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F 8(9) Rejection Appeal H 2 2

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Mahaveer Surgical Maternity Nursing Home-Siro 348	

Mahaveer Surgical Maternity Nursing Home-Siro1348 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 15/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr jai mathur (drjaimathur@gmail.com)
- RSHAA (raj rshaa@gov.in)
- exparty (dmahaveerbansal@gmail.com)

बैठक में **Mahaveer Surgical Maternity Nursing Home-Siro1348** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 48 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	13
2	Re-open & Query	0
3	Rightly Rejected	35

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।



(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	T2204196281563	2019/115786	19100008A - 00	1500	Suresh	As per RFP live photo of patient at the time of Discharge not provide hence rejected 7	patient expired on 22/4/19 hence live photo was not taken, Annexure 7 has been attached already, kindly look into it again	Rightly Rejected	Hence Rejected
2	T2401182095985	2018/033719	19100002A - 03	750	Amrit Lal	As per documents extraction & pus drainage done hence claim rejected 7	this patient was admitted with cellulitis of the face due to teeth infection, due to injectable antibiotics pus formation occur in teeth cavity and teeth became loose n hanging so just cleaning of the abscess cavity with removal of hanging teeth was done	Rightly Rejected	Hence Rejected
3	T2512171931009	2018/050285	19010052A - 00	15000	CHOPA RAM	as per the document provided in query panel is corrupted so due to lack of essential documents claim is rejected.7	ALL ESENTIAL DOCUMENTS WERE ATTACHED BUT DUE TO PROBLEM IN THE SOFTWARE OF NIA DOCUMENTS NOT SEEN THERE. IT'S THE SOFTWARE PROBLEM NOT THE HOSPITAL'S ISSUE HENCE WRONGLY REJECTED	Rightly Rejected	Hence Rejected



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	T3110184691636	2019/093451	19100002A - 02	750	Sudesh Kumar	Photo ID proof of patient not provided by hospital hence claim rejected. 7	There was discrepancy in the name of the patient between Bhamashah card and Adhar card. NIA should have given a query for this discrepancy. claim was rejected without query. So needs re-evaluation	Rightly Rejected	Hence Rejected
5	T1002182211252	2018/033865	19100002A - 02	750	Rekha Kumari	After query discharge time photo(lama) not provided by hospital hence claim rejected.7	This patient went LAMA. hence live photo of the patient was not sent due to agitation of the relatives. and also in case of death and LAMA live photo is not required	Rightly Rejected	Hence Rejected
6	T3103196070586	2019/119288	19100008A - 00	1500	Gori Kumari	hospital not provide bt sticker 7	No Query has been raised for blood sticker, if u r raising query for proctoscopy report u can also raise query for blood sticker so please look for it	Rightly Rejected	Hence Rejected



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	T2401182095985	2018/033542	19100002A - 00	750	Amrit Lal	As per documents extraction & pus drainage done hence claim rejected 7	Pt was admitted with cellulitis over the face due to teeth infection. Due to the Injectable Antibiotics inflammation turned to abscess and teeth infected were hanging so just cleaning of the abscess and extraction of hanging teeth were done. and we have not claimed for it seperately	Rightly Rejected	Hence Rejected
8	T3110184691636	2019/093449	19100002A - 00	750	Sudesh Kumar	Photo ID proof of patient not provided by hospital hence claim rejected. 7	There was discripency in the name of the patient between Bhamashah card and Adhar card. NIA should have given a query for this discripency. claim was rejected without query. So needs re-evaluation	Rightly Rejected	Hence Rejected



