

F 8(9) Rejection Appeal-I 2 2 6 4

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Radha Mohan Mehrotra Global Hospital-Siro 324	

Radha Mohan Mehrotra Global Hospital-Siro1324 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 15/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Dharpal Singh Choudhary
- Dr Sachin Gupta (sachingupta@bajoria.in)
- exparty (seemakundgol@gmail.com)

बैठक में **Radha Mohan Mehrotra Global Hospital-Siro1324** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 38 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	18
2	Re-open & Query	0
3	Rightly Rejected	20

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 28/07/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 28/07/2021 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 28/07/2021 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	T2610184642192	2019/096663	19010108A - 00	13000	Pushpa Devi	as per RFP live photo at time of admission is not provided hence rejected 7	Without any query generation from NIA,claim was rejected. Patient condition was not well, therefore bed side photo was uploaded,Live photo was not taken.We uploaded bedside photo & annaxture 4 ,Annaxture 2 also.Kindly consider.We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve.	Reopen & Pay	case 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
2	T0204182609321	2019/101024	19100008A - 03	1500	Sakuntla	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. (Lack of essential documents)7	Without any query,NIA rejected the claim.We have all essential documents.Enrol Verify By her relative.Our BSBY staff was not aware that patient 's verification must be done through patient himself only.Kindly see uploaded ann.2.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve	Rightly Rejected	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. (Lack of essential documents)

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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	T1804182753329	2019/101077	19100002A - 02	750	Sushlia Devi Dharawat	As per RFP, live photo of patient at the time of discharge not provided hence rejected 7	Without any query generation from NIA,claim was rejected.Our BSBY staff had posted different photos.Kindly check that dischargetime photo taken through web camera.Our BSBY staff was not aware that live photo is compulsory.We didnot received any circular about the same.After seeing tag line on BSBY software,we have started to capture live photo.You can confirm the same with him.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve.	Rightly Rejected	As per RFP, live photo of patient at the time of discharge 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
4	T1511184819460	2019/096668	19100002A - 03	750	Posaram	as per rfp live photo at the of discharge not provide by hospital 7	kindly check we have captured live photo at the time of discharge through BSBY mobile app: Rajdhara app.According to BSBY guideline,we can take live photo through this app at the time of discharge.We have given satisfactory treatment to the patient kindly reconsider & approve.	Reopen & Pay	case is justified hence reopen and pay
5	T1511184819460	2019/096679	19100003A - 01	1500	Posaram	as per rfp live photo at the of discharge not provide by hospital 7	kindly check we have captured live photo at the time of discharge through BSBY mobile app: Rajdhara app.According to BSBY guideline,we can take live photo through this app at the time of discharge.We have given satisfactory treatment to the patient kindly reconsider & approve.	Reopen & Pay	case 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
6	T1511184819460	2019/096666	19100002A - 01	750	Posaram	as per rfp live photo at the of discharge not provide by hospital 7	kindly check we have captured live photo at the time of discharge through BSBY mobile app: Rajdhara app.According to BSBY guideline,we can take live photo through this app at the time of discharge.We have given satisfactory treatment to the patient kindly reconsider & approve.	Reopen & Pay	case is justified hence reopen and pay
7	T1511184819460	2019/096670	19100002A - 05	750	Posaram	as per rfp live photo at the of discharge not provide by hospital 7	kindly check we have captured live photo at the time of discharge through BSBY mobile app: Rajdhara app.According to BSBY guideline,we can take live photo through this app at the time of discharge.We have given satisfactory treatment to the patient kindly reconsider & approve.	Reopen & Pay	case 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
8	T1612198852452	2020/170219	19100008A - 00	1500	Chatara Ram	post opp. clinical photo with flap not seen hence block pkg not justified7	As there is no option to upload the photos so it as been resubmitted in query panl. please check the pics and help in aproval of the package	Rightly Rejected	case is not justified hence rightly rejected
9	T1402195639523	2019/104825	19100008A - 03	1500	amiya devi	as per provided detail dialysis was done so wrong pkg selection hence rejected 7	according to the package all the documents of Amiya was uploaded, like BT notes, CBC reports and other documents. Her package was General ward and PCV, But by mistake we have uploaded other patients documents. So please do the needfull and help us in approval	Rightly Rejected	as per provided detail dialysis was done so wrong pkg selection 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
10	T1511184819460	2019/096462	19100002A - 00	750	Posaram	as per rfp live photo at the of discharge not provide by hospital 7	kindly check we have captured live photo at the time of discharge through BSBY mobile app: Rajdhara app.According to BSBY guideline,we can take live photo through this app at the time of discharge. We have given satisfactory treatment to the patient kindly reconsider & approve.	Reopen & Pay	case is justified hence reopen and pay
11	T1511184819460	2019/096667	19100002A - 02	750	Posaram	as per rfp live photo at the of discharge not provide by hospital 7	kindly check we have captured live photo at the time of discharge through BSBY mobile app: Rajdhara app.According to BSBY guideline,we can take live photo through this app at the time of discharge.We have given satisfactory treatment to the patient kindly reconsider & approve.	Reopen & Pay	case 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
12	T0111184697820	2019/098485	29200002A - 00	2000	laxman lal	hospital not provide correct pt. name (laxman lal) documents hence rejected 7	As per BSBY card,patient name is Laxman Lal & as per aadhar card his name is Lasa Ram.Patient is one but has two names.We assure you these 2 names are belongs to one person.We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve	Reopen & Pay	case 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
13	T0204182606007	2019/100817	29200003A - 00	1500	Bharat Kumar Meena	Counts of three Bio-Metric identification attempts could not be seen in this TID and tid not generated within 1 hour of admission hence rejected7	Without any query generation from NIA,claim was rejected.Enrol Verify By : by Chhogi bai,his relative,his relative.Our BSBY staff was not aware that patient 's verification must be done through patient himself only.Ann.2 attached.You can confirm the same with him.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve	Rightly Rejected	tid is not genrated with in one hour as its day care package and count of 3 biometric is not found

