

F 8(9) Rejection Appeal-I 2 2

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2 Jaipur National University Institute for Medical Sciences and Research Center-Jaip887

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Jaipur National University Institute for Medical

Sciences and Research Center-Jaip887

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Jaipur National University Institute for Medical Sciences	

Jaipur National University Institute for Medical Sciences and Research Center-Jaip887 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 26/06/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Kavita Bansiwala (mo bsbyraj@gmail.com)

- Sh Umesh choudhary (bsbynia@gmail.com)

- Dr Vikas Ranjan (bsbynia@gmail.com)

- Sh Manoj Kumar (jalalmanoj 9@gmail.com)

- Dr G M Chouhan (jalalmanoj 9@gmail.com)

बैठक में **Jaipur National University Institute for Medical Sciences and Research Center-Jaip887** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 82 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	44
2	Re-open & Query	13
3	Rightly Rejected	25

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 19/07/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 19/07/2021 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 19/07/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(JC RS AA)



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	T0912198801999	2020/156601	19100002A - 07	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient
2	T2811184939636	2019/099055	19010190A - 00	900	sunil kumar	hospital not provide id proof of pt. hence rejected7	no query regarding id proof but we identified the patient with bio metric	Rightly Rejected	patient was admitted in general ward during same duration with TID no T2811184940244, hence rightly rejected
3	T0111198418029	2019/147353	19050059A - 00	5000	Kishan Lal	included in above surgery pkg7	CYSTOSCOPY SEPARATE PROCEDURE	Rightly Rejected	this is part of other booked major package , not payable separately hence rightly rejected
4	T0512198774029	2020/156576	19100002A - 06	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
5	T0912198801999	2020/156607	19100002A - 01	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient
6	T0710198158008	2019/148395	19100008A - 00	1500	Moolchand Meena	hospital not provide id proof of pt.7	patient verified with biometric identification and live capture photo and no query regarding id	Re-Open & Query	without query rejected reopen and query for patient ID BHAMASHAH AND ADHAR CARD
7	T0512198774029	2020/156575	19100002A - 07	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay

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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	T1903195958642	2019/118247	29160004A - 00	10000	Mahboob Khan	After Query Complete Discharge summary not provided , hence rejected.7	PROVIDE COMPLETE DISCHARGE SUMMARY	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
9	T0912198801999	2020/156597	19100002A - 11	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient
10	T2510198360345	2020/156860	29050016A - 00	25000	Afsana Bano	TID was not generated on the date of admission as per the enclosed discharge summary.7	NO QUERY DIRECTLY REJECTED	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
11	T0710198158008	2019/148392	19100008A - 03	1500	Moolchand Meena	hospital not provide id proof of pt.7	patient verified with biometric identification and live capture photo and no query regarding id	Re-Open & Query	without query rejected reopen and query for patient ID BHAMASHAH AND ADHAR CARD
12	T1412198841471	2020/156453	29120006A - 00	6000	Shivram Meena	change of package without justification and prior approval and after expiry of policy period 7	We generated the TID Prior expiry of policy period. Hence generated the TID dated 11-Dec-19 02:11 PM but during hospitalization change the code dated 14-Dec-2019 03:58 PM and approved on dated 15-Dec-2019 04:01 PM	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay

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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
13	T2211184886716	2019/098861	19020027A - 00	12000	salma begam	PNS X ray report not provide hence rejected 7	no query regarding PNS x-ray directly reject	Re-Open & Query	(MDP-RQ) Without Query Rejected. CT PNS (mentioned in discharge ticket)document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.
14	T0512198774029	2020/156577	19100002A - 05	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
15	T0912198801999	2020/156599	19100002A - 09	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient
16	T0512198774029	2020/156568	19100002A - 14	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
17	T0512198774029	2020/156567	19100002A - 15	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay

