
F 8(9) Rejection Appeal H 2 2 39

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Anand Multispeciality Hospital and Research	

Anand Multispeciality Hospital and Research Center-Ajme386 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 Abida Khatoon (akhatoon@minda.com)
- Mbit Airan (bsbynia@gmail.com)
- Sh Umesh choudhary (bsbynia@gmail.com)
- Dr Narendra Anandari (anandhospital@gmail.com)

बैठक में **Anand Multispeciality Hospital and Research Center-Ajme386** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 75 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	46
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।



(C 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	T0909197837560	2019/143051	19030074A - 00	7500	Koyali	not provide post op clinical photo hence rejected7	When the hospital already provides detailed OT notes with grafting post-op images at the time of discharged as well as query time also why NIA did not consider the case that procedure has to be done.	Rightly Rejected	After query post grafting clinical photo not provided. Hence rejected.
2	T2403195995452	2019/110690	19100005A - 00	1350	Sukhdev	As per RFP live photo of patient at the time of LAMA not provide hence rejected 7	We have taken pt. photo and there is no need of live photo in LAMA. We have uploaded patient photo and also uploaded annexure 7 regarding LAMA situation then why reject the case on behalf of Live photo capture???	Rightly Rejected	LAMA Consent and LAMA time live captured photo not provided hence rejected.
3	T1407183611566	2018/053657	19100003A - 02	1500	GEETA DEVI	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID, hence rejected7	More than 3 attempts done for biometric verification but it was failure. After that only we attempt MOIC route. Screen shot of failure and Annex 2 attached Hence claim wrongly rejected by NIA..	Reopen & Pay	As per provided treatment papers package is 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
4	T0101195245304	2019/093732	19100003A - 04	1500	Goutam	admission is less than 24 hrs 7	Patient stay 24 hours. Patient feedback form downloaded time showing clearly also discharge card time clearly indicate patient discharge after 24 hours completed.	Rightly Rejected	Less than 24hrs stay hence rejected.
5	T2403195995452	2019/110692	29010044A - 00	35000	Sukhdev	As per RFP live photo of patient at the time of LAMA not provide hence rejected 7	We have taken pt. photo and there is no need of live photo in LAMA. We have uploaded patient photo and also uploaded annexure 7 regarding LAMA situation then why reject the case on behalf of Live photo capture???	Rightly Rejected	LAMA Consent and LAMA time live captured photo not provided hence rejected.
6	T2612171934985	2018/038515	49040002A - 00	9000	Khushbu	annexure-4 not provided for bed side photo hence rejected 7	claim Rejected without raise query for annex 4 So, this case cant be reject.	Reopen & Pay	Booked package is justified hence reopen and pay
7	T0401195273932	2019/106159	19100005A - 00	1350	Ramila Kumari	Pt. Ramila Discharge summary not provide hence rejected 7	Patient discharge summary already uploaded at time of discharge and shown in case status tracker. So NIA did wrong rejection.	Reopen & Pay	patient Krishna is baby of Ramila, D/s provided 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	T1902195687895	2019/107292	19050013A - 00	8400	Dolat Singh	As per provided documents sphincterotomy was done hence rejected.7	Regarding rejection of package (S.No. 629 Internal Urethrotomy Secondary) my explanation is the internal uretherotomy and internal Sphincterotomy are synonymous. As per notes the calculus (Stone) was impacted at internal sphincter (Urethra) on cutting the internal urethra the calculus passed into urinary bladder and then Cystolithopexy done. The procedure of internal Uretherotomy or Sphincterotomy is initial process of Cystolithopexy.	Rightly Rejected	Booked package is not justified/sphincterotomy done and another booked package already approved, hence rejected.