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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
14	T1511184819460	2019/096675	19100003A - 02	1500	Posaram	as per rfp live photo at the of discharge not provide by hospital 7	kindly check we have captured live photo at the time of discharge through BSBY mobile app: Rajdhara app.According to BSBY guideline,we can take live photo through this app at the time of discharge.We have given satisfactory treatment to the patient kindly reconsider & approve.	Reopen & Pay	case 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
15	T2404182799525	2019/100997	29200002A - 00	2000	govind	as per RFP pt live photo at the time of admission and discharge not provided which is mandatory hence rejected7	Without any query generation from NIA,claim was rejected.Our BSBY staff had posted different photos.Kindly check that Both photos are different,taken through web camera..Our BSBY staff was not aware that live photo is compulsory.We didnot received any circular about the same.After seeing tag line on BSBY software,we have started to capture live photo..This patient is K/C/O CKD on dialysis.You can confirm the same with him.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve.	Rightly Rejected	as per RFP pt live photo at the time of admission and discharge not provided which is mandatory 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
16	T1005182953729	2019/099772	19040031A - 00	10200	Surata Ram	As per RFP live photo at the time of admission (09.05.18) is not provided. hence rejected 7	Without any query generation from NIA,claim was rejected.TID generated through MOIC route annaxture-2 as patient was unable to visit BSBY counter,Annaxture 4 uploaded..Kindly check live photo captured during preauthorization.As per bsby policy,we can do preauthorization within 72 hrs of TID generation.Preauthor oization done on 12.05.18 at 10.56 am & live photo uploaded on same time. Patient was admitted on 10/05/2018 11:50:00 AM.There is no option in the system that live photo can be uploaded during TID generation.Ann4- for bedside photo was uploaded. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve.	Rightly Rejected	As per RFP live photo at the time of admission (10.05.18) is 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
17	T1402195639523	2019/104824	19100002A - 02	750	amiya devi	as per provided detail dialysis was done so wrong pkg selection hence rejected 7	according to the package all the documents of Amiya was uploaded, like BT notes, CBC reports and other documents. Her package was General ward and PCV, But by mistake we have uploaded other patients documents. So please do the needfull and help us in approva	Rightly Rejected	as per provided detail dialysis was done so wrong pkg selection hence rejected
18	T2102195708165	2019/106600	29200004A - 00	3500	gita devi	3 COUNTS OF BIOMETRIC ATTEMPTS NOT DONE7	The patient failure of 3 times bio metric attempt. So annexure 2 is attached with documents. as patient got treatment and recovered. please do the need full. As patient got treatment of free of cost	Reopen & Pay	case 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
19	T0904182674114	2019/101035	19100002A-01	750	Hanja Bai	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. (Lack of essential documents) 7	Without any query generation from NIA,claim was rejected.Patient was too old to take thuumb verification.Kindly see uploaded ann.2.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve	Rightly Rejected	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. (Lack of essential documents)
20	T1402195639523	2019/104821	19100002A-00	750	amiya devi	as per provided detail dialysis was done so wrong pkg selection hence rejected 7	according to the package all the documents of Amiya was uploaded, like BT notes, CBC reports and other documents. Her package was General ward and PCV, But by mistake we have uploaded other patients documents. So please do the needfull and help us in approval.	Rightly Rejected	as per provided detail dialysis was done so wrong pkg selection 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
