

F 8(9) Rejection Appeal-I 2 2 86

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Gheesibai Memorial Mittal Hospital and R-Ajme 3 6	

Gheesibai Memorial Mittal Hospital and R-Ajme1316 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 12/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Rakesh Kumar Meena (jceo-rshaa@gov.in)
- Dr Piyush Sharma (piyush.sharma@vidalhealthtpa.com)
- Amit Kumar Mittal (amittal@mittalhospital.com)

बैठक में **Gheesibai Memorial Mittal Hospital and R-Ajme1316** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 26 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	4
2	Re-open & Query	0
3	Rightly Rejected	22

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	T2908197705355	2019/138859	29170003A - 00	10000	Manju	hospital not provide HPE report & post Op. USG report & clear Detail OT notes hence Rejected 7	sir, we uploaded All require docs HPE report,clear Detail OT notes and Doctor Justification for query and Post CT Report with Film. you not required Post OP USG and NOT in Discharge MDP but we Attached Post Op CT Report with Film. Some Technical Error OR Software Problem not shown in Uploaded Docs. Kindly Reopen the case we can Re-upload All Require Docs.	Rightly Rejected	Right rejection as per MDP hospital not provided essential documents for booked claim
2	T0212198746269	2019/152577	19050061A - 00	3000	Jagdish Prasad Chawala	As per Audit Remark, Patient have no history of PCNL and DJ stent. Hospital taken wrong PKG of DJ stent removal.Hence, rejected. 7	Kindly refer Already provided IVP and USG Report, have finding of DJ Stent in Rt. Renal Pelvis. That is first DJ Removed than URS Performed and DJ stent Placed.Hence Opted Packages were correct.	Rightly Rejected	Right rejection as per Beneficiary call - denial by self for procedure being done twice -as claimed by Hospital , Hence REJETCED

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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	T1311198543332	2019/152591	29200001A - 00	7200	Ahamad Kha	not provide clinical photo or sticker hence rejected7	Clinical Photo already Provided in Claim submission at the time of Patient Discharged	Rightly Rejected	Right rejection due to lack of MDP document for procedure performed not justify the package
4	T0212198746269	2019/152576	19050037A - 00	20000	Jagdish Prasad Chawala	As per Audit Remark, Patient have no history of PCNL and DJ stent. Hospital taken wrong PKG of DJ stent removal.Hence, rejected. 7	Kindly refer Already provided IVP and USG Report, have finding of DJ Stent in Rt. Renal Pelvis. That is first DJ Removed than URS Performed and DJ stent Placed.Hence Opted Packages were correct.	Rightly Rejected	Right rejection as per Beneficiary call - denial by self for procedure being done twice -as claimed by Hospital , Hence REJETCED

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1	2	3	4	5	6	7	8	9	10
5	T2908197705355	2019/138857	29170040A - 00	30000	Manju	hospital not provide HPE report & post Op. USG report & clear Detail OT notes hence Rejected 7	sir, we uploaded All require docs HPE report,clear Detail OT notes and Doctor Justification for query and Post CT Report with Film. you not required Post OP USG and NOT in Discharge MDP but we Attached Post Op CT Report with Film. Some Technical Error OR Software Problem not shown in Uploaded Docs. Kindly Reopen the case we can Re-upload All Require Docs.	Rightly Rejected	Right rejection as per MDP hospital not provided essential documents for booked claim
6	T0209197758712	2019/136373	29170024A - 00	32000	Gopal Chand	Hospital not provide CT scan report hence rejected . 7	Sir, Rejection is not valid, approval Authority not demand any Report in claim Query and Reject the case without any Query. 2nd thing is AS PER Discharged MDP not Required any CT/MRI Report. Kindly check we already attached Patient Clinical Photo of Operation Part is More Authentic CT report.	Rightly Rejected	Rightly Rejected as per MDP due to lack of Documents for booked package not provided by Hospital

