

F 008() Rejection Appeal-I 202 2

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Agrawal Heart and General Hospital-Jaip808	

Agrawal Heart and General Hospital-Jaip808 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 29/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- DR RAHUL BARWAD (RAHULBARWAD0 @GMAIL COM)
- DR RAKESH KUMAR MEENA (RAKESHMEENABHMS@GMAIL COM)
- Dr Anil Agrawal (agrawalhospital68@yahoo in)

बैठक में **Agrawal Heart and General Hospital-Jaip808** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 9 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	4

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।



(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	T2906197032476	2019/131273	19100003A-02	1500	Kishan Lal	paid as gen ward7	Patient Kishan Lal admitted on 27-06-19 at 4 pm and discharged on 30-06-19 at 5.50 pm for packages 19100003A for 3 days. Patient shifted from ICU TO GW after completion of 3 days on 4.10 pm on 30-06-19 for observation. Patient was admitted for pain chest, consolidation of left lung and asthma with complain of pain chest, breathlessness, cough, expectoration, pyrexia with finding of tachycardia(100), hypertension(80/56 mm hg), temperature(102), crepts in lungs with bronchial breath sound in Left lung midzone with increased VF/VR and loud S1. Investigation shows leucocytosis, consolidation left lung midzone. After claim submission you paid	Reopen & Pay	treatment and pkg justified payable for full payment 1500/- hence approved



29/ 7/2 21

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1	2	3	4	5	6	7	8	9	10
							for General ward instead of ICU,without any query,which is arbitrary,unethical and malintention.Therefore case should be reopen and paid remaining 2250 rs		

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1	2	3	4	5	6	7	8	9	10
2	T0803195848657	2019/113358	19050037A - 00	20000	Sayar Devi	kindly provide clear readabnot provide clear readable detail ot note each procedurele detail ot note each procedure7	Sayar Devi TID number- T0803195848657 Date of Admission - 08-Mar-19 12:00 PM Discharge Date: 13-Mar-19 05:30 PM, First queried on 9 March 2019 to reupload all documents which were done on 9 March 2019, you again queried for the case on 19 March 2019 for "kindly provide clear readable detail ot note each procedure" .Which was replied on 20 March 2019 as "new clear readable detail ot note of each procedure is attached along with previous ot notes" is attached which are printed and scanned and easily readable and clear. On 23 April 2019 you rejected our claim saying that "not provide clear readable detail ot note each procedure" , you also	Rightly Rejected	supportive documents not provided hence rejected



29/ 7/2 21

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							approved and paid for the same patient for DJ stent removal done at NIMS Hospital, Jaipur which was done later on after we put the stent. Total procedures- (29050044A-00-Original, 19050037A-00-Original, 29050011A-00-Original) It is unfair, unethical and injustice. Therefore kindly reopen and pay for the case done by us.		

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3	T1811198595441	2019/150808	19100003A - 01	1500	Elma Khan	As per provide document patient stay less then 24h 7	Elma Khan TID No T1811198595441 admitted on 16-11-19/ 12.05 am in ICU shisted to GW at 2 am on 18.11.19,discharged at 10.15 am on 18-11-19.patient stayed in icu for about 50 hrs i.e from 12.05 am of 16.11.19 to 2 am of 18.11.19. you rejected the claim saying stay less than 24 hrs which is wrong,so claim should be admissible and passed.	Rightly Rejected	less than 24hrs stay hence rejected.

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1	2	3	4	5	6	7	8	9	10
4	T0803195848657	2019/113359	29050011A - 00	6000	Sayar Devi	not provide clear readable detail ot note each procedure7	Sayar Devi TID number- T0803195848657 Date of Admission - 08-Mar-19 12:00 PM Discharge Date: 13-Mar-19 05:30 PM, First queried on 9 March 2019 to reupload all documents which were done on 9 March 2019, you again queried for the case on 19 March 2019 for "kindly provide clear readable detail ot note each procedure" .Which was replied on 20 March 2019 as "new clear readable detail ot note of each procedure is attached along with previous ot notes" is attached which are printed and scanned and easily readable and clear. On 23 April 2019 you rejected our claim saying that "not provide clear readable detail ot note each procedure" , you also	Rightly Rejected	supportive documents not provided hence rejected