21	T1104182690229	2019/100836	19030024A - 00	3000	Babu	as per RFP, live photo at the time of discharge is not provided .hence rejected 7	Without any query generation from NIA,claim was rejected.Kindly check uploaded photos are different.Bedside photo was taken at the time of admission,ANN.4 uploadd for the same.Our BSBY staff was not aware that live photo is compulsory.We didnt received any circular about the same.After seeing tag line on BSBY software,we have started to capture live photo.We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve.	Rightly Rejected	as per RFP, live photo at the time of discharge is 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
22	T1604182731872	2019/101061	19100003A - 02	1500	Divali	As per RFP live photos of patient at the time of admission and discharge not provided. AND Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. 7	Without any query generation from NIA,claim was rejected.Our BSBY staff had posted different photos.Kindly check that discharge photo taken through web camera.Bed side photo uploaded.ann.4 attached.Our BSBY staff was not aware that live photo is compulsory.Enrol Verify By her relative.Our BSBY staff was not aware that patient 's verification must be done through patient himself only.We didnot received any circular about the same.After seeing tag line on BSBY software,we have started to capture live photo.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve.	Rightly Rejected	As per RFP live photos of patient at the time of admission and discharge not provided. AND Counts of 3 Biometric identification and OTP attempts could not be seen 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
23	T0904182674114	2019/101034	19100002A - 00	750	Hanja Bai	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. (Lack of essential documents) 7	Without any query generation from NIA,claim was rejected.Patient was too old to take thuumb verification.Kindly see uploaded ann.2.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve	Rightly Rejected	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. (Lack of essential documents)
24	T2302195730359	2019/104900	29200003A - 00	1500	gita devi	LIVE CAPTURED PHOTO NOT PROVIDED7	The patient was discharged from dialysis but was under the treatment in icu. mobile picture was taken from icu, and the annexure 4 is uploaded with photo, please do the needfull.	Reopen & Pay	case 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
25	T1604182734503	2019/100872	29200003A - 00	1500	Pyari Devi	annex -2 is not provided 7	Without any query generation from NIA,claim was rejected.Enrol Verify By :Sursh kumar,her relative.Our BSBY staff was not aware that patient 's verification must be done through patient himself only.This patient is K/C/O CKD on dialysis.You can confirm the same with him.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve	Reopen & Pay	case 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
26	T2304182788329	2019/101094	19030120A-00	18000	Vikram	as per RFP live photo at the time of discharge is not provided and not provide annexure 2 .hence rejected7	Without any query generation from NIA,claim was rejected.Our BSBY staff had posted different photos.Kindly check that discharge time photo,taken through web camera.Patient had fracture.Bed side photo uploaded,ann.4 attched.Patient was unable to vist bhamashah counter therefore biometric verification not done.BSBY staff forgot to upload ann.2.Our BSBY staff was not aware that live photo is compulsory.We didnt received any circular about the same.After seeing tag line on BSBY software,we have started to capture live photo.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve.	Rightly Rejected	as per RFP live photo at the time of discharge is not provided and not provide annexure 2 .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
27	T2710184649881	2019/098483	29200002A - 00	2000	magan ram	recent RFT report not provided. hence rejected7	Without any query,NIA rejected the claim.What is the meaning of recent report? BSBY not mentioned that after how many days,RFT should be done.we do as per our consultant advice.We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve	Reopen & Pay	case is justified hence reopen and pay