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1	2	3	4	5	6	7	8	9	10
9	T2912185217769	2019/108054	19030023A - 00	7500	Tejpal Singh	Pre and post op clinical photo not provided hence rejected7	This is hip region which is supposed to be prohibited area for the photo so we were not taken any clinical photo but for the proof pt. was identified by biometric. Justification of pkg Histopathology report we are sending to you.	Rightly Rejected	clinical photo is a part of MDP which is not provided hence rejected
10	T3108184089074	2018/083454	19100003A - 02	1500	Sajiya Bano	counts of 3 Biometric identification and OTP attempts could not be seen in this TID hence rejected7	More than 3 attempts done for biometric verification but it was failure. After that only we attempt MOIC route. Screen shot of failure and Annex 2 attached Hence claim wrongly rejected by NIA..	Rightly Rejected	Counts of 3 biometric non Identification and OTP attempts could not be seen in this TID, Hence rejected
11	T3108184089074	2018/083452	19100003A - 00	1500	Sajiya Bano	counts of 3 Biometric identification and OTP attempts could not be seen in this TID hence rejected7	More than 3 attempts done for biometric verification but it was failure. After that only we attempt MOIC route. Screen shot of failure and Annex 2 attached Hence claim wrongly rejected by NIA..	Rightly Rejected	Counts of 3 biometric non Identification and OTP attempts could not be seen in this TID, Hence rejected

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1	2	3	4	5	6	7	8	9	10
12	T0909184182264	2018/040367	19100002A - 01	750	Hanja	PT STAY LESS THEN 24 HOURS HENCE REJECTED 7	PT. STAY 24 hrs its clear showing in pt. case status tracker.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
13	T2112185150389	2019/107294	19100003A - 01	1500	Koya	as per document patient admitted on 18/12/2018 and provide admission time live photo is of 19/12/2018,as per RFP live photo at time of admission is not provided hence rejected 7	Pt. came in emergency and required treatment first rather than formalities. TID taken in emergency mode at the time of admission. So this claim can not be reject.	Reopen & Pay	Emergency condition reopen and pay General ward for 1 day Rs.750/-.
14	T3108184089074	2018/083455	19100003A - 03	1500	Sajiya Bano	counts of 3 Biometric identification and OTP attempts could not be seen in this TID hence rejected7	More than 3 attempts done for biometric verification but it was failure. After that only we attempt MOIC route. Screen shot of failure and Annex 2 attached Hence claim wrongly rejected by NIA..	Rightly Rejected	Counts of 3 biometric non Identification and OTP attempts could not be seen in this TID, Hence rejected
15	T0309184119363	2018/050014	19100002A - 02	750	Kajal	Counts of 3 biometric identification and OTP attempts could not be seen in this TID, hence rejected 7	We Submitted Annexure 2 after patient not varify in 3 time biometric fingarprints.	Rightly Rejected	Counts of 3 biometric identification and OTP attempts not done in this TID, hence rejected

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1	2	3	4	5	6	7	8	9	10
16	T0801195306718	2019/107241	19030062A - 00	20000	Bhagirath	As per provide document closed procedure done & package blocked for open hence Rejected 7	mention closed procedure OT ORIF mention Open Reduction & Internal Fixation closed written for wound closed .	Reopen & Pay	As per provided OT Notes in IPD treatment papers package is justified, hence reopen and pay
17	T1102195608832	2019/106167	19100003A - 05	1500	Govind Lal Mali	procedure not pay in gw 7	Patient was admit in ICU and treated when we did not claimed any procedure we only claimed ICU package then why this claim rejected. This package has to be settle accordingly.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay for General ward for Rs.750/-.
18	T1809184272641	2018/068271	19100003A - 02	1500	Nafees Bano	Show Cause for De-empanelment issued to your hospital on 14.09.2018 7	Pt. Admission date & TID generate before showcuse notice. So, NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay

