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

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

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Jyoti Kiran Hospital-Tonk798	

Jyoti Kiran Hospital-Tonk798 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 24/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Pawan Meena (pwanmeena@gmail com)
- Priti Parmar (priti parmar@newindia co in)
- Dr Kuldeep Thagaria (jyotikiranhospital@gmail com)

बैठक में **Jyoti Kiran Hospital-Tonk798** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 16 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	12
2	Re-open & Query	0
3	Rightly Rejected	4

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।



(J R HAA)

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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	T1001195327716	2019/109712	19010163A - 00	7000	imtiyaj	AS PER RFP , THE 3 BIOMETRIC COUNTS AND OTP ATTEMPTS COULD NOT BE SEEN IN THIS TID , HENCE REJECTED.7	Dear sir/mam, we was effort more than three times of bio metric verification but patient finger print not match hence we was admitted patient moic rout and we have screen shots of bio metric verification so kindly re open claim. thanks.	Reopen & Pay	As per provided documents booked package justified and all documents as per MDP already provided hence reopen and pay.
2	T0909184180893	2018/058502	19010163A - 00	7000	Banni Devi	provided 2 dis summary and discrepancy present .hence rejected 7	Dear sir/mam, patient was admitted on date 9/9/2018 and ovalectomy and fissurectomy done on date 9/9/2018.NIAC raise query regarding complete OT note and we was sand complete ot note after that NIAC rejected claim.so kindly re open claim. Thanks.	Reopen & Pay	As per provided documents booked package justified and all documents as per MDP already 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
3	T2409198018082	2019/145854	29050011A - 00	6000	Narvada Devi Meena	correct admissison date not provided or annex -1 not provided 7	Dear sir/mam, No query regarding admission date directly rejected claim package is teriteory so tid generation and admission date is different Please re open claim. Thanks.	Rightly Rejected	As per provided documents booked package is not justified and not payable with additionally booked package hence rightly rejected.
4	T2412185172139	2019/109715	19100002A - 00	750	Ramghani Devi	Counts of three biometric identification and OTP attempt could not be seen in this tid hence rejected7	Dear sir/mam, we was effort more than three times of bio metric verification but patient finger print not match hence we was admitted patient moic rout and we have screen shots of bio metric verification so kindly re open claim.no any query regariding any document directly rejected Thanks.	Reopen & Pay	As per provided documents booked package justified and all documents as per MDP already 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
5	T2412185172139	2019/109716	19100005A - 00	1350	Ramghani Devi	Counts of three biometric identification and OTP attempt could not be seen in this tid hence rejected7	Dear sir/mam, we was effort more than three times of bio metric verification but patient finger print not match hence we was admitted patient moic rout and we have screen shots of bio metric verification so kindly re open claim.no any query regarding any document directly rejected Thanks.	Reopen & Pay	As per provided documents booked package justified and all documents as per MDP already provided hence reopen and pay.
6	T2912185220605	2019/109720	19100002A - 00	750	Mukeshi Devi	As per rfp live photo at the time of Discharge not provided hence rejected, as per discharge summery dod is 03/01/20197	Dear sir/mam, We was admitted patient on date 29/12/2018 and discharge on date 02/01/2019. we was provide live photo of patient at the time of discharge on discharge card by writing mistake wrong date mansion kindly concern discharge date 2/01/2019 according to software. no single query raise NIAC regarding any issue directly rejected kindly re open claim. Thanks.	Reopen & Pay	As per provided documents booked package justified and all documents as per MDP already 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
7	T0506183226493	2018/055350	19050061A-00	3000	Jaikishan Meena	counts of three biometric identification and otp attempts could not be seen in this tid , hence claim rejected7	We was sand annexure-2 and biometric count attempt screen shoot at the time of admission no single query raise regarding any issue directly rejected claim which is against guideline so request to you re-open claim. Thanks.	Reopen & Pay	As per provided documents booked package justified and all documents as per MDP already provided hence reopen and pay.