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5/07/ 0

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
28	T1204182706960	2019/101054	19010075A - 00	18000	Urmila	As per RFP patient live photo at the time of admission and discharge not provided hence rejected..7	Without any query generation from NIA,claim was rejected.Our BSBY staff had posted different photos.Kindly check that Both photos are different,taken through web camera.ur BSBY staff was not aware that live photo is compulsory.We didnot received any circular about the same.After seeing tag line on BSBY software,we have started to capture live photo.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve.	Rightly Rejected	As per RFP patient live photo at the time of admission and discharge 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
29	T0703182387429	2019/100808	29200003A - 00	1500	Nagma	hd chart on block date not provided by hospital hence case rejected7	Without any query generation from NIA,claim was rejected. By mistakenly BSBY staff forgot to upload HD chart.We have HD chart,we can sent you.We had given satisfactory (dialysis) treatment to the patient.You can confirm with the patient telephonically.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve.	Rightly Rejected	hd chart of block date not provide hence rightly rejecetd

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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
30	T0704182657728	2019/100882	29200002A - 00	2000	Nagma	As Verification by third person Considered here so Annexure 2 required and not provided hence rejected 7	Without any query generation from NIA,claim was rejected.Enrol Verify By his relative.Our BSBY staff was not aware that patient 's verification must be done through patient himself only.This patient is K/C/O CKD on dialysis.You can confirm the same with her.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve	Reopen & Pay	case 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
31	T1511184819460	2019/096669	19100002A - 04	750	Posaram	as per rfp live photo at the of discharge not provide by hospital 7	kindly check we have captured live photo at the time of discharge through BSBY mobile app: Rajdhara app.According to BSBY guideline,we can take live photo through this app at the time of discharge.We have given satisfactory treatment to the patient kindly reconsider & approve.	Reopen & Pay	case is justified hence reopen and pay

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1	2	3	4	5	6	7	8	9	10
32	T0501195282709	2019/099733	19050021A-00	10500	sarupa ram	included in pcnl7	Patient was suffering from fever,tenderness in the left lumbar region.We suspected for pus in the left kidney. USG was done & found huge pyonephrosis. The PCN was mandatory,immediately to remove pus in first step to prevent Septicemia.PCN was done under sonography guidance,under L.A. The PCN tube was kept for 5-7 days.Thereafter PCNL was done in two stages due to large amount of stones. PCN-Per-cutaneous Nephrostomy for remove Pus. PCNL-Percutaneous Nphro Lithotomy for remove stones.	Rightly Rejected	this package is include in other pacakge 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
33	T2404182805129	2019/101083	19100002A - 00	750	indra devi	As per RFP, patients live photo not provided at admission and discharge time hence claim rejected 7	Without any query generation from NIA,claim was rejected.Our BSBY staff had posted different photos.Kindly check that Both photos are different,taken through web camera.Our BSBY staff was not aware that live photo is compulsory.We didnot received any circular about the same.After seeing tag line on BSBY software,we have started to capture live photo...We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve.	Rightly Rejected	As per RFP, patients live photo not provided at admission and discharge time hence claim 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
34	T1804182750837	2019/101074	29060017A - 00	30000	Puraram	as per RFP, live photo at the time of admission and discharge not provide hence rejected ,Counts of three Bio-Metric identification attempts could not be seen in this TID. 7	Without any query generation from NIA,claim was rejected.Our BSBY staff had posted different photos.Kindly check that discharge photos are different,taken through web camera.Our BSBY staff was not aware that live photo is compulsory.We didnot received any circular about the same.After seeing tag line on BSBY software,we have started to capture live photo..This patient had Gun shot injury.ann.4 ,ann.1 uploaded.Bed side photo uploaded therefore biometric verification was not done.You can confirm the same with him.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve.	Reopen & Pay	case is justified hence reopen and pay

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1	2	3	4	5	6	7	8	9	10
35	T1402195639523	2019/104823	19100002A - 01	750	amiya devi	as per provided detail dialysis was done so wrong pkg selection hence rejected 7	according to the package all the documents of Amiya was uploaded, like BT notes, CBC reports and other documents. Her package was General ward and PCV, But by mistake we have uploaded other patients documents. So please do the needfull and help us in approva	Rightly Rejected	as per provided detail dialysis was done so wrong pkg selection hence rejected
36	T1703195940496	2019/110230	19100008A - 00	1500	Rangu Devi	Aas per hospital; reply against query PCV HAVE NO TRANSFER hence rejected.7	As package was selected 19100003 for 5 days.19100002 for 5DAYS AND 19100008 4. BUT PATIENT WAS IN ICU FOR 5 IS, IN GEN WARD FOR 20 DAYS AND PCV NOT DONE. SIR PLEASEE HELP IN APPROVAL OF GEN WARD FOR 20 DAYS	Rightly Rejected	Aas per hospital; reply against query PCV HAVE NO TRANSFER 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
37	T2112171913484	2019/100781	29200003A - 00	1500	Bharat Kumar Meena	as per hospital not provide annexure-2 hence claim reject7	Enrol Verify By :Choggi devi,his relative.Our BSBY staff was not aware that patient 's verification must be done through patient himself only.This patient is K/C/O CKD on dialysis.You can confirm the same with him.We assure you that we will strictly follow BSBY protocol in future. We had given satisfactory treatment to the patient.We had already spent much more than claimed amount. Hence Kindly reconsider,reopen & approve	Reopen & Pay	case 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
38	T1511184819460	2019/096676	19100003A - 03	1500	Posaram	as per rfp live photo at the of discharge not provide by hospital 7	kindly check we have captured live photo at the time of discharge through BSBY mobile app: Rajdhara app.According to BSBY guideline,we can take live photo through this app at the time of discharge.We have given satisfactory treatment to the patient kindly reconsider & approve.	Reopen & Pay	case is justified hence reopen and pay

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