

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

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| S B Mittal Memorial Heart n Critical -Sike 692 |  |

**S B Mittal Memorial Heart n Critical -Sike1692** 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 23/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Kamlesh Sharma (drkamleshsharma @gmail com)
- Dr Sachin Gupta (sachingupta@bajoria in)
- Sh Vishnu Vardhan Sharma (sbmittalhospital @gmail com)

बैठक में **S B Mittal Memorial Heart n Critical -Sike1692** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 18 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    | 7           |
| 2     | Re-open & Query  | 0           |
| 3     | Rightly Rejected | 11          |

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।



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( 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     | T2908184064752 | 2019/093198 | 29120006A<br>- 00 | 6000     | Hukmi Chand  | not PROVIDED CAG REPORT PAYABALE PACKAGE IS 29120007A-00 . AND annexure 7 hence rejected7                                                                                  | CAG report is attached                                                                                                            | Reopen & Pay     | AS PER DOCUMENTS THE PACKAGE IS JUSTIFIED     |
| 2     | T1001195321946 | 2019/106081 | 29120108A<br>- 00 | 65000    | SHANKAR      | dimensions of the stent mentioned does not match the dimensions of the sticker provided hence rejected7                                                                    | Dimensions mentioned in the PTCA report was erroneously entered incorrect please consider the same as mentioned in Sticker        | Rightly Rejected | AS PER DOCUMENTS THE PACKAGE IS NOT JUSTIFIED |
| 3     | T1812185123141 | 2019/093200 | 29120111A<br>- 00 | 30000    | Kamala       | not to be paid when surgical management was to be done.7                                                                                                                   | unjustifiable                                                                                                                     | Rightly Rejected | AS PER DOCUMENTS THE PACKAGE IS NOT JUSTIFIED |
| 4     | T1511184814742 | 2018/080015 | 29120006A<br>- 00 | 6000     | Banarsi Devi | no discharge photo7                                                                                                                                                        | Patient Condition Was Serious and Got LAMA                                                                                        | Rightly Rejected | AS PER DOCUMENTS THE PACKAGE IS NOT JUSTIFIED |
| 5     | T2203195976985 | 2019/117879 | 29120108A<br>- 00 | 65000    | Badriram     | Discrepancy in the Dates as per the enclosed documents in CAG and PTCA. admissibility of claim is subjected to the fact that procedure been done in admission period only7 | ecause of clerical Mistake Date of procedure was mentioened as 20march wile the psame was done on 21 march as in computer picture | Reopen & Pay     | AS PER DOCUMENTS THE PACKAGE ISJUSTIFIED      |
| 6     | T2707197345937 | 2019/131976 | 29200002A<br>- 00 | 2000     | Ladu         | Hosp. De-recognised for bsby by CMHO DAUSA7                                                                                                                                | wrong rejection- our hospital was not depenelled                                                                                  | Reopen & Pay     | AS PER DOCUMENTS THE PACKAGE IS JUSTIFIED     |
| 7     | T1511184814742 | 2018/080014 | 29120005A<br>- 00 | 28000    | Banarsi Devi | no discharge photo7                                                                                                                                                        | Patient Condition Was Serious and Got LAMA                                                                                        | Rightly Rejected | AS PER DOCUMENTS THE PACKAGE IS 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                                                                                                                              |
| 8     | T2012185140700 | 2019/093199 | 29120111A<br>- 00 | 30000    | Nur<br>Mohammed         | not payable with ptca7                                                                                                                                                                             | unjustifiable                                                                                                                                                                                      | Rightly<br>Rejected | AS PER DOCUMENTS THE<br>PACKAGE IS NOT JUSTIFIED                                                                                |
