

F 008(95) Rejection Appeal-I 202 6

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B Lal Hospital n Research Centre-Barm 560	

B Lal Hospital n Research Centre-Barm1560 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 16/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Ayush Verma (mo bsbyraj@gmail com)
- Dr shekhar kumar (viraajshekhar999@gmail com)
- Mohit Airan (bsbynia@gmail com)
- Ex Party (gsr 8 9 @gmail com)

बैठक में **B Lal Hospital n Research Centre-Barm1560** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 34 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	5
2	Re-open & Query	0
3	Rightly Rejected	29

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 01/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 01/09/2021 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 01/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(CE R HAA)



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	T1204182704145	2019/094948	19100002A - 00	750	Sonee Devi	TID generated through MOIC route and Annexure-II not provided, hence rejected (In case of MOIC route and non-availability of Annexure-2) 7	Annexure 2 not uploaded due to clerical mistake. we have the physical hard copy and can provide you.	Rightly Rejected	Photo ID proof and bhamashah card was not uploaded by the hospital,hence rejected.
2	T1408183927593	2019/094958	19080003A - 00	5000	HUA DEVI	HOSPITAL NOT PROVIDE ANNEX.3 CLAIM REJECTED 7	Annexure 3 already uploaded in pre dr prescription.	Reopen & Pay	Uploaded documents are justifying the booked package and annexure 3 already uploaded ,hence reopen and pay.
3	T2503182543107	2019/094943	19100002A - 02	750	SHAYAB AKATAR	after query hospital not provide annexure-27	Annexure 2 not uploaded due to clerical mistake. we have the physical hard copy and can provide you.	Rightly Rejected	Even after query raised by NIAC annexure 2 was not uploaded by the hospital,hence rejected.
4	T2903182574555	2018/086980	19100002A - 01	750	Mire Khan	hospital not provide Annex. 77	Annexure 7 was missed out by mistake. We can provide it again if required.	Rightly Rejected	Discharge patient photo and annexure 6 was not uploaded by the hospital,hence rejected.
5	T2505183110561	2018/086904	19100003A - 00	1500	Laxman	hospital not provide annexure 2 7	Annexure 2 is already provided earlier with complete and coerctly filled form.	Rightly Rejected	Enroll verify by name is different,hence rejected.
6	T1605183019697	2019/094898	19100002A - 06	750	Joga Ram	hospital not provide annexure 2 7	Annexure 2 not uploaded due to clerical mistake. we have the physical hard copy and can provide you.	Rightly Rejected	Annexure 2 was not uploaded and reason for why the patient was not biometrically verified was not uploaded,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	T0606183235886	2018/085458	19100003A - 00	1500	Hanja Ram	annexure 2 not complete filled 7	Annexure 2 correctly provided along with complete sign and seal of doctor. TID Generated by MOIC Route using Aadhaar card.	Rightly Rejected	Enroll verify by name is different,hence rejected.
8	T1205182970459	2019/094928	19100002A - 02	750	Ramchand Khan	hospital not provide annexure 2 7	Annexure 2 not uploaded due to clerical mistake. we have the physical hard copy and can provide you.	Rightly Rejected	Pre patient photo was not captured live i.e.uploaded ,hence rejected.
9	T2104182780330	2018/087195	19100002A - 06	750	NEMA RAM	As per RFP, live photo at the time of admission / discharge not provided. hence rejected 7	Live Photo at the time of admission is captured.	Rightly Rejected	Patient stay was less than 24 hrs,hence rejected.
10	T0303182364212	2018/046076	19080003A - 00	5000	Neta Kanwar	after query diagnosis in discharge summary & annexure 3 & birth certificate not provided hence reject7	Birth certificate not required all document uploaded properly	Rightly Rejected	Even after query raised by NIAC diagnosis was not uploaded by the hospital & as per MDP either x-ray/CT/MRI is required,hence rejected.
