

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

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F	8(9) Rejection Appeal-I 2 2 8	2 2 2
	Vijay Hospital-Bhar 23	

Vijay Hospital-Bhar1123 ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत आधार पर निरस्त किए गए क्लेमस के प्रकरण में संयुक्त मुख्य कार्यकारी अधिकारी, राजस्थान स्टेट हेल्थ एश्योरेंस एजेंसी के समक्ष प्रस्तुत अपील पर सुनवाई दिनांक 16/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Kavita Bansiwali (mo3 bsbyraj@gmail com)
 - Dr Mithlesh Rewaria (bsbynia@gmail com)
 - Sh Pushpendra Kuntal (vijayhospital2 @gmail com)
- बैठक में **Vijay Hospital-Bhar1123** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 32 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	18
2	Re-open & Query	1
3	Rightly Rejected	13

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 28/07/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं | यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 28/07/2021 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 28/07/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके |



(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	T1504182728526	2018/088920	19100005A - 01	1350	SOMOTI	hospital not provide complete filled annexure 27	annexure 2 already provided.annexure 2 form full fill but by mistake tid not mention on the form.but NIA not raise any query about annexure 2 and case rejected by NIA without any one query	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.
2	T0608197454177	2019/133325	29060066A - 00	8000	sapna	as per rfp live discharge photo is not provided hence rejected7	dear sir please recheck again because pt.live photo capture by camera at bsby desk at the time of discharge .pt photo not uploaded in bsby software.pt.lay down on stretcher and pt condition is stable.i request you please recheck again carefully,and take necessary action	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
3	T1011198514912	2019/146206	29060061A-00	80000	Bachchu Singh	As per RFP live photo of patient at the time of LAMA not provide hence rejected 7	dear sir.pt Bachchu not discharge normally.Pt discharge on LAMA.and as par your RFP if pt dead or lama than not necessary of live photo of patient as par written in your annexure 7.if pt dead or lama than hospital provided annexure 7.so i attached annexure 7.As par your RFP Point No 16,sub point no 7 (M) write there if patient lama,death and abscond or not possible to live photo than you attached annexure 7please check it and I request you please check again.	Rightly Rejected	patient was LAMA and LAMA consent not provided by hospital after NIA query hence rightly rejected.