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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
18	T1312198833807	2020/156465	29120016A - 00	78000	lohdiram meena	change of package without justification and prior approval and after expiry of policy period 7	We generated the TID Prior expiry of policy period. Hence generated the TID dated 10-Dec-19 08:56 PM but during hospitalization change the code dated 13-Dec-2019 06:00 PM and approved on dated 14-Dec-2019 06:00 PM	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
19	T0710198158008	2019/148393	19100008A - 02	1500	Moolchand Meena	hospital not provide id proof of pt.7	patient verified with biometric identification and live capture photo and no query regarding id	Re-Open & Query	without query rejected reopen and query for patient ID BHAMASHAH AND ADHAR CARD
20	T1001195328353	2019/100183	29120015A - 00	54000	GULAB SINGH	ptca report with stent sticker not found.7	PTCA NOT DONE	Rightly Rejected	booked procedure not done hence rightly rejected
21	T0512198774029	2020/156564	19100008A - 00	1500	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
22	T1105182968092	2019/095079	29200002A - 00	2000	Sunita	disacharge summary is not provided hence rejected7	no query regarding discharge ticket	Rightly Rejected	patient was admitted in general ward during same duration with other TID hence rightly rejected
23	T2003195967708	2019/118246	19100003A - 02	1500	Rajiya	lama summary is not provided hence rejected7	ALL DOCUMENT PROVIDED	Reopen & Pay	patient was LAMA , all documents were uploaded by hospital , package justified hence reopen and pay 75%.

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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
24	T1312198831654	2020/156445	29120016A - 00	78000	Kajod Mal Bairwa	change of package without justification and prior approval and after expiry of policy period 7	We generated the TID Prior expiry of policy period. Hence generated the TID dated 09-Dec-19 02:30 PM but during hospitalization change the code dated 13-Dec-2019 01:36 PM and approved on dated 14-Dec-2019 02:00 PM	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
25	T0512198774029	2020/156571	19100002A - 11	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
26	T0512198774029	2020/156570	19100002A - 12	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
27	T0710198158008	2019/148398	19010171A - 00	18000	Moolchand Meena	hospital not provide id proof of pt.7	patient verified with biometric identification and live capture photo and no query regarding id	Re-Open & Query	(MDP-RQ) Without Query Rejected. patient ID BHAMASHAH AND ADHAR CARD to varify patient name document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.
28	T0912198801999	2020/156596	19100002A - 12	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient

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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
29	T1312198833807	2020/156464	29120006A - 00	6000	lohdiram meena	change of package without justification and prior approval and after expiry of policy period 7	We generated the TID Prior expiry of policy period. Hence generated the TID dated 10-Dec-19 08:56 PM but during hospitalization change the code dated 13-Dec-2019 06:00 PM and approved on dated 14-Dec-2019 06:00 PM	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
30	T2510198360345	2020/156857	19100006A - 02	750	Afsana Bano	TID was not generated on the date of admission as per the enclosed discharge summary.7	NO QUERY DIRECTLY REJECTED	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
31	T2811184937189	2019/099363	29200002A - 00	2000	Radha Kishan	HOSPITAL NOT PROVIDED COMPLETE ANNEXURE 6 SIGNED BY PATIENT HENCE REJECTED 7	by mistake miss the patient sign	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
32	T0710198158008	2019/148396	19100007A - 01	750	Moolchand Meena	hospital not provide id proof of pt.7	patient verified with biometric identification and live capture photo and no query regarding id	Re-Open & Query	without query rejected reopen and query for patient ID BHAMASHAH AND ADHAR CARD
33	T0912198801999	2020/156600	19100002A - 08	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient

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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
34	T1001195328353	2019/100182	29120006A - 00	6000	GULAB SINGH	ptca report with stent sticker not found.7	WE PROVIDE ANGIOGRAPHY REPORT WITH STENT STICKER	Reopen & Pay	cath without oxymetry done hence reopen and pay for 29120007
35	T2409198014541	2020/159400	49040001A - 00	5000	Savita Sharma	null7	no query regarding anx -3	Re-Open & Query	(MDP-RQ) Without Query Rejected. Annx 3 document is a part of Minimum Document protocol for the booked package. Insurance Company shall reopen the claim and shall query for above mentioned document only.
36	T0512198774029	2020/156582	19100002A - 00	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
37	T0512198774029	2020/156566	19100002A - 16	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
38	T0912198801999	2020/156605	19100002A - 03	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient
39	T2509198027348	2019/141431	29060053A - 00	45000	Ramesh Chand Gurjar	provide post hp report7	Without Query reject	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
40	T0912198801999	2020/156606	19100002A - 02	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient