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1	2	3	4	5	6	7	8	9	10
19	T2712185202549	2019/106160	19030020A - 00	12000	Ishwar Singh	As per bhamashah card name of patient not mention its mean pt. not eligible hence claim is rejected 7	Name of the patient clearly present in the list how it is possible that pt. name not mentioned in BSBY Card. Screen shot of BSBY list attached.	Reopen & Pay	As per IPD papers patient is DOR, booked package is justified , reopen and pay.
20	T0309184119363	2018/050012	19100002A - 00	750	Kajal	Counts of 3 biometric identification and OTP attempts could not be seen in this TID, hence rejected 7	We Submitted Annexure 2 after patient not verify in 3 time biometric fingerprints.	Rightly Rejected	Counts of 3 biometric identification and OTP attempts not done in this TID, hence rejected
21	T0709197817162	2019/138351	19100003A - 01	1500	DEEPU SINGH	hospital not provide complete D/S of blocked patient hence Rejected 7	NIA did wrong rejection. They reject the case without raising the query. So it is totally wrong rejection. So, revert the case and recheck again.	Rightly Rejected	Discharge sumarry not provided hence rejected.
22	T1705183025404	2018/073602	19100002A - 00	750	Rahul	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID, hence rejected7	More than 3 attempts done for biometric verification but it was failure. After that only we attempt MOIC route. Screen shot of failure and Annex 2 attached Hence claim wrongly rejected by NIA..	Rightly Rejected	Emergency is not justified, live photo at the time of admission dated 14/05/2018 not provided, hence 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
23	T2606196993394	2019/131203	19100009A - 00	15000	Babu Kathat	HOSPITAL NOT PROVIDE provide referred card of the pt. HENCE REJECTED7	When patient refer card (Discharge card) already send to you at the time of patient refer. Patient refer card and refer document shows on BSBY online portal So, Why this case reject on that behalf. Why NIA did wrong rejection again and again.	Reopen & Pay	as per given treatment papers TID is settled for 1 day ICU.
24	T0604196138934	2019/115088	19100003A - 01	1500	Radha Devi	as per rfp live discharge photo is not provided hence rejected7	This claim was rejected a few days ago with the reason of Pt. stay less than 24 hours. Now, this case rejects on the basis of as per RFP live discharge photo is not provided hence rejected. When pt. live captured photo available on portal why this case rejects on that ground of rejection.	Rightly Rejected	Extra day booked as per provided discharge summary. Hence 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
25	T1102195608832	2019/106162	19100003A - 00	1500	Govind Lal Mali	procedure not pay in gw 7	Patient was admit in ICU and treated when we did not claimed any procedure we only claimed ICU package then why this claim rejected. This package has to be settle accordingly.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
26	T2204182785560	2018/083313	29120111A - 00	30000	Gautam Singh	annex 4 is not provided hence rejected7	Annexure is uploaded at time of Pre-authorization. In patient case status tracker its clearly showing annex4 uploaded.	Reopen & Pay	Booked package is not justified/sphincterotomy done and another booked package already approved, hence rejected.
27	T2308197638205	2019/144650	29100008A - 00	35000	Amar Singh	Chest X-Ray Film of blocked patient not provided.7	Case rejected without raise query hence NIA did wrong rejection	Reopen & Pay	Reopen and pay booked procedure is justified with the other treatment papers.
28	T0309184119363	2018/050013	19100002A - 01	750	Kajal	Counts of 3 biometric identification and OTP attempts could not be seen in this TID, hence rejected 7	We Submitted Annexure 2 after patient not varify in 3 time biometric fingarprints.	Rightly Rejected	Counts of 3 biometric identification and OTP attempts not done in this TID, hence 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
29	T0509184138673	2018/050015	19100003A - 00	1500	hemant singh	As per RFP clause no. 1.14.1.1(ii) No live admission & discharge photo at the date and time of discharge hence rejected.7	Patient live admission & discharge photo at the date and time of discharge showing on case status tracker. NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
30	T1102195608832	2019/106163	19100003A - 01	1500	Govind Lal Mali	procedure not pay in gw 7	Patient was admit in ICU and treated when we did not claimed any procedure we only claimed ICU package then why this claim rejected. This package has to be settle accordingly.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
