days Query raise hence rejected 7	This pkg code no query raise required documents already uploaded so rejection	Reopen & Pay	SETTLED WITH TREATED ILLNESS

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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
38	T3009198089443	2020/168888	49040013A - 00	15000	Sahina Bano	Delayed Query reply ,Query reply after 15 days Query raise hence rejected 7	AS query raise documents already uploaded at time of discharge unnecessary query raise . treating doctor is busy in excessive cases of dengue / viral cases so query reply delay kindly consider the same	Reopen & Pay	SETTLED WITH TREATED ILLNESS
39	T0512185015106	2018/089514	19100008A - 00	1500	govind lal	as lama consent and lama time photo not given hence rejected7	PATIENT HAS BEEN DISCHARGED ON LAMA AND WITHOUT ANY QUERY REJECT REGARDING LAMA CONSENT AND LIVE PHOTO NO REQUIRE IN LAMA CONDITION WE ALSO UPLAOD ANNEX-7	Rightly Rejected	as lama consent and lama time photo not given hence rejected
40	T0512185015106	2018/089516	19100008A - 01	1500	govind lal	as lama consent and lama time photo not given hence rejected7	PATIENT HAS BEEN DISCHARGED ON LAMA AND WITHOUT ANY QUERY REJECT REGARDING LAMA CONSENT AND LIVE PHOTO NO REQUIRE IN LAMA CONDITION WE ALSO UPLAOD ANNEX-7	Rightly Rejected	as lama consent and lama time photo not given 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
41	T1510198243915	2020/166871	29210004A - 00	15000	Shivam	DELAYED QUERY REPLY BY HOSPITAL,HENCE REJECTED7	TREATING DOCTOR WAS BUSY DUE TO EXCESSIVE NUMBER OF DENGUE AND VIRAL CASES CAUSED DUE TO BAD WEATHER AND GENERAL OUTBREAK SO DELAY REPLY SO CLAIM MAY BE CONSIDERABLE	Reopen & Pay	SETTLED WITH TREATED ILLNESS
42	T0707197116091	2019/131370	19100008A - 01	1500	Lallu Lal	hospital not provide bt sticker and (Double Lumen) sticker detail hence case reejected7	WRONGLY OTHER PATIENT DOCUMENTS UPLAODED. WE HAVE ALL DOCUMENTS AVAILABLE FOR CLAIM RELATED . WITHOUT QUERY REJECTED SO PLS REOPEN THE CASE	Rightly Rejected	as per provided both admission and discharge photo different and also not provided bt stickers .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
43	T0710198164096	2019/154311	29060045A - 00	25000	Devi Singh	As per enclosed post CT report is not s/o EVD. hence rejected.7	POST CT FILM CLEARLY SHOWS EVD . THEERE IS REPORTING ERROR. ALSO CLEARLY MENTIONED O.T.NOTES. SO PLS QUERY RAISE WE WILL BE PROVIDE POST CT FILM AND REVIEW REPORT IN EVIDENCE OF EVD	Re-Open & Query	Reopen and query for post ct film &evidence for evd placed
44	T2710198373375	2020/167498	29010044A - 00	35000	Saroj Devi	Delayed Query Reply 7	TREATING DOCTOR WAS BUSY DUE TO EXCESSIVE NUMBER OF DENGUE AN VIRAL CASES DURING THIS PERIOD SO ONE DAY DELAY REPLY Query raise on 6.11.19 and reply on 23.11.19 so claim is payble	Reopen & Pay	SETTLED WITH TREATED ILLNESS
45	T1010198196836	2020/162703	29050011A - 00	6000	Ram Lal Meena	delayed query reply by hospital hence reject 7	WE UPLOAD PROCEDURE NOTES AND USG AT THE TIME OF DISCHARGE. NIA UNNECESSARY QUERY RAISE AND CLAIM REJECT REPLY HAS BEEN GIVEN	Reopen & Pay	RE-OPEN & PAY AS PER SHAA NEW GUIDELINES