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1	2	3	4	5	6	7	8	9	10
4	T1203195886814	2019/109615	19020025A-00	6700	Aakash Kumar	blocked package included in 29130017A-00 hence rejected7	1.29130017 package is meant for maxilla and mandible fracture,not for nasal bone reduction and septal correction,2.Nasal bone reduction and septal correction is entirely different procedure,so packages blocked accordingly.	Rightly Rejected	this package not payable with other blocked major package hence rightly rejected.
5	T1209184214925	2018/058999	29060060A-00	85000	Mukhtyari	As per OT notes the procedure mentioned is not MISS (12 CM of incision which is Open procedure) hence rejected 7	Incision was not 12 cm. Spinal Needle was inserted from 12 cm Lateral to midline in to L4-L5 inter Vertebral foramen and Trans Foraminal Endoscopic Discectomy was done.which is Minimal Invasive Spine Surgery.	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
6	T1011198514912	2019/146207	19100005A - 00	1350	Bachchu Singh	As per RFP live photo of patient at the time of LAMA not provide hence rejected 7	dear sir.pt Bachchu not discharge normally.Pt discharge on LAMA.and as par your RFP if pt dead or lama than not necessary of live photo of patient as par written in your annexure 7.if pt dead or lama than hospital provided annexure 7.so i attached annexure 7.As par your RFP Point No 16,sub point no 7 (M) write there if patient lama,death and abscond or not possible to live photo than you attached annexure 7please check it and I request you please check again.	Rightly Rejected	patient was LAMA and LAMA consent not provided by hospital after NIA query hence rightly rejected.
7	T1205196494053	2019/118445	19100002A - 01	750	Sakshi	opt stay is less than 24 hour7	pt add: 07.05.19 & dis: 12.05.19.so pt stay in hospital 5 days and package blocked only 4 days.2 day neuro ICU and 2 days GW.so why pt less than stay 24 hour.please re check it.	Reopen & Pay	wrongly rejected, 24 hrs of hospital stay completed hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
8	T2010198303903	2019/141526	19100005A - 01	1350	Mahendra	Annexure Vi not signed either by patient or other BSBY card family members.7	patient was suffering from brain tumor.and pt operated.at the time of discharge pt improved but not proper stable for any written work or any other thing.so patient blood relative his nephew sign on feedback form.no other relatives are present at that time of discharge.and no any guideline issue in RFP patient sign is must either is not proper stable for written and only those member are allow for sign whose name in BSBy card.many times only one or two members name in bsby card and 1 is patient and other is dead.than how is it possible than other member sine there.so i request you please consider this case and please approved it.thank you	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
9	T2903196047557	2019/113912	19030024A - 00	3000	Virendra	included in the above packages hence rejected7	As surgical sites of both procedure are at different location as wound debridement & closer done at right Ear.and Reconstructive surgery with titanium plates done right mid face region (rt ZMC Fracture)so both are entirely different procedure entirely different surgery site.so kindly consider both package should be different. thanks	Rightly Rejected	as per provided documents package not justified hence rightly rejected.
10	T0608197454177	2019/133326	29060066A - 01	8000	sapna	as per rfp live discharge photo is not provided hence rejected7	dear sir please recheck again because pt.live photo capture by camera at bsby desk at the time of discharge .pt photo not uploaded in bsby software.pt.lay down on stretcher and pt condition is stable.i request you please recheck again carefully,and take necessary action	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
11	T1007197155408	2019/134455	29060061A - 00	80000	Sheela Devi	As per RFP live discharge patient photo not provided, hence rejected as its mandatory7	dear sir.pt shila not discharge normally.pt attendant discharge patient on LAM.and as par your RFP if pt dead or lama than not necessary of live photo of patient as par written in your annexure 7.if pt dead or lama than hospital provided annexure 7.so i attached annexure 7.i request you please check again.	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.
12	T1504182728526	2018/088919	29060061A - 00	80000	SOMOTI	hospital not provide complete filled annexure 27	annexure 2 allready provided.annexure 2 form full fill but by mistake tid not mention on the form.but NIA not raise any query about annexure 2 and case rejected by NIA without any one query	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
13	T0404196109556	2019/112950	19020025A - 00	6700	Ajay dhakad	this package included in 29130017A hence rejected	1.29130017 package is meant for maxilla and mandible fracture, not for nasal bone reduction and septal correction, 2. Nasal bone reduction and septal correction is entirely different procedure, so packages blocked accordingly.	Rightly Rejected	this package not payable with other blocked major package hence rightly rejected.
14	T1007197155408	2019/134456	19100005A - 01	1350	Sheela Devi	As per RFP live discharge patient photo not provided, hence rejected as its mandatory	dear sir, pt shila not discharge normally, pt attendant discharge patient on LAM. and as per your RFP if pt dead or lama than not necessary of live photo of patient as per written in your annexure 7. if pt dead or lama than hospital provided annexure 7. so i attached annexure 7. i request you please check again.	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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15	T1007197155354	2019/139530	29060061A-00	80000	Vineet	CT report not complete and provided CT scan report no seen subdural Haematoma. hence rejected.7	hemorrhagic contusion is lying subdurally, not extradurally.there is no other package code for hemorrhagic contusion.package code is given for eighter extradural hematoma or sub dural hematoma only	Rightly Rejected	as per provided ct head report sub dural hematoma not justified hence rightly rejected.
16	T0801181997088	2018/037789	29060061A-00	80000	Vipi Singh	In spite of query detail procedure notes not provided. Hence Rejected.7	dear sir/madam NIA wants to procedure detail notes but by mistake procedure details notes upload in wrong file formats so file was not open. i provided procedure notes in right formats if you reopen this case	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document OT notes which is necessary for the booked package. Hence , Claim has been rightly rejected.



