
F (9) Rejection Appeal H 2 2 2

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CHC Bahror-Alwa262 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 11/08/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Shveta Agarwal (drshvetaa@gmail.com)
- DR RAKESH KUMAR MEENA (RAKESHMEENABHMS@GMAIL.COM)
- exparty (chc_beh@rediffmail.com)

बैठक में **CHC Bahror-Alwa262** 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	23
2	Re-open & Query	0
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 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।



(CEO 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	T0212198746695	2020/160643	39040011A-00	13500	Anita Devi	late Query reply hence case rejected 7	ALL DOCUMENTS ALREADY SEND ON DISCHARGE TIME AND AGAIN OT NOTES SEND	Rightly Rejected	WRONG PKG SELECTION acc to given usg. Ot notes not provided
2	T0102195520077	2019/100397	19100002A-00	750	Raghuvir Singh	More than three times bio-metric attempts cannot be seen. Hence rejected.7	PT. 10 TIME BIO METRIC ATTEMPTS AND ALL DOCUMENT ATTACHED	Rightly Rejected	PATIENT VERIFIER ID NOT PROVIDED
3	T0812198792581	2020/160660	19010183A-00	350	Santu Singh Rajput	hospital not provide pt. sign on annexure-6, hence rejected7	DR SEAL & SING. ALREADY MENTION IN FEEDBACK FORM ON DISCHARGE TIME	Reopen & Pay	pkg justified hence reopen and pay
4	T0312184990062	2019/099873	19010183A-00	350	Parvesh	hospital not provide Verified pt. photo ID proof hence rejected 7	PT. VALID ID PROOF ALREADY ATTACHED	Reopen & Pay	pkg justified hence reopen and pay
5	T2411184898350	2019/100231	39040011A-00	13500	Vedkor	Wrong pkg selection as provide Discharge summary and OT note only Salpingoophorectomy done hence rejected 7	ALL DOCUMENT ATTACHED, right selection but NIA not familial about medical term, so plz check about knowlegde of NIA person	Rightly Rejected	OT notes not available. Wrong pkg selection according tp USG DETAILS
6	T0201195247423	2019/104965	19100002A-00	750	Keshari	Complete treatment chart not provided7	ALL DOCUMENT AVAILABLE BUT NIA DON'T AGAIN QUERY	Rightly Rejected	ipd details not provided

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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
7	T1611198578995	2020/160657	39040005A - 00	13000	Maina	HOSPITAL NOT -provide dr name and rnc no on usg report HENCE REJECTED7	ALL DOCUMENT ALREADY SEND ON DISCHARGE TIME AND USG REPORT AGAIN SEND WHY REJECT THIS CASE	Reopen & Pay	pkg justified hence reopen and pay
8	T0201195247423	2019/104970	19100002A - 05	750	Keshari	Complete treatment chart not provided7	ALL DOCUMENT AVAILABLE BUT NIA DON'T AGAIN QUERY	Rightly Rejected	ipd details not provided
9	T0707183533101	2018/071455	39040005A - 00	13000	bimla devi	DETAIL OT NOTES NOT PROVIDE HENCE REJECTED7	PT. OT NOTES & USG REPORT ALREADY ATTACHED WHY ARE YOU REJECT THIS CASE FOR DETAILS OT NOTES NOT PROVIDED	Rightly Rejected	detailed ot notes not provided
10	T0711198480533	2020/160648	19100002A - 00	750	Daya Ram	Delayed query reply by hospital hence rejected7	ALL DOCUMENT ALREADY SEND ON DISCHARGE TIME AND PT. THUMB IMPRESSION ALREADY MENTION ON FEEDBACK FORM	Reopen & Pay	pkg justified hence reopen and pay
11	T2011198623625	2020/161578	19010168A - 00	3750	Surendra Singh	Query Reply after 15 days of Query given by analyser , hence rejected.7	ALL DOCUMENT ALREADY SEND ON DISCHARGE TIME AND AGAIN OT NOTES SEND SO WHY ARE YOU REJECT THIS CASE	Reopen & Pay	pkg justified 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
12	T2604196327966	2020/173054	19100002A - 00	750	Basanti Devi	after query raise hospital delay reply within 15 days 7	DEAR SIR, ALL DOCUMENT ALREADY SEND ON DISCHARGE TIME	Reopen & Pay	pkg justified hence reopen and pay
13	T0201195247423	2019/104967	19100002A - 02	750	Keshari	Complete treatment chart not provided7	ALL DOCUMENT AVAILABLE BUT NIA DON'T AGAIN QUERY	Rightly Rejected	ipd details not provided
14	T0511198454958	2020/160663	39040011A - 00	13500	Pista Devi	Delayed query reply,hence rejected7	ALL DOCUMENT ALREADY SEND ON DISCHARGE TIME AND AGAIN OT NOTES SEND	Rightly Rejected	WRONG PKG SELECTION acc to given usg. Ot notes not provided
15	T0201195247423	2019/104966	19100002A - 01	750	Keshari	Complete treatment chart not provided7	ALL DOCUMENT AVAILABLE BUT NIA DON'T AGAIN QUERY	Rightly Rejected	ipd details not provided
16	T0201195247423	2019/104969	19100002A - 04	750	Keshari	Complete treatment chart not provided7	ALL DOCUMENT AVAILABLE BUT NIA DON'T AGAIN QUERY	Rightly Rejected	ipd details not provided
17	T3001195504294	2019/104964	39040011A - 00	13500	Rekha Devi	Not provide detailed ot notes step by step So Case Has Reject7	PT. USG REPORT AND OT NOTES TWO TIME ALREADY SEND	Rightly Rejected	WRONG PKG SELECTION acc to given usg. Ot notes not provided
18	T1808183961851	2019/099874	19010183A - 00	350	Punit Prajapat	not provide id of pt.7	PT. DOG BITE PT. ID PROOF ATTACHED, NIA DON'T QUERY DIRECT REJECT CASE	Rightly Rejected	annexure 2 not provided
19	T1512185092170	2019/105586	39040011A - 00	13500	manju devi	Confirmatory usg report and detailed ot notes not provided.hence,rejected,7	PT. USG REPORT AND OT NOTES ALREADY SEND BUT REJECT THIS CASE WHY	Rightly Rejected	ipd details not provided

