
F 008(9) Rejection Appeal-I 202 26

26/08/2022

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R D General Hospital-Kara2640	

R D General Hospital-Kara2640 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 23/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Shveta Agarwal (drshvetaa_4@gmail.com)
- RSHAA (raj_rshaa@gov.in)
- Bhanwar Pal Meena (rdgeneralhospital@gmail.com)

बैठक में **R D General Hospital-Kara2640** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 37 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	6
2	Re-open & Query	0
3	Rightly Rejected	31

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 02/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 02/09/2021 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 02/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(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	T0506196766885	2019/123877	19010038A - 00	4000	Rekha Bai Meena	hospital not provide complete documents hence rejected7	hospital not provide complete documents hence rejected	Rightly Rejected	Proccure note not Enclosed Hence rightly Rejected.
2	T0311184727241	2018/072884	19010165A - 00	12000	Rupanti	AS PER RFP LIVE PHOTO AT THE TIME OF ADMISSION IS NOT PROVIDED HENCE REJECTED7	AS PER RFP LIVE PHOTO AT THE TIME OF ADMISSION	Reopen & Pay	As per enclosed OT notes procedure justified,on Merit Basis Reopen & Pay.
3	T0411184732078	2019/094148	19100009A - 00	15000	Ramcharan	hospital not provide date wise ABG report. cliam are rejcted 7	no recuriment pt. reports	Reopen & Pay	As per Enclosed Documents Package setteled Under ICU per days for 2 days,Hence reopen & Pay.
4	T2910184675959	2019/094136	19100003A - 00	1500	Saroj	AS PR RFP LIVE PHOTO AT TIME OF ADMISSTION AND DISCHARGE IS NOT PROVIDED HENCE REJECTED7	As per RFP, live photo at the date and time of admission	Rightly Rejected	NO Discharge,No ICU chart & Supportive investigation Hence rightly Rejected.
5	T0602209273559	2020/196812	19100002A - 00	750	Rampaati	as per MO (SHA) claim rejected due to NO INVESTIGATIONS UPLOADED. PER DAY ICU TREATMENT CHART MISSING AS PER MDP. ENROLL VERIFIED BY PERSON OTHER THANPATIENT FOR WHICH NO REASON UPLOADED. 7	ALL DOCUMENTS ALREADY UPLODED&TPA EMAIL ID PER BHI. BUT BY HUSBAND VERIFIED THUM IMPRESSION .	Rightly Rejected	ICU notes not available . Treatment and investigation does not justify icu admission
6	T3110184696461	2019/094144	19100003A - 02	1500	Saroj	patient stay less than 24 hr.hence rejected7	patient stay on 24 hr.	Rightly Rejected	No Documents(Discharge ticket,Ann.6,T/T detail)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
7	T0602209273559	2020/196814	19100003A - 01	1500	Rampaati	as per MO (SHA) claim rejected due to NO INVESTIGATIONS UPLOADED. PER DAY ICU TREATMENT CHART MISSING AS PER MDP. ENROLL VERIFIED BY PERSON OTHER THANPATIENT FOR WHICH NO REASON UPLOADED. 7	ALL DOCUMENTS ALREADY UPLOADED&TPA EMAIL ID PER BHI. BUT BY HUSBAND VERIFIED THUM IMPRESSION .	Rightly Rejected	ICU notes not available . Treatment and investigation does not justify icu admission
8	T1511184822258	2019/094149	19100003A - 00	1500	Gaurav Kumar Meena	As per RFP,Live photo at the time of discharge not provided,hence rejected 7	pt is lama so Live photo at the time of discharge	Rightly Rejected	As per Enclosed Documents LAMA Patient & not Justified As per Enclosed Documents Hence rightly Rejected.
9	T0602209273559	2020/196817	19100003A - 04	1500	Rampaati	as per MO (SHA) claim rejected due to NO INVESTIGATIONS UPLOADED. PER DAY ICU TREATMENT CHART MISSING AS PER MDP. ENROLL VERIFIED BY PERSON OTHER THANPATIENT FOR WHICH NO REASON UPLOADED. 7	ALL DOCUMENTS ALREADY UPLOADED&TPA EMAIL ID PER BHI. BUT BY HUSBAND VERIFIED THUM IMPRESSION .	Rightly Rejected	ICU notes not available . Treatment and investigation does not justify icu admission