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1	2	3	4	5	6	7	8	9	10
17	T1011198514912	2019/146208	19100005A - 01	1350	Bachchu Singh	As per RFP live photo of patient at the time of LAMA not provide hence rejected 7	dear sir.pt Bachchu not discharge normally.Pt discharge on LAMA.and as par your RFP if pt dead or lama than not necessary of live photo of patient as par written in your annexure 7.if pt dead or lama than hospital provided annexure 7.so i attached annexure 7.As par your RFP Point No 16,sub point no 7 (M) write there if patient lama,death and abscond or not possible to live photo than you attached annexure 7please check it and I request you please check again.	Rightly Rejected	patient was LAMA and LAMA consent not provided by hospital after NIA query hence rightly rejected.

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1	2	3	4	5	6	7	8	9	10
18	T1007197155408	2019/134457	19100005A - 00	1350	Sheela Devi	As per RFP live discharge patient photo not provided, hence rejected as its mandatory7	dear sir.pt shila not discharge normally.pt attendant discharge patient on LAM.and as par your RFP if pt dead or lama than not necessary of live photo of patient as par written in your annexture 7.if pt dead or lama than hospital provided annexture 7.so i attached annexture 7.i request you please check again.	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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19	T2010198303903	2019/141527	19100005A - 00	1350	Mahendra	Annexure Vi not signed either by patient or other BSBY card family members.7	patient was suffering from brain tumor.and pt operated.at the time of discharge pt improved but not proper stable for any written work or any other thing.so patient blood relative his nephew sign on feedback form.no other relatives are present at that time of discharge.and no any guideline issue in RFP patient sign is must either is not proper stable for written and only those member are allow for sign whose name in BSBy card.many times only one or two members name in bsby card and 1 is patient and other is dead.than how is it possible than other member sine there.so i request you please consider this case and please approved it.thank you	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
20	T0503182372061	2018/038424	29060060A-00	85000	Banavari Lal	No where in Discharge summary and detail operative notes Minimal Invasive detail is mentioned hence rejected due to wrong pkg selection 7	at the time of admission planned for minimal invasive spine surgery on behalf MRI report but at the time of op on the ot table planned has been changed and discectomy lumber surgery done	Rightly Rejected	blocked procedure not done hence rightly rejected.
21	T0608197454177	2019/133328	29060066A-03	8000	sapna	as per rfp live discharge photo is not provided hence rejected7	dear sir please recheck again because pt.live photo capture by camera at bsby desk at the time of discharge .pt photo not uploaded in bsby software.pt.lay down on stretcher and pt condition is stable.i request you please recheck again carefully,and take necessary action	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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22	T1908183975933	2018/031515	19100005A - 01	1350	Rama	Single sticker uploaded hence this pkg rejected 7	hospital provided 2 blood striker 1st blood unit blood collection on date 18.08.18 and exp is 22.09.18 and 2nd unit blood striker blood collection on date 19.08.18 and exp is 23.09.2018 so recheck again.i attached both striker in one pdf file	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.
23	T0608197454177	2019/133322	19100003A - 00	1500	sapna	as per rfp live discharge photo is not provided hence rejected7	dear sir please recheck again because pt.live photo capture by camera at bsby desk at the time of discharge .pt photo not uploaded in bsby software.pt.lay down on stretcher and pt condition is stable.i request you please recheck again carefully,and take necessary action	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
24	T0608197454177	2019/133327	29060066A-02	8000	sapna	as per rfp live discharge photo is not provided hence rejected7	dear sir please recheck again because pt.live photo capture by camera at bsby desk at the time of discharge .pt photo not uploaded in bsby software.pt.lay down on stretcher and pt condition is stable.i request you please recheck again carefully,and take necessary action	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.
25	T1902182272396	2018/043912	29060060A-00	85000	Radha	null7	package status is approved and but NIA only paid 65000 rs when package rate is 85000 rs.so please issue rest of payment	Rightly Rejected	package is already paid , NIA agree to pay difference amount .
26	T1504182728526	2018/088921	19100005A-00	1350	SOMOTI	hospital not provide complete filled annexure 27	annexure 2 allready provided.annexure 2 form full fill but by mistake tid not mention on the form.but NIA not raise any query about annexure 2 and case rejected by NIA without any one query	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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27	T0808183871270	2018/040363	29220012A - 00	25000	GOLU	after query,hospital not PROVIDE CLINICAL PHOTOS AND DETAIL OT NOTES for pkg,T0808183871270 ,hence rejected7	dental ot notes provided by hospital in one zip file after query reply.but hospital not provided clinical photo because pt has been already discharge.so hospital provided pree and post operative x-ray of patient in query reply	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document clinical photos which is necessary for the booked package. Hence , Claim has been rightly rejected.
28	T0709184164886	2018/060088	29130017A - 00	20000	Devendra Kumar	hospital not provide detail ot notes hence case rejected7	without any query case rejected by nia.by mistake post operate x-ray film uploaded at the place of OT notes if NIA one time raise query for ot notes i provided it.so i request you please re open the case and raise query for ot notes.i provide you	Re-Open & Query	Without Query Rejected. OT notes 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.