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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
46	T0911198511015	2020/166899	29210002A - 00	25000	Rajesh Sharma	as the hospital does not reply the query within the 15 days hence case is rejected7	TREATING DOCTOR IS OUT OF STATION SO REPLY DELAY QUERY RAISE ON 19.11.19 AND REPLIED ON 6.12.19 SO CLAIM CONSIDERABLE	Reopen & Pay	RE-OPEN & PAY AS PER SHAA NEW GUIDELINES
47	T0101195246340	2019/097516	29210001A - 00	25000	Gadaram	No live photo of patient at the time of admission and discharge hence rejected 7	We captured live photo at time of admission and at time of discharge pt on lama condition discharged and annex-7 and lama consent also uplaod and patient lama with ventilator support so cannot possible live photo . so we uplaode live photo so wrong rejection claim is payable	Rightly Rejected	No live photo of patient at the time of admission and discharge hence rejected

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1	2	3	4	5	6	7	8	9	10
48	T1911198618003	2020/160040	29210004A - 00	15000	anil	HOSPITAL NOT JUSTIFY QUERY REPLY HENCE REJECTED 7	At the time of admission patient biometric verify by sunil bunkar but wrongly wrong pt select anil . Regarding this we uplaode separate letter uplaod at time of discharge and also query reply with detail description. case is clear payable so claim is payable	Rightly Rejected	PT VERIFICATION MISMATCH HENCE CLAIM REJECTED AS PER MDP
49	T0510198144665	2020/160042	29050054A - 00	25000	Amin Khan	delayed hospital reply hence rejected 7	Patient query raise on 17.10.19 and we replied on 29.10.19 at first reminder so no delay reply so claim intensily reject and delay payment by NIA so claim is payable with 2% interest as per guideline	Reopen & Pay	already query reply by hospital 29-Oct-2019 11:13 AM .reopen and pay this case

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1	2	3	4	5	6	7	8	9	10
50	T0707197116091	2019/131372	29210002A - 00	25000	Lallu Lal	as per discharge summary pre patient photo is 2 days late hence rejected7	WRONGLY OTHER PATIENT DOCUMENTS UPLAODED. WE HAVE ALL DOCUMENTS AVAILABLE FOR CLAIM RELATED. WITHOUT QUERY RAISE CLAIM REJECTED SO PLS REOPEN THE CASE Patient admit on 7.7.19 through emergency TID PATIENT VERIFY ON 8.7.19 WITH LIVE PHOTO CAPTURED SO PLEASE REOPEN THE CASE	Rightly Rejected	as per provided both admission and discharge photo different and also not provided bt stickers .hence rejected
51	T2909198072912	2020/162696	19050013A - 00	8400	Phool Chand Yadav	delayed query reply.hence rejected 7	AT TIME OF PT DISCHARGE ALL INVESTION AND JUSTIFICATION OF BLOCK PACKAGE REPLIED BUT UNNECESSARY QUERY RAISE AND REJECT SO WRONG REJECT CLAIM PAYABLE	Rightly Rejected	AS PER MDP AFTER QUERY HOSPITAL NOT PROVIDED SUPPOERTIVE INVESTIGATION

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1	2	3	4	5	6	7	8	9	10
52	T0512185013766	2019/094305	29060066A-02	8000	Govind Singh	after Reminder 1-hospital not provide gcs chart date wise,rejectedkindly provide gcs chart date wise and ct report 7	Patient is not a head injury. patient suffering cervical injury so gcs not require. regarding this we already replied. patient power chart we also uploaded so rejection is not justified	Reopen & Pay	claim settled with treated illness.
53	T2306196960594	2019/129171	29210005A-00	20000	Mali Ram Verma	As per provide diagnosis blocked package not justified.7	As per preauth and ncv report clear the diagnosis PIVD and patient treated accordingly so claim is payable and justified	Reopen & Pay	SETTLED WITH TREATED ILLNESS
54	T2210198327945	2020/167028	19050021A-00	10500	Sonukumar	DELAYED QUERY REPLY,HENCE CLAIM REJECTED7	TREATING DOCTOR ON LEAVE SO REPLY DELAY QUERY RAISE ON 30.10.19 AND REPLY ON 19.11.19 SO PLS CONSIDERABLE	Reopen & Pay	SETTLED WITH TREATED ILLNESS