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1	2	3	4	5	6	7	8	9	10
10	T0412185005822	2018/086133	19100002A - 00	750	Rasal	PATIENT STAY LESS THAN 24 HR. HENCE REJECTED7	sir i pt. stay on 24 hours live photo admission time & live photo discharg time see you	Rightly Rejected	Stay is less Than 24 hours Hence rightly Rejected.
11	T0602209273559	2020/196816	19100003A - 03	1500	Rampaati	as per MO (SHA) claim rejected due to NO INVESTIGATIONS UPLOADED. PER DAY ICU TREATMENT CHART MISSING AS PER MDP. ENROLL VERIFIED BY PERSON OTHER THANPATIENT FOR WHICH NO REASON UPLOADED. 7	ALL DOCUMENTS ALREADY UPLOADED&TPA EMAIL ID PER BHI. BUT BY HUSBAND VERIFIED THUM IMPRESSION .	Rightly Rejected	ICU notes not available . Treatment and investigation does not justify icu admission
12	T2301209159385	2020/196777	19010169A - 00	7000	Kamla Devi	as per MO (SHA) claim rejected due to O T notes not provided 7	SUBMITTED OT NOTES&TPA MAIL ID PER.	Rightly Rejected	OT notes not available
13	T2710184655922	2019/094135	19100002A - 00	750	Amarsingh	As per RFP, live photo at the date and time of admission & ADMISSION is not provided. Hence rejected.7	As per RFP, live photo at the date and time of admission	Reopen & Pay	As per on t/t detail Package Justified Hence reopn & Pay.
14	T0111184706952	2018/072980	19100003A - 00	1500	Rajkumari	as per RFP live photos at time of admission and discharge is not provided hence rejected 7	live photos at time of admission	Rightly Rejected	Discharge time photo & t/t Detail not Enclosed 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
15	T0602209273559	2020/196813	19100003A - 00	1500	Rampaati	as per MO (SHA) claim rejected due to NO INVESTIGATIONS UPLOADED. PER DAY ICU TREATMENT CHART MISSING AS PER MDP. ENROLL VERIFIED BY PERSON OTHER THANPATIENT FOR WHICH NO REASON UPLOADED. 7	ALL DOCUMENTS ALREADY UPLOADED&TPA EMAIL ID PER BHI. BUT BY HUSBAND VERIFIED THUM IMPRESSION .	Rightly Rejected	ICU notes not available . Treatment and investigation does not justify icu admission
16	T2302209410898	2020/196864	19100003A - 01	1500	Shivchanra	as per MO (SHA) claim rejected due to complete documents . daily progress notes by doctor and daily vital chart NOT PROVIDED 7	ALL DOCUMENTS ALREADY UPLOADED&TPA EMAIL ID PER BHI.	Rightly Rejected	ICU notes not available . Treatment and investigation does not justify icu admission
17	T0703195842378	2019/111098	19100003A - 00	1500	Gudiya	ID proof not provided hence claim rejected7	No Recuriment pt. id proof	Reopen & Pay	As per enclosed documents Package Justified,Hence reopen & Pay.
18	T2009201012018 6	2020/196422	19010163A - 00	7000	Uganti	this package not justified.7	CLAIM PACKEGE REJECTED WITHOUT QUERY.	Rightly Rejected	major pkg has been paid hence this pkg cannot be booked.
19	T0402209249532	2020/196807	19010006A - 00	6000	Sualal	as per MO (SHA) claim rejected due to procedure notes not provided 7	PROCEDURE NOTE UPLOADED&EMAIL ID TPA SEND.	Rightly Rejected	OT notes not attached 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
20	T0602209273559	2020/196815	19100003A - 02	1500	Rampaati	as per MO (SHA) claim rejected due to NO INVESTIGATIONS UPLOADED. PER DAY ICU TREATMENT CHART MISSING AS PER MDP. ENROLL VERIFIED BY PERSON OTHER THANPATIENT FOR WHICH NO REASON UPLOADED. 7	ALL DOCUMENTS ALREADY UPLOADED&TPA EMAIL ID PER BHI. BUT BY HUSBAND VERIFIED THUM IMPRESSION .	Rightly Rejected	ICU notes not available . Treatment and investigation does not justify icu admission
21	T2302209410898	2020/196863	19100003A - 00	1500	Shivchanra	as per MO (SHA) claim rejected due to complete documents . daily progress notes by doctor and daily vital chart NOT PROVIDED 7	ALL DOCUMENTS ALREADY UPLOADED&TPA EMAIL ID PER BHI.	Rightly Rejected	ICU notes not available . Treatment and investigation does not justify icu admission
22	T3110184696461	2019/094143	19100003A - 01	1500	Saroj	patient stay less than 24 hr.hence rejected7	patient stay on 24 hr.	Rightly Rejected	No Documents(Discharge ticket,Ann.6,T/T detail)Not Justified Hence rightly Rejected.
23	T2910184675959	2019/094137	19100003A - 01	1500	Saroj	AS PR RFP LIVE PHOTO AT TIME OF ADMISSTION AND DISCHARGE IS NOT PROVIDED HENCE REJECTED7	As per RFP, live photo at the date and time of admission	Rightly Rejected	NO Discharge,No ICU chart & Supportive investigation Hence rightly Rejected.
24	T0512185009377	2019/094154	19100003A - 02	1500	Bachchi Devi	Hospital not provide patient ID proof and reason why other person verify claim has been rejected 7	provide patient ID proof and reason	Rightly Rejected	No discharge summary & 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
25	T0401209006254	2020/196763	19010163A - 00	7000	Sukpati	as per MO (SHA) claim rejected due to OT NOTES NOT ATTACHED 7	OT NOTES UPLADED	Rightly Rejected	OT notes not attached hence rejected
26	T2402209419233	2020/196865	19010163A - 00	7000	Somoti	as per MO (SHA) claim rejected due to PROCEDURE NOTES NOT PROVIDED 7	AAL DOCUMENTS ALREADY UPLADED.	Reopen & Pay	PKG justified Acc to MDP hence reopen and pay
27	T2610184647456	2019/094134	19100002A - 00	750	Sagar Bai	pt admission and discharge time photo are uploaded hence case rejected7	WEB CAMERA NOT PROPERLY WORKING	Reopen & Pay	As per on t/t detail Package Justified Hence reopn & Pay.
28	T2302209410898	2020/196862	19100002A - 00	750	Shivchanra	as per MO (SHA) claim rejected due to complete documents . daily progress notes by doctor and daily vital chart NOT PROVIDED 7	ALL DOCUMENTS ALREADY UPLADED&TPA EMAIL ID PER BHI.	Rightly Rejected	ICU notes not available . Treatment and investigation does not justify icu admission
29	T0311184727274	2018/072975	19100002A - 00	750	Rampravesh	as per rfp live photo at time of discharge and treatment detail is not provided hence rejected7	as per rfp live photo at time of discharge	Rightly Rejected	Discharge time photo & t/t Detail not Enclosed Hence rightly Rejected.
30	T0512185009377	2019/094152	19100003A - 00	1500	Bachchi Devi	Hospital not provide patient ID proof and reason why other person verify claim has been rejected 7	provide patient ID proof and reason	Rightly Rejected	No discharge summary & package not Justified Hence rightly Rejected.
31	T0802209284956	2020/196824	19010006A - 00	6000	Kamla	as per MO (SHA) claim rejected due to difference between creation time and admission time is more then one hour 7	PT ADMITTED OT FOR TID CREATION 24 HOURS ADMIT WITHOUT QUERY REJECTED.	Rightly Rejected	difference in tid creation time and admission time. Procedure notes not available