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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
20	T2111198639128	2020/160646	19100002A-02	750	Santosh	DELAYED QUERY REPLY BY HOSPITAL HENCE CASE REJECTED7	ALL DOCUMENTS ALREADY SEND ON DISCHARGE TIME AND AGAIN IPD PAPER SEND	Reopen & Pay	pkg justified hence reopen and pay
21	T2708197677229	2019/134763	39010004A-00	13500	Kanta	hospital not provide detail OT notes (As per provide OT notes Exploration of CBD not done 7	ALL DOCUMENT ALREADY ATTACHED	Rightly Rejected	detailed ot notes not provided
22	T0711198480533	2020/160649	19100002A-01	750	Daya Ram	Delayed query reply by hospital hence rejected7	ALL DOCUMENT ALREADY SEND ON DISCHARGE TIME AND PT. THUMB IMPRESSION ALREADY MENTION ON FEEDBACK FORM	Reopen & Pay	pkg justified hence reopen and pay
23	T2111198639128	2020/160647	19100002A-03	750	Santosh	DELAYED QUERY REPLY BY HOSPITAL HENCE CASE REJECTED7	ALL DOCUMENTS ALREADY SEND ON DISCHARGE TIME AND AGAIN IPD PAPER SEND	Reopen & Pay	pkg justified hence reopen and pay
24	T0706196780399	2019/140543	39040011A-00	13500	sushila devi	count of three bio metric identification and otp attempts could not be seen in this tid,hence rejected 7	bio metric identification ten time attempt kindly see the properly	Rightly Rejected	WRONG PKG SELECTION acc to given usg. Ot notes not provided
25	T2408197644576	2020/161579	39010001A-00	7200	Shakuntala Devi	Dlayed Query Reply Hence Case Rejected 7	ALL DOCUMENT ALREADY SEND ON DISCHARGE TIME AND AGAIN OT NOTES SEND.	Reopen & Pay	pkg justified hence reopen and pay
26	T0706196789549	2019/153605	19100002A-00	750	Gyan Chand	count of 3 biometric attempts could not be seen in this tid hence rejected7	22 time bio metric attempts and all document already send	Reopen & Pay	pkg justified 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
27	T1412198842391	2020/173031	19100002A - 00	750	Rekha Bai	after query raise hospital delay reply within 15 days 7	all document already send on discharge time	Reopen & Pay	pkg justified hence reopen and pay
28	T2909198071107	2019/149059	39040005A - 00	13000	Savita Devi	wrong package selection HENCE REJECTED 7	right package selection	Rightly Rejected	WRONG PKG SELECTION acc to given usg. Ot notes not provided
29	T1405196512075	2019/153606	19100002A - 00	750	sapheda ram	delay query reply .hence rejected7	all document already send	Reopen & Pay	pkg justified hence reopen and pay
30	T0907183549257	2019/099870	19100002A - 00	750	Divya Bharti	annexure 2 not provided, hence rejected7	NIA DON'T QUERY DIRECT REJECT CASE	Rightly Rejected	annexure 2 not provided
31	T1906196907921	2019/151062	19010183A - 00	350	Rajesh	Delayed query reply hence claim rejected. 7	ALL DOCUMENT ALREADY SEND	Reopen & Pay	pkg justified hence reopen and pay
32	T2303195982161	2019/114768	39040005A - 00	13000	snehlata	after query hospital not provide required documents,hence case rejected7	PT. ALL DOCUMENT ALREADY SEND KINDLY SEE THE PROPERLY	Reopen & Pay	pkg justified hence reopen and pay
33	T3009198079941	2020/160026	39010001A - 00	7200	gaurav kumar sain	Delayed query reply hence rejected7	ALL DOCUMENT ALREADY SEND ON DISCHARGE TIME AND AGAIN SEND OT NOTES	Reopen & Pay	pkg justified hence reopen and pay
34	T0711198480533	2020/160650	19100002A - 02	750	Daya Ram	Delayed query reply by hospital hence rejected7	ALL DOCUMENT ALREADY SEND ON DISCHARGE TIME AND PT. THUMB IMPRESSION ALREADY MENTION ON FEEDBACK FORM	Reopen & Pay	pkg justified hence reopen and pay
35	T0110198091733	2019/149060	39040005A - 00	13000	Meena Devi	wrong package selection hence rejected 7	right package selection	Rightly Rejected	detailed ot notes not provided

