

F 008(9) Rejection Appeal-I 202 0

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GOVT B D M HOSPITAL KOTPUTLI-Jaip008 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 12/08/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Tej Singh (tejsinghmeena7 @gmail com)
- UMESH CHAUDHARY (bsbynia@gmail com)

बैठक में **GOVT B D M HOSPITAL KOTPUTLI-Jaip008** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 14 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	10
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 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	T2103195970308	2019/116836	19010004A - 00	5000	Sapana Kumari Yadav	hosp not provide clear procedure note and usg report hence rejected7	1.USG NOT REQUIRED IN MDP IN THIS CASE 2. OT NOTES PROVIDED IN DOCTORS OWN HANDWRITING WHICH IS LEGIBLE. WE DO NOT HAVE TYPIST TO TYPE THESE NOTES.	Reopen & Pay	case is justify hence approved
2	T0406196746954	2019/121659	19100002A - 01	750	Amit Kumar	wrong pkg selection hence rejected7	Package selection right .Please reopen this case and approved it.	Reopen & Pay	case is justify hence approved
3	T1308183920368	2018/057888	19030062A - 00	20000	Shanti Devi	3 Counts of biometric identification attempts could not be seen, hence rejected. 7	TID generate by MOIC route .Attech annexture 02 . So this case is wronge rejected.Please reopen this case and approved it.	Reopen & Pay	case is justify hence approved



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	T2506196975260	2019/129324	19010015A - 00	2500	Updesh Kanwar	after query hospital not provide detail procedure note hence rejected7	O.T Notes as required were submitted again in response to query by the company on 8 July 2019. Due to excessive work load doctors hand writing might not be good. Ours is govt hospital we are submitting genuine case only . kindly consider case reopen and pay.	Reopen & Pay	case is justify hence approved
5	T2007197263963	2019/131948	19010004A - 00	5000	Kavita Chouhan	PROCEDURE NOTE NOT PROVIDE HENCE REJECTED 7	O.T notes written on IPD ticket and were submitted again when query was raised for the first time about O.T notes. Hand writing may be a issue but we dont have typist to type O.T notes on ipd ticket. However O.T notes can be read by any doctors. If some issue was there company must have sent another query but company did not do so and rejected the case. In our opinion case is wrongly rejected so kindly reopen and pay.	Reopen & Pay	case is justify hence approved



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	T1710198267130	2019/145788	39070004A - 00	3500	Kishanlal	as per RFP live photo of pt. at the time of admission is not provided hence rejected (as per discharge ticket)7	Alredy Submit live photo of pt. at the time of admission. show in case status tracker .So this case is wronge rejected.Please reopen this case and approved it.	Rightly Rejected	pt admision date on discharge mismach hence reject
7	T2907197364715	2019/145754	39010001A - 00	7200	Sher Singh	detail ot notes acc. letter no. 202 not provided and procedure detail not mention on discharge ticket. hence rejected7	.So this case is wronge rejected.Please reopen this case and approved it.	Reopen & Pay	case is justify hence approved
8	T1103195872923	2019/111325	19030013A - 00	7000	Pawan Saini	wrong package selection7	WITHOUT QUERY REJECTION	Rightly Rejected	wrong pkg selection hence reject
9	T1607197219331	2019/133329	19010183A - 00	350	Mukesh Gurjar	AS PER RFP PATIENT LIVE PHOTO OF ADMISSION AND DISCHARGE NOT provided HENCE REJECTED7	Patient live photo captured alredy. wrongly rejected so kindly reopen and pay.	Reopen & Pay	case is justify hence approved
10	T1008197510149	2019/138730	19110034A - 00	650	Pooja Jat	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done,thru BSBY Card Hence Rejected. 7	identity of patient done,thru BSBY Card. So kindly reopen and pay.	Reopen & Pay	case is justify hence approved
11	T0406196746954	2019/121658	19100002A - 00	750	Amit Kumar	wrong pkg selection hence rejected7	Package selection right .Please reopen this case and approved it.	Reopen & Pay	case is justify hence approved



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	T3005196691130	2019/124428	19070044A - 00	750	Koshyala Devi	hospital not provide clinical photo hence rejected7	Clinical photo of patient is not available now, as photo deleted by mistake. But in pre photo of the patient pterygium is visible in the left eye of the patient on cornea. In the post operative photo of the patient show clearly operative left eye . Kindly consider the case and pay.	Rightly Rejected	clinical photos is not provide hence reject
13	T0708197464951	2019/138732	19110001A - 00	8500	Mahendra Saini	after Reminder 2--not PROVIDE SUPPORTIVE INVESTIGATION REPORT AND COMPLETE OT NOTE,so rejected 7	O.T notes written on IPD ticket and were submitted again when query was raised for the first time. But file not show in cash status tracker of software . case is wrongly rejected so kindly reopen and pay.	Rightly Rejected	supporting investigation is not provide hence reject
14	T2009184288489	2018/057885	19100002A - 00	750	Koushlya Devi	no live phojto at the discharge ticket7	, 4 , REOPEN APRUVED .	Reopen & Pay	case is justify hence approved