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1	2	3	4	5	6	7	8	9	10
55	T0512185015106	2018/089520	29210004A - 00	15000	govind lal	as lama consent and lama time photo not given hence rejected7	PATIENT HAS BEEN DISCHARGED ON LAMA AND WITHOUT ANY QUERY REJECT REGARDING LAMA CONSENT AND LIVE PHOTO NO REQUIRE IN LAMA CONDITION WE ALSO UPLAOD ANNEX-7	Rightly Rejected	as lama consent and lama time photo not given hence rejected
56	T2408197654675	2020/166463	19100008A - 01	1500	sanjay	delayed query reply ,hence case rejected7	CONCERN DOCTOR AND STAFF BUSY IN NABH INSPECTION SO DELAY REPLY SO PLEASE CONSIDER THE SAME	Reopen & Pay	SETTLED WITH TREATED ILLNESS

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1	2	3	4	5	6	7	8	9	10
57	T0511198463609	2020/156505	29010044A - 00	35000	Vijendra	as per provided documents package is not justified hence rejected 7	F/C/o CLD At the time patient at time of LFT DEARRANGE, USG CLEAR SHOWS LIVER DISEASES , DURING HOSPITALIZATION EVL / BANDING DONE, GASTROENTEROLOGIST NOTES AND TREATMENT CLEAR SUPPORT OF DIAGNOSIS ALL DOCUMENTS UPLOADED SO CLAIM IS PAYABLE	Re-Open & Query	provided seal and sign of gastrologist in ipd notes and justification letter .
58	T0512185015106	2018/089519	29100006A - 00	30000	govind lal	indications with history of complaints & past treatment record with detailed plan of management for blocked both packages & CT report with film required 7	PATIENT HAS BEEN DISCHARGED ON LAMA AND WITHOUT ANY QUERY REJECT REGARDING LAMA CONSENT AND LIVE PHOTO NO REQUIRE IN LAMA CONDITION WE ALSO UPLAOD ANNEX-7	Rightly Rejected	as lama consent and lama time photo not given hence rejected

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1	2	3	4	5	6	7	8	9	10
59	T0512185013766	2019/094303	29060066A-00	8000	Govind Singh	after Reminder 1-hospital not provide gcs chart date wise,rejected7	Patient is not a head injury. patient suffering cervical injury so gcs not require. regarding this we already replied. patient power chart we also uploaded so rejection is not justified	Reopen & Pay	claim settled with treated illness.
60	T0707197116091	2019/131371	29100017A-00	2000	Lallu Lal	hospital not provide bt sticker and (Double Lumen) stcker detail hence case reejcted7	WRONGLY OTHER PATIENT DOCUMENTS UPLAODED. WE HAVE ALL DOCUMENTS AVAILABLE FOR CLAIM RELATED . WITHOUT QUERY REJECTED SO PLS REOPEN THE CASE	Rightly Rejected	as per provided both admission and discharge photo different and also not provided bt stickers .hence rejected
61	T2010198304983	2020/166863	29210002A-00	25000	Shishpal	delayed query reply by hospital hence reject 7	TREATING DOCTOR WAS BUSY DUE TO EXCESSIVE NUMBER OF DENGUE AND VIRAL CASES CAUSED DUE TO BAD WEATHER AND GENERAL OUTBREAK SO DELAY REPLY SO CLAIM MAY BE CONSIDERABLE	Reopen & Pay	SETTLED WITH TREATED ILLNESS