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	T0501195279794	2019/105909	49040001A - 00	5000	Ramli	after query hospital not provide usg report hence rejected7	This tribal patient was admitted in hospital with severe labour pains and doesn't had any previous ANC record. due to labour pains she was unable to shift to USG room. Hence she doesn't had any USG. Note for the same has been provided in query panel	Reopen & Pay	Block package is justified hence reopen and pay
10	T1805196556832	2019/120507	19010185A - 00	7000	KAILASH KUMAR	This package not payable with approved package. 7	Fissurectomy or Haemorrhoidectomy does not include sphincterotomy procedure and again indication for all three procedures are altogether different, so u can cover this package with other two packages kindly look in this matter again	Reopen & Pay	Block package is justified hence reopen and pay
11	T1703195938856	2019/113175	19100008A - 00	1500	Manki	hospital not provide BT sticker.hence rejected7	in the attached documents in Documents uploaded at query panel BT sticker is already attached. kindly relook on all the documents and consider this case.	Rightly Rejected	hence Rejected



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	T1105196484954	2019/119290	19050037A - 00	20000	Arbaj Khan	As per provide document discharge date live photo not provide by hospital hence Rejected 7	Patient was discharged on 14/5/19 and live photo was also taken on the same date. just by clerical mistake on discharge summary discharge date has been mentioned as 13/5/19. as per portal patient has been discharged on 14/5/19 with proper live webcam photo taken at the same time. kindly consider this case 20000 is a big amount for small hospitals.	Reopen & Pay	Block package is justified hence reopen and pay
13	T2412185176838	2019/105913	19030123A - 00	2000	Janvi	TIDnit generated within one hour of admission hence rejected.7	Patient was admitted at 05:00 PM and TID was generated at 05:25 PM which is quite with in one hour limit of TID generation. Kindly relook at this case	Reopen & Pay	Block package is justified hence reopen and pay



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	T3110184696457	2019/093454	19080013A - 00	7000	Thavari	hospital not provide annex 3 hence case rejected7	Annexure 3 was not uploaded but this is not in MDP, Atleast one query should have been raised to allow us to correct our mistake but this package was rejected without any query, so please relook this as this package is along with her mothers delivery package which itself says that this package is for the same baby. so please relook.	Reopen & Pay	Block package is justified hence reopen and pay
15	T2112185153830	2019/110001	19050032A - 00	4200	Allanoor	as per RFP live photo at time of discharge is not provided hence rejected 7	Live photo at the time of dischrge is already been provided and the time and date is mentioned over it as 27/12/2018 at 6:11pm. Kindly relook and consider this case	Reopen & Pay	Block package is justified hence reopen and pay



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
16	T1612171898796	2018/030216	29050011A - 00	6000	Gopal Kumar	as per usg report stone present in rt site but pcnl done left ,discrepancy in site .hence rejected7	Wrong side mentioned in discharge card is just a clerical mistake, all the supported documents uploaded like X ray, USG , Doctor Prescription and Indoor card everywhere mentioned side is RT side and RT side of this patient has been operated.	Rightly Rejected	Hence Rejected
17	T3110184691636	2019/093450	19100002A - 01	750	Sudesh Kumar	Photo ID proof of patient not provided by hospital hence claim rejected. 7	There was discrepancy in the name of the patient between Bhamashah card and Adhar card. NIA should have given a query for this discrepancy. claim was rejected without query. So needs re-evaluation	Rightly Rejected	Hence Rejected
18	T0108197406655	2019/138031	29080001A - 00	24000	Bhera Ram	as per rip discharge time pt. live photo not provide 7	Live photo with patient and patient's father is already been attached kindly see all the attached documents before rejecting the case	Reopen & Pay	Block package is justified hence reopen and pay