| 9     | T2203195976985 | 2019/117878 | 29120009A<br>- 00 | 25000    | Badriram                | Discrepancy in the<br>Dates as per the<br>enclosed documents in<br>CAG and PTCA.<br>admissibility of claim is<br>subjected to the fact<br>that procedure been<br>done in admission<br>period only7 | Because of clerical<br>Mistake Date of<br>procedure was<br>mentioened as<br>20march wile the<br>psame was done on<br>21 march as in<br>computer picture                                            | Reopen &<br>Pay     | AS PER DOCUMENTS THE<br>PACKAGE ISJUSTIFIED                                                                                     |
| 10    | T3007197384313 | 2019/132836 | 29120006A<br>- 00 | 6000     | Abdul Hakim             | the report provided is<br>not oxymetry report<br>7                                                                                                                                                 | We have already<br>submitted oxymetry<br>report.                                                                                                                                                   | Reopen &<br>Pay     | AS PER DOCUMENTS THE<br>PACKAGE IS JUSTIFIED                                                                                    |
| 11    | T3011184966631 | 2019/093197 | 29120006A<br>- 00 | 6000     | Mohammed<br>Yunus Bhati | As per RFP live photo<br>at the time of<br>discharge is not<br>provided. Hence<br>Rejected.<br>7                                                                                                   | patient was serious<br>and photo at the time<br>of LAMA has been<br>uploaded                                                                                                                       | Rightly<br>Rejected | AS PER DOCUMENTS THE<br>PACKAGE IS NOT JUSTIFIED                                                                                |
| 12    | T1709197931594 | 2019/142932 | 29120006A<br>- 00 | 6000     | Keshar Singh            | discharge summary is<br>not of the blocked<br>pt.7                                                                                                                                                 | Because of Clerical<br>Mistake Discharge<br>summary of some<br>other patient has<br>been uploaded<br>please reopen the<br>same so that we can<br>submit original<br>patient's discharge<br>summary | Reopen &<br>Pay     | AS PER ALL THE DOCUMENTS<br>THE PACKAGE IS JUSTIFIED<br>KINDLY APPROVE THE PACKAGE<br>REST DOCUMENTS ARE OF THE<br>SAME PATIENT |
| 13    | T2412185169422 | 2019/096519 | 19100005A<br>- 00 | 1350     | Chhoti Devi             | null7                                                                                                                                                                                              | blood transfusion<br>charges must be<br>paid in full the same<br>shhould not be<br>considered as<br>second package                                                                                 | Rightly<br>Rejected | AS PER DOCUMENTS THE<br>PACKAGE IS 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                                            |
| 14    | T2711184933234 | 2019/094473 | 29120006A<br>- 00 | 6000     | nawab kha     | as per RFP live photo at time of discharge is not provided hence rejected<br>7 | patient was serious and photo at the time of LAMA has been uploaded                                                               | Rightly Rejected | AS PER DOCUMENTS THE PACKAGE IS NOT JUSTIFIED |
| 15    | T0110198101855 | 2019/141385 | 29120111A<br>- 00 | 30000    | yasmin bano   | as per treatment chart package not justified,hence rejected<br>7               | We provide all documents related with this package                                                                                | Reopen & Pay     | AS PER DOCUMENTS THE PACKAGE IS JUSTIFIED     |
| 16    | T1409184229740 | 2018/087698 | 29200002A<br>- 00 | 2000     | Mo Rafik      | Rejected -For any query Please refer to RSHAA<br>7                             | Mail was sent on 15th for stop working                                                                                            | Rightly Rejected | AS PER DOCUMENTS THE PACKAGE IS NOT JUSTIFIED |
| 17    | T0507197100779 | 2019/129092 | 29120006A<br>- 00 | 6000     | Tej Singh     | wrong report provided in place of oxymetry report<br>7                         | Oxymetry report already attached with discharge documents                                                                         | Rightly Rejected | AS PER DOCUMENTS THE WRONG PACAKGE SELECTED   |
| 18    | T2008183988754 | 2018/049818 | 29120107A<br>- 00 | 20000    | Boduram Saini | included in package of PTCA<br>7                                               | Thrombosuction is entirely different procedure in this suction catheter is being used the same cannot be included in PTCA package | Rightly Rejected | AS PER DOCUMENTS THE PACKAGE IS NOT JUSTIFIED |

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