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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
32	T2301209159385	2020/196776	19010163A - 00	7000	Kamla Devi	as per MO (SHA) claim rejected due to O T notes not provided 7	SUBMITTED OT NOTES&TPA MAIL ID PER.	Rightly Rejected	OT notes not available
33	T0512185009377	2019/094153	19100003A - 01	1500	Bachchi Devi	Hospital not provide patient ID proof and reason why other person verify claim has been rejected 7	provide patient ID proof and reason	Rightly Rejected	No discharge summary & package not Justified Hence rightly Rejected.
34	T3110184696461	2019/094142	19100003A - 00	1500	Saroj	patient stay less than 24 hr.hence rejected7	patient stay on 24 hr.	Rightly Rejected	No Documents(Discharge ticket,Ann.6,T/T detail)Not Justified Hence rightly Rejected.
35	T1511184822258	2019/094150	19100003A - 01	1500	Gaurav Kumar Meena	As per RFP,Live photo at the time of discharge not provided,hence rejected 7	pt is lama so Live photo at the time of discharge	Rightly Rejected	As per Enclosed Documents LAMA Patient & not Justified As per Enclosed Documents Hence rightly Rejected.
36	T0602209273559	2020/196818	19100003A - 05	1500	Rampaati	as per MO (SHA) claim rejected due to NO INVESTIGATIONS UPLOADED. PER DAY ICU TREATMENT CHART MISSING AS PER MDP. ENROLL VERIFIED BY PERSON OTHER THANPATIENT FOR WHICH NO REASON UPLOADED. 7	ALL DOCUMENTS ALREADY UPLADED&TPA EMAIL ID PER BHI. BUT BY HUSBAND VERIFIED THUM IMPRESSION .	Rightly Rejected	ICU notes not available . Treatment and investigation does not justify icu admission
37	T1511184820811	2019/094151	19010061A - 00	2400	Bhuri Lal Prajpat	after query hospital not provide lama consent &lama photo ,hence case rejected7	provide lama consent & annexure 7	Rightly Rejected	LAMA time photo & Procedur note not Enclosed Hence rightly Rejected.

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