31	T1309184224395	2018/068263	29120111A - 00	30000	Lakshmi Narayan	Show Cause for De-empanelment issued to your hospital on 14.09.2018 7	Pt. Admission date & TID generate before showcuse notice. So, NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
32	T1809184272641	2018/068274	19100005A - 00	1350	Nafees Bano	Show Cause for De-empanelment issued to your hospital on 14.09.2018 7	Pt. Admission date & TID generate before showcuse notice. So, NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is 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
33	T1102195608832	2019/106165	19100003A - 03	1500	Govind Lal Mali	procedure not pay in gw 7	Patient was admit in ICU and treated when we did not claimed any procedure we only claimed ICU package then why this claim rejected. This package has to be settle accordingly.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
34	T0509184138673	2018/050020	19100003A - 05	1500	hemant singh	As per RFP clause no. 1.14.1.1(ii) No live admission & discharge photo at the date and time of discharge hence rejected.7	Patient live admission & discharge photo at the date and time of discharge showing on case status tracker. NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
35	T0401195273932	2019/106158	19100002A - 01	750	Ramila Kumari	Pt. Ramila Discharge summary not provide hence rejected 7	Patient discharge summary already uploaded at time of discharge and shown in case status tracker. So NIA did wrong rejection.	Reopen & Pay	patient Krishna is baby of Ramila, D/s provided hence reopen and pay.
36	T0401195273932	2019/106157	19100002A - 00	750	Ramila Kumari	Pt. Ramila Discharge summary not provide hence rejected 7	Patient discharge summary already uploaded at time of discharge and shown in case status tracker. So NIA did wrong rejection.	Reopen & Pay	patient Krishna is baby of Ramila, D/s provided 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
37	T0509184138673	2018/050016	19100003A - 01	1500	hemant singh	As per RFP clause no. 1.14.1.1(ii) No live admission & discharge photo at the date and time of discharge hence rejected.7	Patient live admission & discharge photo at the date and time of discharge showing on case status tracker. NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
38	T1104182695304	2018/059362	19100003A - 01	1500	Kjanchan Devi	as per rfp live photo of the patient at the time abd admission and discharge was not provided hence rejected 7	Photos was uploaded. Live captured mentioned after 24-04-2018 so this case cant be reject on the basis Of live photo	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
39	T1407183611566	2018/053655	19100003A - 00	1500	GEETA DEVI	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID, hence rejected7	More than 3 attempts done for biometric verification but it was failure. After that only we attempt MOIC route. Screen shot of failure and Annex 2 attached Hence claim wrongly rejected by NIA..	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
40	T2712185202549	2019/106161	19030062A - 00	20000	Ishwar Singh	As per bhamashah card name of patient not mention its mean pt. not eligible hence claim is rejected 7	Name of the patient clearly present in the list how it is possible that pt. name not mentioned in BSBY Card. Screen shot of BSBY list attached.	Reopen & Pay	As per IPD papers patient is DOR, booked package is justified , 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
41	T1309184226360	2018/040368	19100002A - 00	750	Kishan Singh	Rejected -For any query Please refer to RSHAA 7	NIA mail us 12th sept. night and after 12th September cases they reject on behalf of mail. In mail they told Hospital cant admit patient in BSBY Scheme.	Rightly Rejected	Extra package booked, hence rejected
42	T1804182754596	2018/034624	19080013A - 00	7000	Richa	annexture 1 not provided hence rejected7	The claim was rejected without raise query. NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
43	T0604196138934	2019/115086	19100002A - 00	750	Radha Devi	as per rfp live discharge photo is not provided hence rejected7	This claim was rejected a few days ago with the reason of Pt. stay less than 24 hours. Now, this case rejects on the basis of as per RFP live discharge photo is not provided hence rejected. When pt. live captured photo available on portal why this case rejects on that ground of rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay