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
19	T2112185153830	2019/110002	19050033A - 00	21000	Allanoor	as per RFP live photo at time of discharge is not provided hence rejected 7	Live photo at the time of discharge is already been provided and the time and date is mentioned over it as 27/12/2018 at 6:11pm. Kindly relook and consider this case	Reopen & Pay	Block package is justified hence reopen and pay
20	T2204196281563	2019/115785	19100002A - 02	750	Suresh	As per RFP live photo of patient at the time of Discharge not provide hence rejected 7	patient expired on 22/4/19 hence live photo was not taken, Annexure 7 has been attached already, kindly look into it again	Rightly Rejected	Hence Rejected
21	T2401182092567	2018/030242	19050061A - 00	3000	Gopal Kumar	As per discharge blocked procedure not done hence claim rejected 7	Discharge card has 2 pages first page is of Gopal and second page is wrongly uploaded of other patient. But for the same NIA could have raised the query. Pre and post procedure clearly shows that the DJ Stent removal has been done	Rightly Rejected	Hence Rejected



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
22	T2712171938807	2018/030229	19020006A - 00	1000	Shakuntala Devi	completely filled annex 2 with reason mark on that not provided hence claim rejected. 7	Biometrics was not registered with the new version and was showing RD service failure. Hence MOIC route was taken for admission. Copy of the Annexure 2 was uploaded with same reason. Hence wrongly rejected	Reopen & Pay	Block package is justified hence reopen and pay
23	T0711184750478	2018/090943	19100002A - 02	750	Ramesh Kumar	hospital not PROVIDE LAMA TIME PHOTO hence rejected 7	Pt went LAMA and possibility of taking Live photo was not there due to Agitation and per guidlines also it's not compulsary to take live Photo in case of LAMA or death as per Guidline manule Heading 17 subheading 7 point M. Annexure 7 has already been attached. So kindly consider.	Rightly Rejected	Hence Rejected



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
24	T1305196503666	2019/120511	19040033A - 00	4250	Sumitra Sindal	This package not payable with approved package hence rejected7	This patient had Heterotopic pregnancy with one fetus in uterus which requires D&C and another fetus in fallopian tube which got ruptured intraperitoneally and required Laparoscopy surgery. Both of these are for different indication hence this package was selected. kindly look into the matter again.	Rightly Rejected	Hence Rejected
25	T1002182211252	2018/033867	19100008A - 00	1500	Rekha Kumari	After query discharge time photo(lama) not provided by hospital hence claim rejected.7	This patient went LAMA. hence live photo of the patient was not sent due to agitation of the relatives. and also in case of death and LAMA live photo is not required	Rightly Rejected	Hence Rejected



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	T1203195890299	2019/113168	49040001A - 00	5000	Lali	Discrepancy in time of delivery as per discharge summary baby delivered at 12/03/2019 1.30 p.m, as per o.t notes at 12/03/2019 7.50 am / 07.50 p.m hence rejected.7	This patients Indoor Register, Birth certificate shows the original time of delivery as 1:30 pm on 12/3/19. This is just a clerical mistake in Discharge card of timing. kindly raise a query for correct discharge card and consider this case.	Rightly Rejected	Hence Rejected
27	T3103196070586	2019/119287	19010185A - 00	7000	Gori Kumari	this is included in the above package hence rejected7	In cases of Acute on chronic fissure with anal spasm this is recommended to do Fissurectomy along with Sphincterotomy this gives better results and both are different surgeries not included each other REF: Pubmed: Surgtoday1997,27(10).975-8	Rightly Rejected	Hence Rejected
28	T2204196281563	2019/115784	19100002A - 01	750	Suresh	As per RFP live photo of patient at the time of Discharge not provide hence rejected 7	Patient Died on 22/4/19 hence live photo has not been taken. Annexure 7 has also been attached kindly look into it again	Rightly Rejected	Hence Rejected
29	T1002182211252	2018/040178	19100008A - 01	1500	Rekha Kumari	After query discharge time photo(lama) not provided by hospital hence claim rejected.7	Patient went LAMA and as per guidelines no live photo is required for such cases	Rightly Rejected	Hence Rejected