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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	T0306196741881	2020/159388	29060046A - 00	29800	MAHAVEER	annex 6 is not signed by the patient or relative hence rejected7	Annxr-6 i.e. feedback form duly signed by patient relative girdhari already provided in claim document	Reopen & Pay	RE-OPEN & PAY as per MDP all documents already provided by Hospital
8	T0306196741881	2020/159389	29060053A - 00	45000	MAHAVEER	annex 6 is not signed by the patient or relative hence rejected7	Annxr-6 i.e. feedback form duly signed by patient relative girdhari already provided in claim document	Reopen & Pay	RE-OPEN & PAY as per MDP all documents already provided by Hospital
9	T3004196368989	2019/120206	29060046A - 00	29800	Bhagirth	after query hospital not provide post op. x ray..7	Sir, Post Operative CT SCAN done and CT Report Already attached Which is more Authenticated than X-RAY, Kindly Accept and process.	Rightly Rejected	Right rejection as per MDP hospital not provided essential documents Post -op X ray / CT FILM - for booked claim
10	T0111198417913	2019/142605	29120007A - 00	5000	Champa Lal	tid generated after 72 hrs hence rejected7	Patient provide Bhamashah card after 72 Hrs,Kindly consider this case as an exception.	Rightly Rejected	Rightly Rejected as per MDP for Late tid generation post procedure
11	T3004196368989	2019/120207	29060053A - 00	45000	Bhagirth	after query hospital not provide post op. x ray..7	Sir, Post Operative CT SCAN done and CT Report Already attached Which is more Authenticated than X-RAY, Kindly Accept and process.	Rightly Rejected	Right rejection as per MDP hospital not provided essential documents Post -op X ray / CT FILM - for booked claim

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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	T0212198746269	2019/152578	29050009A - 00	24000	Jagdish Prasad Chawala	As per Audit Remark, Patient have no history of PCNL and DJ stent. Hospital taken wrong PKG of DJ stent removal.Hence, rejected. 7	Kindly refer Already provided IVP and USG Report, have finding of DJ Stent in Rt. Renal Pelvis. That is first DJ Removed than URS Performed and DJ stent Placed.Hence Opted Packages were correct.	Rightly Rejected	Right rejection as per Beneficiary call - denial by self for procedure being done twice -as claimed by Hospital , Hence REJETCED
13	T0111198417913	2019/142606	29120015A - 00	54000	Champa Lal	tid generated after 72 hrs hence rejected7	Patient provide Bhamashah card after 72 Hrs,Kindly consider this case as an exception.	Rightly Rejected	Rightly Rejected as per MDP for Late tid generation post procedure
14	T2908197705355	2019/138858	29170037A - 00	27000	Manju	hospital not provide HPE report & post Op. USG report & clear Detail OT notes hence Rejected 7	sir, we uploaded All require docs HPE report,clear Detail OT notes and Doctor Justification for query and Post CT Report with Film. you not required Post OP USG and NOT in Discharge MDP but we Attached Post Op CT Report with Film. Some Technical Error OR Software Problem not shown in Uploaded Docs. Kindly Reopen the case we can Re-upload All Require Docs.	Rightly Rejected	Right rejection as per MDP hospital not provided essential documents for booked claim

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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	T2908197705355	2019/138860	29050028A - 00	30000	Manju	hospital not provide HPE report & post Op. USG report & clear Detail OT notes hence Rejected 7	sir, we uploaded All require docs HPE report,clear Detail OT notes and Doctor Justification for query and Post CT Report with Film. you not required Post OP USG and NOT in Discharge MDP but we Attached Post Op CT Report with Film. Some Technical Error OR Software Problem not shown in Uploaded Docs. Kindly Reopen the case we can Re-upload All Require Docs.	Rightly Rejected	Right rejection as per MDP hospital not provided essential documents for booked claim

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1	2	3	4	5	6	7	8	9	10
16	T2908197705355	2019/138862	19100008A - 00	1500	Manju	hospital not provide HPE report & post Op. USG report & clear Detail OT notes hence Rejected 7	sir, we uploaded All require docs HPE report,clear Detail OT notes and Doctor Justification for query and Post CT Report with Film. you not required Post OP USG and NOT in Discharge MDP but we Attached Post Op CT Report with Film. Some Technical Error OR Software Problem not shown in Uploaded Docs. Kindly Reopen the case we can Re-upload All Require Docs.	Rightly Rejected	Right rejection as per MDP hospital not provided essential documents for booked claim
17	T1906196909265	2019/131128	29120046A - 00	90000	Parveena Bano	As per provide 2 DECO report mild TR hence claim package rejected 7	Pre operative ECHO Report Shows "MODERATE TR" and Post Operative Report Shows Normal TR, It means TV Repaired.	Rightly Rejected	Rightly rejected as per MDP as per uploaded documents pre & post for booked package showing DISCREPANCY