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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
36	T1603195924740	2019/114770	39040011A - 00	13500	Babli	after query hospital not provided required documents ,hence case rejected7	ALL DOCUMENT ALREADY SEND KINDLY SEE THE PROPERLY	Rightly Rejected	WRONG PKG SELECTION acc to given usg. Ot notes not provided
37	T1412198842391	2020/173032	19100002A - 01	750	Rekha Bai	after query raise hospital delay reply within 15 days 7	all document already send on discharge time	Reopen & Pay	pkg is justified , hence re open and pay .
38	T2111198639128	2020/160644	19100002A - 00	750	Santosh	DELAYED QUERY REPLY BY HOSPITAL HENCE CASE REJECTED7	ALL DOCUMENTS ALREADY SEND ON DISCHARGE TIME AND AGAIN IPD PAPER SEND	Reopen & Pay	pkg justified hence reopen and pay
39	T0201195247423	2019/104968	19100002A - 03	750	Keshari	Complete treatment chart not provided7	ALL DOCUMENT AVAILABLE BUT NIA DON'T AGAIN QUERY	Rightly Rejected	ipd details not provided
40	T0712185026722	2019/100232	19010183A - 00	350	Rahul Yadav	hospital not provide Verified pt. photo ID proof hence rejected 7	PT. VALID ID PROOF ALREADY ATTACHED, BUT NIA REJECT THIS CASE	Reopen & Pay	pkg justified hence reopen and pay
41	T2111198639128	2020/160645	19100002A - 01	750	Santosh	DELAYED QUERY REPLY BY HOSPITAL HENCE CASE REJECTED7	ALL DOCUMENTS ALREADY SEND ON DISCHARGE TIME AND AGAIN IPD PAPER SEND	Reopen & Pay	pkg justified hence reopen and pay
42	T0102195520077	2019/100398	19100002A - 01	750	Raghuvir Singh	More than three times bio-metric attempts cannot be seen. Hence rejected.7	PT. 10 TIME BIO METRIC ATTEMPTS AND ALL DOCUMENT ATTACHED	Rightly Rejected	PATIENT VERIFIER ID NOT PROVIDED

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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
43	T2406196962742	2020/173074	39040011A - 00	13500	Mukesh Devi	after query raise hospital delay reply within 15 days 7	DEAR SIR, ALL DOCUMENT ALREADY SEND ON DISCHARGE TIME SO WHY ARE YOU REJECT THIS CASE	Rightly Rejected	pkg not justified
44	T1106196823824	2019/142693	39040005A - 00	13000	Meera Devi	as per documents hospital not provide clear readable detail of note according circular letter NO.202 dated 27/02/2019, hence rejected 7	ALL DOCUMENT ALREADY SEND	Rightly Rejected	detailed ot notes not provided
45	T0711198480533	2020/160651	19100002A - 03	750	Daya Ram	Delayed query reply by hospital hence rejected 7	ALL DOCUMENT ALREADY SEND ON DISCHARGE TIME AND PT. THUMB IMPRESSION ALREADY MENTION ON FEEDBACK FORM	Reopen & Pay	pkg justified hence reopen and pay
46	T2204196283626	2020/164909	19100002A - 00	750	silochana devi	Dlayed Query Reply Hence Case Rejected 7	ALL DOCUMENT ALREADY SEND ON DISCHARGE TIME.	Reopen & Pay	pkg justified hence reopen and pay
47	T2905183146077	2018/049813	39040011A - 00	13500	Murti Devi	in case of attendant verification Anexiure 2 and ID proof not provide and USG and detail OT note not given hence reject 7	reject case without query	Rightly Rejected	ot notes not available . Annexure 2 not provided
48	T1907183655398	2019/100124	19010183A - 00	350	Satyavir	arv details has not provided for tjhe block date 7	ALL DOCUMENT ALREADY ATTACHED	Rightly Rejected	ARV details of the booked date not provided

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