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5	T2906197032476	2019/131271	19100003A - 01	1500	Kishan Lal	null7	Patient Kishan Lal admitted on 27-06-19 at 4 pm and discharged on 30-06-19 at 5.50 pm for packages 19100003A for 3 days. Patient shifted from ICU TO GW after completion of 3 days on 4.10 pm on 30-06-19 for observation. Patient was admitted for pain chest, consolidation of left lung and asthma with complain of pain chest, breathlessness, cough, expectoration, pyrexia with finding of tachycardia(100), hypertension(80/56 mm hg), temperature(102), crepts in lungs with bronchial breath sound in Left lung midzone with increased VF/VR and loud S1. Investigation shows leucocytosis, consolidation left lung midzone. After claim submission you paid	Reopen & Pay	treatment and pkg justified payable for full payment 1500/- hence approved



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1	2	3	4	5	6	7	8	9	10
6	T2906197032476	2019/131272	19100003A - 00	1500	Kishan Lal	null7	Patient Kishan Lal admitted on 27-06-19 at 4 pm and discharged on 30-06-19 at 5.50 pm for packages 19100003A for 3 days. Patient shifted from ICU TO GW after completion of 3 days on 4.10 pm on 30-06-19 for observation. Patient was admitted for pain chest, consolidation of left lung and asthma with complain of pain chest, breathlessness, cough, expectoration, pyrexia with finding of tachycardia(100), hypertension(80/56 mm hg), temperature(102), crepts in lungs with bronchial breath sound in Left lung midzone with increased VF/VR and loud S1. Investigation shows leucocytosis, consolidation left lung midzone. After claim submission you paid	Reopen & Pay	treatment and pkg justified payable for full payment 1500/- hence approved



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7	T0210198104066	2019/140206	29100013A - 01	10000	Rahul Meena	as per the provided report of 3/10/19 platelet count is 59200 hence second unit transfusion is not justified hence rejected	6 Rahul Meena TID: T0210198104066 Admission Date: 02-Oct-19 10:20 AM Discharge Date: 04-Oct-19 02:30 PM 7 Dear sir as per the provided report of 3/10/19 platelet count is 59200 which is after second unit SDP transfusion hence justified hence should allow and paid.the report of platelet count of 2-10-19 is 24400,usg report of 2-10-19 shows complication as ascites,right pleural effusion,and splenomegaly patient also brought in shocked condition with bp 082/057,rashes,petechiae and haematuria which are clear indication of minimum 2 unit SDP platelet transfusion,hence case should reopen and allow.	Reopen & Pay	treatment and pkg justified hence approved

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29/ 7/2 21

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8	T0506196762919	2019/132097	19030066A - 00	18000	Dhanna Bairwa	hospital not provided pre and post X-ray film hence rejected 7	Dhanna Bairwa TID -T0506196762919 admitted on 5-6-19 with malunited fracture of proximal phalanx of thumb (right)side with infected plate in radius bone due to trauma 7 month for which package code 19030066(osteotomy small bone)and package code 29030023 for implant removal major applied and preauth is taken on 5-6-19. Preop x-ray plate with report uploaded on same day. Preauth approved on 6-6-19. Patient operated on 6-6-19. Deformity corrected by osteotomy and K wire fixation of left thumb and removal of infected implant done under S/C block . Claim submitted on 7-6-19 with preop and post op x-ray film and report uploaded. .Query done by you on 14-6-19 for kindly provide indication of 19030066A.Query	Reopen & Pay	treatment and pkg justified hence approved

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							replied by us on 16-6-19. You rejected the claim of 19030066A on ground that hospital has not provided pre op and post op x-ray film and hence rejected. Fact is that we uploaded pre op x-ray on preauth time on 5-6-19 and pre op and post op x-ray and reports on 7-6-19 at discharge and claim submission time. So kindly reopen the case and pass the claim as claim rejection is arbitrary, illegal ,unjustifiable and unethical and against the wording of MOU.		

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9	T0803195848657	2019/113360	29050044A - 00	24000	Sayar Devi	not provide clear readable detail ot note each procedure7	Sayar Devi TID number- T0803195848657 Date of Admission - 08-Mar-19 12:00 PM Discharge Date: 13-Mar-19 05:30 PM, First queried on 9 March 2019 to reupload all documents which were done on 9 March 2019, you again queried for the case on 19 March 2019 for "kindly provide clear readable detail ot note each procedure" .Which was replied on 20 March 2019 as "new clear readable detail ot note of each procedure is attached along with previous ot notes" is attached which are printed and scanned and easily readable and clear. On 23 April 2019 you rejected our claim saying that "not provide clear readable detail ot note each procedure" , you also	Rightly Rejected	supportive documents not provided hence rejected



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