8	T0409184122737	2018/058537	19010163A-00	7000	Ganesh Lal Teli	as per ot not fissurectomy not done hence rejected7	Dear sir/mam, We was provided OT note for haemorrhoidectomy and fissurectomy at the time of discharge but NIAC raise query for complete OT note and we was again provide complete OT after that NIAC rejected claim so kindly re open claim. Thanks.	Rightly Rejected	As per provided documents booked package is not justified and not payable with additionally booked package 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
9	T2412185176601	2019/109711	19010163A - 00	7000	Ghisu Lal Meena	count of 3 biometric identification could not be seen in this tid hence case rejected7	Dear sir/mam, we was effort more than three times of bio metric verification but patient finger print not match hence we was admitted patient moic rout and we have screen shots of bio metric verification so kindly re open claim. thanks.	Reopen & Pay	As per provided documents booked package justified and all documents as per MDP already provided hence reopen and pay.
10	T0206196728163	2019/122398	19010036A - 01	6500	Malina Poddar	count of three biomatric identification and otp attempts could not be seen in this tid hence rejected 7	Dear sir/mam, We was effort more than 3 times of bio metric verification and annexure 2 and screen shot of bio metric verification sand at the time of admission. NIAC not raise any query regarding any issue directly rejected claim. kindly re open claim. Thanks.	Reopen & Pay	As per provided documents booked package justified and all documents as per MDP already 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
11	T2412185172139	2019/109717	19100005A - 01	1350	Ramghani Devi	Counts of three biometric identification and OTP attempt could not be seen in this tid hence rejected7	Dear sir/mam, we was effort more than three times of bio metric verification but patient finger print not match hence we was admitted patient moic rout and we have screen shots of bio metric verification so kindly re open claim.no any query regarding any document directly rejected Thanks.	Reopen & Pay	As per provided documents booked package justified and all documents as per MDP already provided hence reopen and pay.
12	T2612185192988	2019/109714	19010074A - 00	3500	Arami	three times biometric details was not provided by the hospital hence rejected7	Dear sir/mam, we was effort more than three times of bio metric verification but patient finger print not match hence we was admitted patient moic rout and we have screen shots of bio metric verification so kindly re open claim annexure 2 also sand on query portal Thanks.	Reopen & Pay	As per provided documents booked package justified and all documents as per MDP already 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
13	T1202195618623	2019/109713	19010107A - 00	10000	shimala bai	as per RFP live photos at time of discharge is not provided hence rejected 7	Dear sir/mam, we was admitted and discharged patient as per guideline we was taken photo of discharge time and upload but any technical reason patient photo not shows.no any query regarding patient photo directly rejected kindly concern and re open claim. thanks.	Rightly Rejected	As per RFP photo at the time of discharge not provided hence rightly Rejected.
14	T1001195322916	2019/109710	19010163A - 00	7000	Jagdish Regar	Counts of 3 Biometric identification (IT service failure must be 3 or greater)and OTP attempts could not be seen in this TID. Hence Rejected.7	Dear sir/mam, we was effort more than three time of bio metric verification but patient finger print was not match hence we was admitted patient moic rout and we have bio metric attempt screen shot so kindly re open claim. Thanks.	Reopen & Pay	As per provided documents booked package justified and all documents as per MDP already 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
15	T0806183254562	2018/038573	29050011A - 00	6000	fula devi	Counts of three Bio-Metric identification attempts could not be seen in this TID. 7	Dear sir/mam, we was effort more than three times of biometric verification but patient finger print not match we was sand screen shot of biometric verification at the time of per auth approval and NIAC also provide preauth approval after that we treat patient .we was sand annexure 2 at the time of preuth approval . NIAC rejected claim which is against guideline if any other issue persists along with claim NIAC raise query we are submit any report but no single query and without any issue NIAC DIRECTLY rejected claim. so we request to you re open claim. Thanks.	Rightly Rejected	As per provided documents booked package is not justified and not payable with additionally booked package 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
16	T1501195368162	2019/109709	19010163A - 00	7000	Mangi	count of 3 biometric identification attempt not seen in TID. hence rejected7	Dear sir/mam, We was effort mere than three time of boi-metric verification but finger print not match and we have screen shot of bio metric verification kindly reopen claim. Thanks.	Reopen & Pay	As per provided documents booked package justified and all documents as per MDP already provided hence reopen and pay.

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