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1	2	3	4	5	6	7	8	9	10
29	T0608197454177	2019/133323	19100003A - 01	1500	sapna	as per rfp live discharge photo is not provided hence rejected7	dear sir please recheck again because pt.live photo capture by camera at bsby desk at the time of discharge .pt photo not uploaded in bsby software.pt.lay down on stretcher and pt condition is stable.i request you please recheck again carefully,and take necessary action	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
30	T1011198516145	2019/147352	29210001A - 00	25000	Hari Ram	Hospital not provide live photo at the time of LAMA CLAIM HAS BEEN REJECTED7	dear sir.pt hari ram not discharge normally.Pt discharge on LAMA.and as par your RFP if pt dead or lama than not necessary of live photo of patient as par written in your annexure 7.if pt dead or lama than hospital provided annexure 7.so i attached annexure 7.As par your RFP Point No 16,sub point no 7 (M) write there if patient lama,death and abscond or not possible to live photo than you attached annexure 7 please check it and I request you please check again.	Rightly Rejected	patient was LAMA and LAMA consent not provided by hospital after NIA query hence rightly rejected.

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1	2	3	4	5	6	7	8	9	10
31	T2010198303903	2019/141525	29060018A - 00	70000	Mahendra	Annexure Vi not signed either by patient or other BSBY card family members.7	patient was suffering from brain tumor.and pt operated.at the time of discharge pt improved but not proper stable for any written work or any other thing.so patient blood relative his nephew sign on feedback form.no other relatives are present at that time of discharge.and no any guideline issue in RFP patient sign is must either is not proper stable for written and only those member are allow for sign whose name in BSBy card.many times only one or two members name in bsby card and 1 is patient and other is dead.than how is it possible than other member sine there.so i request you please consider this case and please approved it.thank you	Reopen & Pay	all mandatory documents uploaded by hospital hence reopen and pay.

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1	2	3	4	5	6	7	8	9	10
32	T0708183859532	2018/058992	29210001A - 00	25000	Dayaram	as per provided CT head report package not justify.hence rejected7	pt developed Rt. side weakness on date 07.08.18 CT head was done.just after few hours of symptoms.According to literature and text book in 70% case of infarction CT brain does not reveal lesion of Infarction in early stage.On clinical ground Cerebral Infarction was strongly suspected and treatment was started for cerebral infarction	Rightly Rejected	provided CT head report is normal and package not justified, hence rightly rejected.

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