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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
41	T0912198801999	2020/156604	19100002A - 04	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient
42	T1412198841471	2020/156454	29120016A - 00	78000	Shivram Meena	change of package without justification and prior approval and after expiry of policy period 7	We generated the TID Prior expiry of policy period. Hence generated the TID dated 11-Dec-19 02:11 PM but during hospitalization change the code dated 14-Dec-2019 03:58 PM and approved on dated 15-Dec-2019 04:01 PM	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
43	T2510198360345	2020/156856	19100006A - 01	750	Afsana Bano	TID was not generated on the date of admission as per the enclosed discharge summary.7	NO QUERY DIRECTLY REJECTED	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
44	T0901195317777	2019/102779	19110014A - 00	12000	Mahipal	as per d/s discharge date 01.01.19 while date on d/s time photo 10.01.19 hence as per RFP live photo at the time of discharge not provided. Hence rejected 7	both are live photo	Re-Open & Query	date of discharge in discharge ticket is 01jan 2019 but on portal DOD is 10 jan 2019 , to justify this date variation reopen and query for complete IPD papers and justifiacion for one month stay in hospital
45	T2003195967708	2019/118245	19100003A - 01	1500	Rajiya	lama summary is not provided hence rejected7	ALL DOCUMENT PROVIDED	Reopen & Pay	patient was LAMA , all documents were uploaded by hospital , package justified hence reopen and pay 75%.
46	T2106196936213	2019/148474	29130006A - 00	35000	Chunni Lal Meena	O.T Notes of blocked date duration not provided.7	NO QUERY DIRECTLY REJECTED	Rightly Rejected	as per provided documents booked package not justified hence rightly rejected.

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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
47	T0512198774029	2020/156565	19100002A - 17	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
48	T0912198801999	2020/156602	19100002A - 06	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient
49	T1501195367427	2019/103143	19080003A - 00	5000	Afreen Fatima	not provided annexure 3, dis summary baby of Afreen Fatima 7	no query regarding anx-3 please re query	Rightly Rejected	as per provided documents booked package not justified hence rightly rejected.
50	T2509198027348	2019/141430	29060017A - 00	30000	Ramesh Chand Gurjar	provide post hp report7	Without Query reject	Rightly Rejected	this is part of other booked major package , not payable separately hence rightly rejected
51	T2611184920946	2019/098862	29130006A - 00	35000	Gopal Lal Meena	post op. clinical photo not provide by hospital hence Rejected 7	we provide the all the clinical photographs pre and post both	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document post op clinical photo and donor site photo which is necessary for the booked package. Hence , Claim has been rightly rejected.
52	T0512198774029	2020/156578	19100002A - 04	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
53	T0912198801999	2020/156598	19100002A - 10	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient



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
54	T0912198801999	2020/156595	19100002A - 13	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient
55	T2003195967708	2019/118244	19100003A - 00	1500	Rajiya	lama summary is not provided hence rejected7	ALL DOCUMENT PROVIDED	Reopen & Pay	patient was LAMA , all documents were uploaded by hospital , package justified hence reopen and pay 75%.
56	T2510198360345	2020/156855	19100006A - 00	750	Afsana Bano	TID was not generated on the date of admission as per the enclosed discharge summary.7	NO QUERY DIRECTLY REJECTED	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
57	T0512198773758	2020/156275	29120047A - 00	112000	Seema Devi	Despite query signed (by cardiologist) pre & post op 2d echo not provided. hence not valid & rejected.7	we provide doctors reg. no. with seal and sign of all documents	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
58	T0512198774029	2020/156572	19100002A - 10	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
59	T1312198831654	2020/156444	29120006A - 00	6000	Kajod Mal Bairwa	change of package without justification and prior approval and after expiry of policy period 7	We generated the TID Prior expiry of policy period. Hence generated the TID dated 09-Dec-19 02:30 PM but during hospitalization change the code dated 13-Dec-2019 01:36 PM and approved on dated 14-Dec-2019 02:00 PM	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay

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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
60	T2510198360345	2020/156854	19080007A - 00	17000	Afsana Bano	TID was not generated on the date of admission as per the enclosed discharge summary.7	NO QUERY DIRECTLY REJECTED	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
61	T2510198360345	2020/156859	19100008A - 01	1500	Afsana Bano	TID was not generated on the date of admission as per the enclosed discharge summary.7	NO QUERY DIRECTLY REJECTED	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
62	T2711198699208	2020/156817	29050011A - 00	6000	Jhuti	as post op KUB film not given7	WITH OUT QUERY REJECTED	Rightly Rejected	DJ stent not payable with PCNL hence rightly rejected.
63	T0512198774029	2020/156581	19100002A - 01	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
64	T0710198158008	2019/148394	19100008A - 01	1500	Moolchand Meena	hospital not provide id proof of pt.7	patient verified with biometric identification and live capture photo and no query regarding id	Re-Open & Query	without query rejected reopen and query for patient ID BHAMASHAH AND ADHAR CARD
65	T0712185030229	2019/099061	19100015A - 00	1000	Rahish Ahmad	hospital not provide discharge summery hence rejected 7	no query	Rightly Rejected	patient was admitted in general ward during same duration with other TID hence rightly rejected
66	T0710198158008	2019/148397	19100007A - 00	750	Moolchand Meena	hospital not provide id proof of pt.7	patient verified with biometric identification and live capture photo and no query regarding id	Re-Open & Query	without query rejected reopen and query for patient ID BHAMASHAH AND ADHAR CARD