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
30	T1201195344466	2019/105908	49040001A - 00	5000	Saanvali	after query hospital not provide usg report hence rejected7	Patient was admitted in emergency in labour pains. she didn't had any previous ANC record or USG done tribal patient. Due to severe labour pains she was not in condition in USG room for USG hence USG of this patient was not done. Note regarding the same has been provided already.	Reopen & Pay	Block package is justified hence reopen and pay
31	T0402195547509	2019/109857	19100003A - 00	1500	Manu Devi	as per RFP pt live photo of discharge not provide hence rejected7	Patient expired in the hospital due which live photo was not possible Annexure 7 has been attached already. so kindly reconsider the case	Reopen & Pay	Block package is justified hence reopen and pay



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	T1110184494017	2019/093461	29160045A - 00	4000	Kala Ram	As per discharge summary cisplatin & nab paclitaxel given , hence rejected.7	This patient is Known case of CML and around 5 times earlier we have taken the package of Imatinib but this time by clerical mistake on discharge summary it was mentioned as some other chemodrugs, but the chemo chart, Indoor case paper and doctor prescription all says that patient recieved Imatinib only. So please relook.	Rightly Rejected	Hence Rejected
33	T2101195424988	2019/105893	29050011A - 00	6000	Chand Mohammad	POST OPERATIVE X-RAY KUB FILM NOT PROVIDE [QUERY REPLY FILE OPEN CORRUPTED]7	Post operative X ray was sent in the query pannel but documents is not getting opened due to software problem. kindly reconsider we will send the post op x ray again	Reopen & Pay	Block package is justified hence reopen and pay



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
34	T2212171917653	2018/050314	19050032A - 00	4200	Bhura	In spite of query Annexure 2 Annexure 4, Cystourethrogram or any investigation report in support of diagnosis not provided. Hence Rejected.7	ALL REPORTS SUPORTING DIAGNOSIS CYSTOURETHROGRAM, UROFLOWMETERY HAS ALREADY BEEN ATTACHED ONLY ANNEXURE 2 AND 4 WAS NOT BEEN SENT. REJECTING ON THE BASIS OF ANNEXURE IS NOT A CRITERIA AS PER GUIDELINES.	Rightly Rejected	Hence Rejected
35	T3110184691636	2019/093452	19100002A - 03	750	Sudesh Kumar	Photo ID proof of patient not provided by hospital hence claim rejected.7	There was discripency in the name of the patient between Bhamashah card and Adhar card. NIA should have given a query for this discripency. claim was rejected without query. So needs re-evaluation	Rightly Rejected	Hence Rejected
36	T1002182211252	2018/033743	19100002A - 01	750	Rekha Kumari	After query discharge time photo(lama) not provided by hospital hence claim rejected.7	This patient went LAMA. hence live photo of the patient was not sent due to agitation of the relatives. and also in case of death and LAMA live photo is not required	Rightly Rejected	Hence Rejected



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
37	T1802195674300	2019/105871	19100008A - 00	1500	Vira Ram	wrong package selection hence rejected.7	Patient was admitted for chemotherapy same time patient has been given one unit packed cell transfusion for which this package has been selected. kindly tell us right package for PCV transfusion if this is wrong.	Rightly Rejected	Hence Rejected
38	T1002182211252	2018/033721	19100002A - 00	750	Rekha Kumari	After query discharge time photo(lama) not provided by hospital hence claim rejected.7	This patient went LAMA. hence live photo of the patient was not sent due to agitation of the relatives. and also in case of death and LAMA live photo is not required	Rightly Rejected	Hence Rejected
39	T2401182095985	2018/033713	19100002A - 01	750	Amrit Lal	As per documents extraction & pus drainage done hence claim rejected 7	this patient was admitted with cellulitis of the face due to teeth infection, due to injectable antibiotics pus formation occur in teeth cavity and teeth became loose n hanging so just cleaning of the abscess cavity with removal of hanging teeth was done	Rightly Rejected	Hence Rejected