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1	2	3	4	5	6	7	8	9	10
44	T1102195608832	2019/106166	19100003A - 04	1500	Govind Lal Mali	procedure not pay in gw 7	Patient was admit in ICU and treated when we did not claimed any procedure we only claimed ICU package then why this claim rejected. This package has to be settle accordingly.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
45	T2403195995452	2019/110691	19100005A - 01	1350	Sukhdev	As per RFP live photo of patient at the time of LAMA not provide hence rejected 7	We have taken pt. photo and there is no need of live photo in LAMA. We have uploaded patient photo and also uploaded annexure 7 regarding LAMA situation then why reject the case on behalf of Live photo capture???	Rightly Rejected	LAMA Consent and LAMA time live captured photo not provided hence rejected.
46	T0809197827284	2019/138352	19100002A - 00	750	Bhupendra Singh	count of 3 time bio metric Attempted not seen in this TID hence 7	"NIA did wrong rejection. In these case its clearly show on case status tracker : IT services Failure: 6 Administrative Error: 15. Reopen the case again and paid claimed amount."	Rightly Rejected	extra day booked as per provided details on portal. Hence rejected

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1	2	3	4	5	6	7	8	9	10
47	T0509184138673	2018/050019	19100003A - 04	1500	hemant singh	As per RFP clause no. 1.14.1.1(ii) No live admission & discharge photo at the date and time of discharge hence rejected.7	Patient live admission & discharge photo at the date and time of discharge showing on case status tracker. NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
48	T0809197827284	2019/138354	19100003A - 01	1500	Bhupendra Singh	count of 3 time bio metric Attempted not seen in this TID hence 7	"NIA did wrong rejection. In these case its clearly show on case status tracker : IT services Failure: 6 Administrative Error: 15. Reopen the case again and paid claimed amount."	Rightly Rejected	extra day booked as per provided details on portal. Hence rejected
49	T2407183704101	2018/045549	19080013A - 00	7000	Jasoda	TID GENERATED AFTER 1 DAY OF ADMISSION AND ANNEX 1 NOT PROVIDED HENCE REJECTED7	TID Was generated in Emergency mode in within 72 hours and For Annexure 1 Case rejected without raise the query by Claim Analyser. NIA did wrong rejections.	Reopen & Pay	Booked package is justified hence reopen and pay