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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
67	T0512198774029	2020/156580	19100002A - 02	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
68	T0512198774029	2020/156579	19100002A - 03	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
69	T0912198801999	2020/156608	19100002A - 00	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient
70	T0512198774029	2020/156573	19100002A - 09	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
71	T0901195317777	2019/102777	29130005A - 00	50000	Mahipal	as per d/s discharge date 01.01.19 while date on d/s time photo 10.01.19 hence as per RFP live photo at the time of discharge not provided. Hence rejected 7	both are live photo	Re-Open & Query	date of discharge in discharge ticket is 01jan 2019 but on portal DOD is 10 jan 2019 , to justify this date variation reopen and query for complete IPD papers and justifiacion for one month stay in hospital
72	T0912198801999	2020/156594	19100002A - 14	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient

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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
73	T1512198845130	2020/156278	29100008A - 00	35000	Chanda Ram Meena	change of package without justification and prior approval and after expiry of policy period 7	we generated the TID 08 DEC-19 but policy period	Reopen & Pay	All mandatory documents to justify this package uploaded by hospital hence reopen and pay
74	T0512198774029	2020/156574	19100002A - 08	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
75	T0901195317777	2019/102778	19100008A - 01	1500	Mahipal	as per d/s discharge date 01.01.19 while date on d/s time photo 10.01.19 hence as per RFP live photo at the time of discharge not provided. Hence rejected 7	both are live photo	Re-Open & Query	date of discharge in discharge ticket is 01jan 2019 but on portal DOD is 10 jan 2019 , to justify this date variation reopen and query for complete IPD papers and justifiacion for one month stay in hospital
76	T0912198801999	2020/156603	19100002A - 05	750	Kishori Lal	As per RFP live photo of same patient at the time of discharge not provided hence rejected.7	that is the software mistake. there are two discharge patient photo	Rightly Rejected	Claim is Rightly Rejected by insurance company because both photos at the time of admission and discharge submitted with claim in software are different patient
77	T0512198774029	2020/156569	19100002A - 13	750	Aziz	HOSPITAL NOT PROVIDE BT STICKER AND COMPLETE ANNEXURE 6 HENCE REJECTED7	as per the portal uploaded documents we provide complete anx-6 and blood sticker	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay

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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
78	T1312198833858	2020/156447	29100007A - 00	15000	Mangi	change of package without justification and prior approval and after expiry of policy period 7	We generated the TID Prior expiry of policy period. Hence generated the TID dated 09-Dec-19 08:36 AM but during hospitalization change the code dated 13-Dec-2019 06:10 PM and approved on dated 14-Dec-2019 07:00 PM	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
79	T0901195317777	2019/102780	19100008A - 00	1500	Mahipal	as per d/s discharge date 01.01.19 while date on d/s time photo 10.01.19 hence as per RFP live photo at the time of discharge not provided. Hence rejected 7	both are live photo	Re-Open & Query	date of discharge in discharge ticket is 01jan 2019 but on portal DOD is 10 jan 2019 , to justify this date variation reopen and query for complete IPD papers and justifiacion for one month stay in hospital
80	T2510198360345	2020/156858	19100008A - 00	1500	Afsana Bano	TID was not generated on the date of admission as per the enclosed discharge summary.7	NO QUERY DIRECTLY REJECTED	Reopen & Pay	all mandatory documents to justify this package uploaded by hospital hence reopen and pay
81	T2604182825065	2018/091314	29100007A - 00	15000	Shkur Ali	As per RFP, live photo of patient at the time of discharge not provided hence rejected 7	AS PER RFP 30 APRIL UPLOADED PHOTO ARE ALLOWED	Reopen & Pay	all mandatory docusments to justify this package uploaded by hospital hence reopen and pay
82	T2207183686565	2018/092361	19100002A - 00	750	vikram singh	TID not generate within 1 hr.hence rejected7	TID GENERATED WITH IN ONE HOURS BUT BY MISTAKE BSBY PORTAL TYPOGRAPHICAL ERROR	Reopen & Pay	All mandatory documents to justify this package uploaded by hospital hence reopen and pay

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