11	T0907183560979	2018/085433	19100003A - 01	1500	Goradhan Ram	Hospital not provide complete filled annexure 4 & readable discharge ticket hence claim rejected 7	Annexur 4 already provided. Discharge summary front page is clearly readable. Can be reuploaded if required.	Rightly Rejected	Pre patient is not captured live i.e.captured from electronic device,hence rejected.
12	T1808183971043	2019/094955	19080003A - 00	5000	DHAPU DEVI	HOSPITAL NOT PROVIDED ANNEX.3 CLAIM REJECTED7	Annexure 3 already uploaded in pre dr prescription.	Rightly Rejected	Pre patientphoto was not captured live i.e. captured from electronic device,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
13	T2403182534837	2018/085655	19100002A - 03	750	Harkhu Devi	Provide DOD In discharge 7	Pt stayed in the hospital for 4 days as per IPD Notes. Please approve the claim amount for 4 days.	Rightly Rejected	Date of discharge is not mentioned in the discharge summary,hence rejected.
14	T2812171945372	2019/094891	19080003A - 00	5000	Jini Devi	annex 3 was not provided hence rejected 7	Annexure 3 not uploaded due to clerical mistake. we have the physical hard copy and can provide you.	Rightly Rejected	Diagnosis is not mentioned in the discharge summary and as per uploaded documents package is not justified,hence rejected.
15	T0807183547189	2019/094954	29080001A - 00	24000	Chhotu Kanwar	Not Provide Annexure 3 ,ABG Report So Case has Reject7	Annexure 3 already uploaded in pre dr prescription. We have the physical hard copy and can provide you. ABG Facility is not available. Pt managed on clinical grounds.	Reopen & Pay	Uploaded documents are justifying the booked package and annexure 3 already uploaded ,hence reopen and pay.
16	T1003182415492	2019/094919	19100003A - 02	1500	Mumal	Valid photo id proof of patient & Annexure 2 not uploaded hence rejected 7	Annexure 2 not uploaded due to clerical mistake. we have the physical hard copy and can provide you.	Rightly Rejected	Photo ID proof &bhamashah card of the patient and annexure 2 were not uploaded,hence rejected.
17	T0808183870507	2018/085222	19100002A - 03	750	devu	As per RFP, live photo of patient at the time of admission not provided hence rejected 7	Live photo at the time of admission has been clearly provided. Pakkage wrongly rejected.	Rightly Rejected	TID was not generated on the same date of admission,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
18	T3003182588859	2018/086975	19100002A - 05	750	Mehra Ram	Annexure 6 not provided by the hospital. Hence Rejected.7	Annexure 6 could not be uploaded due to clerical mistake. It is with us and can be provided again.	Rightly Rejected	Annexure 6 was not uploaded by hospital,hence rejected.
19	T1605183019697	2019/094892	19100002A - 00	750	Joga Ram	hospital not provide annexure 2 7	Annexure 2 not uploaded due to clerical mistake. we have the physical hard copy and can provide you.	Rightly Rejected	Annexure 2 was not uploaded and reason for why the patient was not biometrically verified was not uploaded,hence rejected.
20	T0202182148152	2018/046014	49040008A - 00	9500	Pushpa Devi	AS PER RFT RULE CASE IS REJECTED DUE TO PT IS ABSCONDED 7	patient discharge normally not ABSCONDED. file rejected wrongly	Rightly Rejected	Annexure 6 was not uploaded by hospital,hence rejected.
21	T0606183235886	2018/085645	19100003A - 05	1500	Hanja Ram	annexure 2 not complete filled 7	Annexure 2 filled completely with sign and seal of doctor.	Rightly Rejected	Enroll verify by name is different,hence rejected.
22	T2107183678337	2018/086935	29080001A - 00	24000	Mani Devi	Hospital not provide annexure 3 hence rejected . 7	Annexure 3 has already been provided earlier.	Rightly Rejected	Pre patientphoto was not captured live i.e. captured from electronic device,hence rejected.
