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SHRI SHYAM HOSPITAL-Jaip 56	

SHRI SHYAM HOSPITAL-Jaip156 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:-

- Pratibha meena (Pratibhameena nov@gmail com)
- DR RAKESH KUMAR MEENA (RAKESHMEENABHMS@GMAIL COM)
- MANOJ GUPTA (gupta manoj @gmail com)

बैठक में **SHRI SHYAM HOSPITAL-Jaip156** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 17 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	6
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।



(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	T0505182903335	2018/039675	19030123A - 00	2000	Shanti Devi	Pre OP X ray not provided hence REJECETED7	Rejected without generating query. We uploaded the pre-op x-ray but it was software problem, that it is not showing.	Rightly Rejected	Blocked pkg & Treatment is not justified. (POST X RAY NOT PROVIDED)
2	T2312185163451	2019/099854	19100005A - 01	1350	Satish	tid late generated.7	This package is along with spine 360' fusion package which is a tertiary package. Initially the package 29060058A was booked on 17/12/2018 on getting approval patient was admitted on 21/12/2018 latter on package of 19100005A i.e. of blood transfusion -2 units was added and then we get the new TID T2312185163451 for secondary package and T2312185163462 for tertiary package.	Rightly Rejected	Late TID Generation.Blocked pkg 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
3	T2312185163451	2019/099853	19100005A - 00	1350	Satish	tid late generated.7	This package is along with spine 360' fusion package which is a tertiary package. Initially the package 29060058A was booked on 17/12/2018 on getting approval patient was admitted on 21/12/2018 latter on package of 19100005A i.e. of blood transfusion -2 units was added and then we get the new TID T2312185163451 for secondary package and T2312185163462 for tertiary package.	Rightly Rejected	Late TID Generation.Blocked pkg is not justified.
4	T3012185225255	2019/099852	29030023A - 00	10000	Nishu	AS PER RFP CLAUSE 1.13.5 TID NOT GENERATED ON ACTUAL TIME OF ADMISSION. ...PRE PHOTO ACTUAL ADMISSION TIME DATED 03.01.2019 NOT PROVIDED.7	This is a tertiary package we cannot admit the patient on the portal without getting approval. After getting approval we informed the patient and then patient came on 03-01-2019 then we admit her and get her operated. It was not a emergency case.	Reopen & Pay	Blocked pkg & Treatment is 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
5	T0304182615067	2018/039681	19030066A - 00	18000	Raju Saini	TID generated through MOIC route and Annexure II not provided hence rejected. 7	Rejected without generating query.	Rightly Rejected	Blocked pkg & Treatment is not justified
6	T1603195933154	2019/110234	19100005A - 00	1350	Munni Devi	as per rfp live photo at the time of discharge not provided,hence rejected7	1. Live photo could not be given at the time of discharge, as patient was not in the condition of coming to the portal & patient was refered to higher center for the management of respiratory distres. We have given the annexure 4 for this. 2. You have rejected the case without generating any query.	Rightly Rejected	Blocked pkg & Treatment is not justified. (Live discharge pt photo not provided)

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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
7	T1603195933154	2019/110233	29030016A - 00	72000	Munni Devi	as per rfp live photo at the time of discharge not provided,hence rejected7	1. Live photo could not be given at the time of discharge, as patient was not in the condition of coming to the portal & patient was refered to higher center for the management of respiratory distres. We have given the annexure 4 for this. 2. You have rejected the case without generating any query.	Rightly Rejected	Blocked pkg & Treatment is not justified. (Live discharge pt photo not provided)
8	T1607183624503	2018/039672	19030019A - 00	12000	Ruhi Bagri	three times bimetric details was not provied by the hospital hence rejected7	Since, age is less than 5 year of age, biometric is not applicable, even than we attempted 5 time, after that we admitted by MOIC route.	Reopen & Pay	Blocked pkg & Treatment is justified
9	T0304182615067	2018/039679	19030019A - 00	12000	Raju Saini	TID generated through MOIC route and Annexure II not provided hence rejected. 7	Rejected without generating query.	Reopen & Pay	Blocked pkg & Treatment is justified
10	T1309184227827	2018/062630	19030019A - 00	12000	Soni Devi Prem Devi	Rejected -For any query Please refer to RSHAA 7	According to RSHAA all the cases of during this period will be cleared, Then also you rejected the case.	Rightly Rejected	Blocked pkg & Treatment is not justified. (wrong pkg selection)

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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
11	T1607183624503	2018/039673	19030125A - 00	3000	Ruhi Bagri	three times bimetric details was not provided by the hospital hence rejected7	Since, age is less than 5 year of age, biometric is not applicable, even though we attempted 5 times, after that we admitted by MOIC route.	Reopen & Pay	Blocked pkg & Treatment is justified
12	T1603195933154	2019/110235	19030085A - 00	800	Munni Devi	as per rfp live photo at the time of discharge not provided, hence rejected7	1. Live photo could not be given at the time of discharge, as patient was not in the condition of coming to the portal & patient was referred to higher center for the management of respiratory distress. We have given the annexure 4 for this. 2. You have rejected the case without generating any query.	Rightly Rejected	Blocked pkg & Treatment is not justified. (Live discharge pt photo not provided)
13	T0205182873304	2018/039668	19010106A - 00	13000	Manohar Devi	Adhesiolysis pkg blocked in advance, no relevant indication mentioned in documents hence rejected7	Clinically adhesions were suspected, so package was booked in advance and during surgery adhesion were found so package was returned.	Rightly Rejected	Blocked pkg & Treatment 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	T3012185227588	2019/099856	19030126A - 00	10000	Indrjeet Bhadana	this pkg included above pkg 7	This is a package of tendon repair and another package (19030021) is of close reduction and percutaneous nailing. Both are different procedure.	Reopen & Pay	Blocked pkg & Treatment is justified.
15	T0205182873304	2018/039669	19010108A - 00	13000	Manohar Devi	Adhesiolysis pkg blocked in advance, no relevant indication mentioned in documents hence rejected7	It is beyond our comprehension, on what ground NIA rejected this case.	Reopen & Pay	Blocked pkg & Treatment is justified
16	T0209197757278	2019/138068	29030007A - 01	25000	Ramswaroop Gurjar	as this pkg procedure part procedure of above pkg hence rejected7	ACL & PCL repair both are different prucedures. This patient was operated first for ACL repair & then after few days for PCL repair.	Rightly Rejected	Blocked pkg & Treatment is not justified
17	T2701195474319	2019/104379	19010108A - 00	13000	Madhi Devi	detail ot notes not provide ,hence rejected7	When there OT notes are complete for Laproscopic Adhesiolysis,then how they can be uncomplete for Laproscopic Cholecystectomy	Rightly Rejected	Blocked pkg & Treatment is not justified. (wrong pkg selection)

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