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1	2	3	4	5	6	7	8	9	10
50	T3108184089074	2018/083453	19100003A - 01	1500	Sajiya Bano	counts of 3 Biometric identification and OTP attempts could not be seen in this TID hence rejected7	More than 3 attempts done for biometric verification but it was failure. After that only we attempt MOIC route. Screen shot of failure and Annex 2 attached Hence claim wrongly rejected by NIA..	Rightly Rejected	Counts of 3 biometric non Identification and OTP attempts could not be seen in this TID, Hence rejected
51	T1309184227652	2018/068265	29100008A - 00	35000	Bhanwari Devi	Show Cause for De-empanelment issued to your hospital on 14.09.2018 7	Pt. Admission date & TID generate before showcuse notice. So, NIA did wrong rejection.	Rightly Rejected	Live discharge patient photo at the time of discharge not provided hence rejected.
52	T1104182695304	2018/059361	19100003A - 00	1500	Kjanchan Devi	as per rfp live photo of the patient at the time abd admission and discharge was not provided hence rejected 7	Photos was uploaded. Live captured mentioned after 24-04-2018 so this case cant be reject on the basis Of live photo	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
53	T1608183945775	2018/058654	19100002A - 01	750	Rukhshana Bano	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID hence Rejected. 7	More than 3 attempts done for biometric verification but it was failure. After that only we attempt MOIC route. Screen shot of failure and Annex 2 attached Hence claim wrongly rejected by NIA..	Reopen & Pay	As per provided treatment papers package is 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
54	T0509184138673	2018/050017	19100003A - 02	1500	hemant singh	As per RFP clause no. 1.14.1.1(ii) No live admission & discharge photo at the date and time of discharge hence rejected.7	Patient live admission & discharge photo at the date and time of discharge showing on case status tracker. NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
55	T1102195608832	2019/106164	19100003A - 02	1500	Govind Lal Mali	procedure not pay in gw 7	Patient was admit in ICU and treated when we did not claimed any procedure we only claimed ICU package then why this claim rejected. This package has to be settle accordingly.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
56	T1809184272641	2018/068272	19100003A - 03	1500	Nafees Bano	Show Cause for De-empanelment issued to your hospital on 14.09.2018 7	Pt. Admission date & TID generate before showcuse notice. So, NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay for General ward for Rs.750/-.
57	T0709197817162	2019/138350	19100003A - 00	1500	DEEPU SINGH	hospital not provide complete D/S of blocked patient hence Rejected 7	NIA did wrong rejection. They reject the case without raising the query. So it is totally wrong rejection. So, revert the case and recheck again.	Rightly Rejected	Discharge sumarry not provided hence 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
58	T1809184272641	2018/068270	19100003A - 01	1500	Nafees Bano	Show Cause for De-empanelment issued to your hospital on 14.09.2018 7	Pt. Admission date & TID generate before showcuse notice. So, NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
59	T1809184272641	2018/068276	19100003A - 00	1500	Nafees Bano	Show Cause for De-empanelment issued to your hospital on 14.09.2018 7	Pt. Admission date & TID generate before showcuse notice. So, NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
60	T0509184138673	2018/050018	19100003A - 03	1500	hemant singh	As per RFP clause no. 1.14.1.1(ii) No live admission & discharge photo at the date and time of discharge hence rejected.7	Patient live admission & discharge photo at the date and time of discharge showing on case status tracker. NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
61	T0809197827284	2019/138353	19100003A - 00	1500	Bhupendra Singh	count of 3 time biometric Attempted not seen in this TID hence 7	"NIA did wrong rejection. In these case its clearly show on case status tracker : IT services Failure: 6 Administrative Error: 15. Reopen the case again and paid claimed amount."	Rightly Rejected	extra day booked as per provided details on portal. Hence rejected