23	T2909184370264	2018/087212	19080013A - 00	7000	NURA	Hospital Not Provide Annexure 3 So case Has Reject7	Annexure 3 has already been provided in pre dr prescription.	Rightly Rejected	As per MDP either x-ray /ct /mri is required,hence rejected.
24	T3103182596335	2019/094902	19100002A - 03	750	Khatijo	case is reject hospital not provide Annex. 2 7	Annexure 2 not uploaded due to clerical mistake. we have the physical hard copy and can provide you.	Rightly Rejected	Patient photo ID,bhamashah card and annexure 2 was not uploaded by the hospital,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
25	T2906183459699	2018/087171	19100002A - 00	750	Nanji Ram	hospital not provide ipd details ,hence case rejected7	ALL IPD NOTES AND DETAILS ALREADY PROVIDED. FILE REJECTED WITHOUT RAISING QUERY.	Reopen & Pay	Uploaded documents are justifying the booked package ,hence reopen and pay.
26	T0103182349772	2018/086944	19100002A - 01	750	Masuma Banu	after reminder annex 6 was not provided hence claim rejected.7	feedback form could not be uploaded due to clerical mistake. it is with us. Can be provided if asked for.	Rightly Rejected	Even after query raised by NIAC annexure 6 was not uploaded by the hospital,hence rejected.
27	T0910184475053	2019/094959	19080013A - 00	7000	Manju Devi	ANNEXURE 3 NOT PROVIDED HENCE REJECTED7	Annexure 3 already provided in pre dr prescription.	Reopen & Pay	Uploaded documents are justifying the booked package and annexure 3 already uploaded ,hence reopen and pay.
28	T2208184006110	2019/094956	49040013A - 00	15000	Guddi Devi	Not Provide ID Proof So case has Rejected7	ID Proof already provided in pre dr prescription	Rightly Rejected	Enroll verify by name is different,hence rejected.
29	T0305182888937	2018/085784	19080003A - 00	5000	kamla devi	As per RFP, live photo at the time of admission and discharge is not provide.hence rejected.And ANNEXURE 3 is also not provided7	ANNEXURE 3 HAS BEEN PROVIDED. Annexure 4has been provided for live photo.	Rightly Rejected	Live photo at the time of admission and as per MDP either x-ray /ct /mri was not uploaded,hence rejected.
30	T2612185188373	2019/105935	19080003A - 00	5000	Biba	NOT provide kindly provide ann.37	Annexure 3 already provided earlier in pre Dr prescription.	Reopen & Pay	uploaded documents are justifying the booked package and annexure 3 already uploaded ,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
31	T0810184464826	2018/087142	19100004A - 00	10000	Mota Ram	As Per Audit Sheet, Patient c/o of Itching and swelling.No bite Mark Seen. Hence, Claim is Rejected.7	Snake bite has resulted in erythema and swelling of lower limb of patient resulting in LIMPING GAIT. Bite marks are not pathognomonic of snake bite. Patient was given anti snake venom(ASV) and managed as per standard WHO Protocols. The same has been given in writing at SWASTHYA BHAWAN , JAIPUR	Rightly Rejected	Enroll verify by name is different,hence rejected.
32	T2403182534837	2018/085654	19100002A - 02	750	Harkhu Devi	Provide DOD In discharge 7	Pt stayed in the hospital for 4 days as per IPD Notes. Please approve the claim amount for 4 days.	Rightly Rejected	Date of discharge is not mentioned in the discharge summary,hence rejected.
33	T1010184485451	2018/087218	29080001A - 00	24000	Paaru Devi	hospital not provide annexure 3,vital chart,treatment detail,hence case rejected7	Annexure 3 has already been provided in pre dr prescription. Vitals chart, treatment details have been provided in detailed discharge summary.	Rightly Rejected	Mutiple TID generated on the same date of admission & for the same pkg,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
34	T2402182315303	2018/087205	19100003A - 00	1500	NOJI DEVI	Not provide justification why u block icu with supportive investigation report and provide icu treatment chart 7	Supportive investigations have already been provided in pre dr prescription. ICU Package blocked as per pt condition.	Rightly Rejected	Package is not justified as per uploaded documents and query pannel document is corrupt,hence rejected.