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
40	T0711184750478	2018/090937	19100002A - 00	750	Ramesh Kumar	hospital not PROVIDE LAMA TIME PHOTO hence rejected 7	Pt went LAMA and possibility of taking Live photo was not there due to Agitation and per guidlines also it's not compulsary to take live Photo in case of LAMA or death as per Guidline manule Heading 17 subheading 7 point M. Annexure 7 has already been attached. So kindly consider.	Rightly Rejected	Hence Rejected
41	T1612171898796	2018/030208	29050009A - 00	24000	Gopal Kumar	as per usg report stone present in rt site but pcnl done left ,discrepancy in site .hence rejected7	Wrong side mentioned in the discharge summary is just a clerical mistake. Patients all reports, Xray, USG, Doctor prescription and Indoor register everywhere it is clearly mentioned that this is RT PCNL. NIA can give query for the same. wrongly rejected	Rightly Rejected	Hence Rejected



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
42	T2212171917653	2018/050318	29050012A - 00	18000	Bhura	In spite of query Annexure 2 Annexure 4, Cystourethrogram or any investigation report in support of diagnosis not provided. Hence Rejected.7	ALL REPORTS SUPORTING DIAGNOSIS CYSTOURETHROGRAM, UROFLOWMETERY HAS ALREADY BEEN ATTACHED ONLY ANNEXURE 2 AND 4 WAS NOT BEEN SENT. REJECTING ON THE BASIS OF ANNEXURE IS NOT A CRITERIA AS PER GUIDELINES.	Rightly Rejected	Hence Rejected
43	T0711184750478	2018/090938	19100002A - 01	750	Ramesh Kumar	hospital not PROVIDE LAMA TIME PHOTO hence rejected 7	Pt went LAMA and possibility of taking Live photo was not there due to Agitation and per guidlines also it's not compulsory to take live Photo in case of LAMA or death as per Guidline manule Heading 17 subheading 7 point M. Annexure 7 has already been attached. So kindly consider.	Rightly Rejected	Hence Rejected



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
44	T2401182095985	2018/033717	19100002A - 02	750	Amrit Lal	As per documents extraction & pus drainage done hence claim rejected 7	this patient was admitted with cellulitis of the face due to teeth infection, due to injectable antibiotics pus formation occur in teeth cavity and teeth became loose n hanging so just cleaning of the abscess cavity with removal of hanging teeth was done	Rightly Rejected	Hence Rejected
45	T1906196912895	2019/123689	19100002A - 01	750	Manju Devi	Less than 24 Hrs7	Patient was admitted on 17/6/19 at 7:00 PM and discharged on 19/6/19 at 7:11pm which is 48hrs 11 minutes stay in hospital. hence stay is sufficient in the hospital. kindly look into the case again.	Rightly Rejected	Hence Rejected
46	T2204196281563	2019/115781	19100002A - 00	750	Suresh	As per RFP live photo of patient at the time of Discharge not provide hence rejected 7	Patient Died on 22/4/19 hence live photo has not been taken. Annexure 7 has also been attached kindly look into it again	Rightly Rejected	Hence Rejected



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
47	T0904196165272	2019/119289	29100016A - 00	2000	mamata	Bone Marrow Aspiration already included above pkg hence rejected 7	Bone marrow aspiration and biopsy both are altogether different procedures and require different instruments and also gives different reports. bone can be done in the same sitting it doesn't mean that both are included in one procedure only. kindly look into it and consider this package	Rightly Rejected	Hence Rejected
48	T2712185204157	2019/105910	29010042A - 00	35000	Bharat Kumar	counts of 3 biometric identification and OTP attempts could not be seen in this TID,hence rejected 7	Patients age was below 5 years when his Adhar card has been issued hence his biometrics has not registered. So it was not possible to do this case with biometric verification. Hence patient was admitted through MOIC route. Reason also been clearly mentioned on Annexure 2. kindly reconsider	Reopen & Pay	Block package is justified hence reopen and pay