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1	2	3	4	5	6	7	8	9	10
62	T0211198427496	2020/169018	19020080A - 00	10000	Chitar Mal Jat	Provided RMC no. registered with other dr. name, Hence claim rejected for 19020080 pkg.7	BRONCHOSCOPY DONE BY DR.ASHISH MALPANI AND SEAL AND RMC NO IS SAME DOCTOR .THAT IS A CHEST PHYSICIAN . RMC NUMBER AS PER OUR RECORD CORRECT YOU CHECK RMC REGISTRATION OF THE SAME , SO CLAIM IS PAYBLE	Reopen & Pay	given rmc no is correct.
63	T2604182817866	2018/083673	29060018A - 01	70000	Mohan Mali	as per RFP pt live p[hoto at the time of discharge not provided hence rejected 7	Patient had two tumours post operated and hemiplegia so patient condition can not walk at webcom. Its regarding we have upload live photo and annexure -4 so claim considerable	Re-Open & Query	PROVIDE SEAL AND SIGNED DUELLY FILLED DOCUMENTS
64	T2411184905989	2019/100205	19050059A - 00	5000	Ramnarayan	as peer hospital documents ,discharge summary of blocked patient ,ot notes and cystoscopy report not provide ,hence case rejected7	WRONGLY OTHER PATIENT DOCUMENTS UPLOAD WE HAVE O.T.NOTES AND DIS SUMMARY IF YOU QUERY RAISE SO PLEASE CONSIDER	Re-Open & Query	PROVIDE RIGHT DOCUMENT OF PT RAMNARAYAN INSTEAD SATYANARAYAN

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1	2	3	4	5	6	7	8	9	10
65	T2604182817866	2018/083672	29060018A - 00	70000	Mohan Mali	as per RFP pt live photo at the time of discharge not provided hence rejected 7	Patient had two tumours post operated and hemiplegia so patient condition can not walk at webcom. Its regarding we have upload live photo and annexure -4 so claim considerable	Re-Open & Query	PROVIDE SEAL AND SIGNED DUELLY FILLED DOCUMENTS
66	T3011198732684	2020/162019	19010098A - 00	12000	Rabiya Begam	DISCREPANCY IN D.O.D ON DISCHARGE SUMMARY AND PORTAL HENCE REJECTED 7	AS PER FINAL BILL AND CLAIM SUBMITTED DATE IS CLEAR SHOWS DOD IS 3.12.19 AND THAT IS A CLERICAL MISTAKE ON DIS.SUMMARY DOD WRITTEN WAS 3.11.19 INSTEAD OF 3.12.19 PATIENT DISCHARGE CAPTURE PHOTO ALSO SHOWS 3.12.19	Reopen & Pay	DISCHARGE DATE BY CLARICAL ERROR AND ALL DOCUMENT UPDATED HENCE PAYABLE

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1	2	3	4	5	6	7	8	9	10
67	T1010198196836	2020/162701	29050009A - 00	24000	Ram Lal Meena	delayed query reply by hospital hence reject 7	WE UPLOAD PROCEDURE NOTES AND USG AT THE TIME OF DISCHARGE. NIA UNNECESSARY QUERY RAISE AND CLAIM REJECT REPLY HAS BEEN GIVEN	Reopen & Pay	RE-OPEN & PAY AS PER SHAA NEW GUIDELINES
68	T2411184905989	2019/100206	29050062A - 00	15000	Ramnarayan	as per hospital documents ,discharge summary of blocked patient ,ot notes and cystoscopy report not provide ,hence case rejected7	WRONGLY OTHER PATIENT DOCUMENTS UPLOAD WE HAVE O.T.NOTES AND DIS SUMMARY IF YOU QUERY RAISE SO PLEASE CONSIDER	Re-Open & Query	PROVIDE RIGHT DOCUMENT OF PT RAMNARAYAN INSTEAD SATYANARAYAN
69	T2907197372994	2020/166827	19020079A - 00	8000	Dhapali Devi	hospital reply is delay hence rejected. 7	RAISE QUERY UNNECESSARY OESOPHAGOSCOPY REPORT ALREADY UPLAODED AT TIME OF DISCHARGE PATIENT SO CLAM IS PAYABLE	Reopen & Pay	ALREADY GIVEN REPORTS ,SETTLED WITH TREATED ILLNESS

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