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1	2	3	4	5	6	7	8	9	10
62	T2708184049037	2018/061407	29120111A - 00	30000	gomi jethanand	Counts of 3 biometric identification & OTP attempts could not be seen in this TID Hence rejected.7	More than 3 attempts done for biometric verification but it was failure. After that only we attempt MOIC route. Screen shot of failure and Annex 2 attached Hence claim wrongly rejected by NIA..	Reopen & Pay	Booked package is justified hence reopen and pay
63	T0604196138934	2019/115087	19100003A - 00	1500	Radha Devi	as per rfp live discharge photo is not provided hence rejected7	This claim was rejected a few days ago with the reason of Pt. stay less than 24 hours. Now, this case rejects on the basis of as per RFP live discharge photo is not provided hence rejected.When pt. live captured photo available on portal why this case rejects on that ground of rejection.	Rightly Rejected	Extra day booked as per provided discharge summary. Hence 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
64	T2001195414879	2019/100274	19100005A - 01	1350	Chunni Devi	as only; y 1 unit given hence rejected 7	We have given 2 unit of blood transfusion to the patient and One is that BT Bag Reg No. 300, 17/01/2019 and Second Unit is that BT Bag No. 321, 18/01/2019. NIA Did wrong rejection.	Rightly Rejected	BT sticker is not provided / extra package is booked hence rejected.
65	T2204182787591	2018/053651	29050009A - 00	24000	Ganga Devi	As per RFP, live photo at the time of admission is not provided. Hence rejected. 7	Photos was uploaded. Live captured mentioned after 24-04-2018 so this case cant be reject on the basis Of live photo	Reopen & Pay	Booked package is justified hence reopen and pay
66	T2204182787591	2018/053652	29050011A - 00	6000	Ganga Devi	As per RFP, live photo at the time of admission is not provided. Hence rejected. 7	Photos was uploaded. Live captured mentioned after 24-04-2018 so this case cant be reject on the basis Of live photo	Rightly Rejected	Booked package is not justified hence rejected.
67	T0709197817162	2019/138349	19100002A - 00	750	DEEPU SINGH	hospital not provide complete D/S of blocked patient hence Rejected 7	NIA did wrong rejection. They reject the case without raising the query. So it is totally wrong rejection. So, revert the case and recheck again.	Rightly Rejected	Discharge sumarry not provided hence 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
68	T1407183611566	2018/053656	19100003A - 01	1500	GEETA DEVI	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID, hence rejected7	More than 3 attempts done for biometric verification but it was failure. After that only we attempt MOIC route. Screen shot of failure and Annex 2 attached Hence claim wrongly rejected by NIA..	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay
69	T2612171934985	2018/038514	19100005A - 00	1350	Khushbu	annexure-4 not provided for bed side photo hence rejected 7	claim Rejected without raise query for annex 4 So, this case cant be reject.	Rightly Rejected	Booked package is not justified hence rejected.
70	T1705183025404	2018/073603	19100002A - 01	750	Rahul	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID, hence rejected7	More than 3 attempts done for biometric verification but it was failure. After that only we attempt MOIC route. Screen shot of failure and Annex 2 attached Hence claim wrongly rejected by NIA..	Rightly Rejected	Emergency is not justified, live photo at the time of admission dated 14/05/2018 not provided, hence rejected.
71	T2204182787591	2018/053650	19050037A - 00	20000	Ganga Devi	As per RFP, live photo at the time of admission is not provided. Hence rejected. 7	Photos was uploaded. Live captured mentioned after 24-04-2018 so this case cant be reject on the basis Of live photo	Reopen & Pay	Booked package is justified hence reopen and pay

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1	2	3	4	5	6	7	8	9	10
72	T0401195269708	2019/098290	29220012A - 00	25000	Hira Singh	Pediatric Surgery NOT PAYABLE FOR ADULTS7	The reason of rejection is totally wrong as per rules any package can be book in any age group if the procedure required. then how can reject this claim on the basis of this ground Which was given by analyser that Pediatric Surgery NOT PAYABLE FOR ADULTS.	Reopen & Pay	Internal Wire Fixation of Mandible AND Maxilla package is included in Pkg code 29220012A hence payable balance amount Rs.15500/-.
73	T2112185150389	2019/107293	19100003A - 00	1500	Koya	as per document patient admitted on 18/12/2018 and provide admission time live photo is of 19/12/2018,as per RFP live photo at time of admission is not provided hence rejected 7	Pt. came in emergency and required treatment first rather than formalities. TID taken in emergency mode at the time of admission. So this claim can not be reject.	Reopen & Pay	Emergency condition reopen and pay ICU for 1 day.
74	T1304182710987	2018/073596	19100002A - 00	750	Shayri	As per RFP, live photo of patient at the time of admission and discharge not provided hence rejected 7	Photos was uploaded. Live captured mentioned after 24-04-2018 so this case cant be reject on the basis Of live photo	Reopen & Pay	As per provided treatment papers package is 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
75	T0903195861502	2019/120149	29120111A - 00	30000	Lalita Devi	As per provide Tt chart blocked package not justify 7	When patient cardiac marker report and ECG clarify that patient has MI attack and also in patient treatment chart and doctors treatment notes mentioned Thrombolysis with RPA details. Why NIA did wrong rejection.	Reopen & Pay	As per provided treatment papers package is justified, hence reopen and pay

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