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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
18	T0110198096493	2020/159386	29010016A - 00	17300	Chandi	Delayed Query Reply 7	Sir, As per MDP at the time of discharge required only - Discharge Summary with Procedure notes not require any investigation but your side required CT. ABD., Patient discharge and came again and after patient come we done CT. ABD and reply your query	Reopen & Pay	RE-OPEN & PAY as per MDP all documents already provided by Hospital
19	T2908197705355	2019/138861	19100008A - 01	1500	Manju	hospital not provide HPE report & post Op. USG report & clear Detail OT notes hence Rejected 7	sir, we uploaded All require docs HPE report,clear Detail OT notes and Doctor Justification for query and Post CT Report with Film. you not required Post OP USG and NOT in Discharge MDP but we Attached Post Op CT Report with Film. Some Technical Error OR Software Problem not shown in Uploaded Docs. Kindly Reopen the case we can Re-upload All Require Docs.	Rightly Rejected	Right rejection as per MDP hospital not provided essential documents for booked claim

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1	2	3	4	5	6	7	8	9	10
20	T2609198040090	2020/159387	29060061A - 00	80000	Sharwan Ram	Despite query detail procedure notes step by step not provided. hence rejected.7	Sir, we uploaded detail procedure notes step by step at the time of discharge and again uploaded detail procedure notes step by step at the time Query reply, rejection is not valid	Rightly Rejected	Right rejection as procedure pefromed craniotomy not clearly notified in Post -op CT as provided report ,DISCREPANCY Burr hole package not taken & uploaded MRI overwriting
21	T0212198746269	2019/152579	29050011A - 00	6000	Jagdish Prasad Chawala	As per Audit Remark, Patient have no history of PCNL and DJ stent. Hospital taken wrong PKG of DJ stent removal.Hence, rejected. 7	Kindly refer Already provided IVP and USG Report, have finding of DJ Stent in Rt. Renal Pelvis. That is first DJ Removed than URS Performed and DJ stent Placed.Hence Opted Packages were correct.	Rightly Rejected	Right rejection as per Beneficiary call - denial by self for procedure being done twice -as claimed by Hospital , Hence REJETCED

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1	2	3	4	5	6	7	8	9	10
22	T2908197705355	2019/138855	29170056A - 00	35000	Manju	hospital not provide HPE report & post Op. USG report & clear Detail OT notes hence Rejected 7	sir, we uploaded All require docs HPE report,clear Detail OT notes and Doctor Justification for query and Post CT Report with Film. you not required Post OP USG and NOT in Discharge MDP but we Attached Post Op CT Report with Film. Some Technical Error OR Software Problem not shown in Uploaded Docs. Kindly Reopen the case we can Re-upload All Require Docs.	Rightly Rejected	Right rejection as per MDP hospital not provided essential documents for booked claim

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1	2	3	4	5	6	7	8	9	10
23	T2908197705355	2019/138856	29170047A - 00	28000	Manju	hospital not provide HPE report & post Op. USG report & clear Detail OT notes hence Rejected 7	sir, we uploaded All require docs HPE report,clear Detail OT notes and Doctor Justification for query and Post CT Report with Film. you not required Post OP USG and NOT in Discharge MDP but we Attached Post Op CT Report with Film. Some Technical Error OR Software Problem not shown in Uploaded Docs. Kindly Reopen the case we can Re-upload All Require Docs.	Rightly Rejected	Right rejection as per MDP hospital not provided essential documents for booked claim
24	T1707183636151	2019/120376	19050062A - 00	11500	Govind Ram Chhipa	As per previous treatment detail PCCL done in other TID T0107183475251 after 15 days again block same PKG without x ray film and USG film and USG report shows nomal prostate hence rejected7	In this case OPD paper clearly shows presence of bladder stone & enclosed x ray report shows vesical calculus also known as bladder stone hence PCCL performed.	Rightly Rejected	Rightly rejected as per MDP Wrong package selection
25	T2502195744349	2019/120384	29200003A - 00	1500	Manoj Kumar	Hospital not provide Chemo chart.7	Dialysis Chart uploaded in claim submission,Under wrong heading "RTF"	Reopen & Pay	RE-OPEN & PAY as per MDP all documents already provided by Hospital

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1	2	3	4	5	6	7	8	9	10
26	T3007197381525	2019/137712	29170014A - 00	30000	matiya	confirmatory report is not provided hence rejected7	Sir, Rejection is not valid, approval Authority not demand any Report in claim Query and Reject the case without any Query. 2nd thing is AS PER Discharged MDP not Required any Report Requirement only Discharge Summary, Procedure notes is already attached. Kindly check we already attached Discharge Summary, Procedure notes(Detail OT Notes)	Rightly Rejected	Right rejection as per MDP hospital not provided essential documents for confirmatory diagnosis for Ca.Ovary

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