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JAI DRISHTI EYE HOSPITAL-Udai 252	

JAI DRISHTI EYE HOSPITAL-Udai1252 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 Kamlesh Sharma (drkamleshsharma5@gmail.com)
- Mohit Airan (bsbynia@gmail.com)
- Ex Party (jdehadr@gmail.com)

बैठक में **JAI DRISHTI EYE HOSPITAL-Udai1252** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 35 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	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 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 EO RSHAA)



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	T0609184147876	2020/177405	19070051A - 00	6000	Resham	AS PER RFP ,THE LIVE PHOTO AT THE TIME OF ADMISSION AND DISCHARGE NOT PROVIDED, HENCE REJECTED.. 7	S PER RFP ,THE LIVE PHOTO AT THE TIME OF ADMISSION AND DISCHARGE NOT PROVIDED, HENCE REJECTED..	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
2	T2607197342326	2019/137539	19070051A - 00	6000	Kamala Bai Banjara	the block patient discharge summary not provided hence not payable 7	WE HAD DONE PTERIGIUM EXCISION WITH CONJUNCTIVAL AUTOGRAFT DONE. AS PER PATIENT ID PROOF AADHAR CARD NAME MENTIONED KUPA BAI THAT'S WHY WE HAD WROTE HER NAME KUPA BAI ON HER DISCHARGE SUMMARY KINDLY PAY THIS CLAIM	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
3	T1004182686535	2020/177440	19070023A - 00	6500	badree lal bheel	As per RFP live photo at the time of admission & discharge is not provided and not provide IOP report and details OT notes hence claim rejected 7	Trabeculectomy	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
4	T0212198750911	2020/169969	19070005A - 00	1350	Heera Bai	Bhamashah Card Link Date With NFSA Not Provided,Hence Case Rejected 7	Capsulotomy	Reopen & Pay	AS PER PROVIDE DOCUMENTS THE PACKAGE IS JUSTIFIED



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	T2310198341771	2020/169968	19070023A - 00	6500	Bhaga Meena	hospital not not provide D/S , investigation report with seal , sign. and RMC no. of doctor hence Rejected 7	Trabeculectomy	Reopen & Pay	PACKAGE IS JUSTIFIED
6	T1810198284719	2019/150536	19070056A - 00	5600	Narayan Lal Teli	as provided clinical photo this pkg is not justify hence not payable7	Amniotic Membrane Graft	Reopen & Pay	PACKAGE IS JUSTIFIED
7	T2607197342550	2019/137538	19070051A - 00	6000	Kanku Devi	after reminder the clear visible clinical photo and donor site conjunctival graft clinical photo not provided hence not payable 7	WE HAD DONE PTERIGIUM EXCISION WITH CONJUNCTIVAL AUTOGRAFT, KINDLY RE OPEN AND GENERATE QUERY	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
8	T1810198284719	2019/150535	19070051A - 00	6000	Narayan Lal Teli	as provided clinical photo this pkg is not justify hence not payable7	Pterigium + Conjunctival Autograft	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
9	T1009184192742	2020/177299	19070051A - 00	6000	paras ram patidar	3 counts of biometric identification attempts could not be seen ,hence rejected7	Pterigium + Conjunctival Autograft	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
10	T1608183950440	2020/177335	19070051A - 00	6000	Ganga Devi Khant	reason not mention in annexure 2 hence rejected7	Pterigium + Conjunctival Autograft	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
11	T3007197385006	2019/137505	19070005A - 00	1350	Haliya Khant	OT notes not provide hence rejected . 7	KINDLY RE OPEN AND GENERATE QUERY, WE WILL PROVIDE OT NOTES	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED



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	T1507197208923	2019/137540	19070051A - 00	6000	Movan Gameti	As per query hospital not post op clinical photo and donor site clinical photo of conjunctival graft with face of patient hence rejected . 7	WE HAD ALREADY PROVIDED PATIENT CLINICAL PRE AND POST OP CLINICAL PHOTOGRAPHS WITH FACE RATHER THAN REJECTED FROM YOUR SIDE, KINDLY RE OPEN AND PAY US.	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
13	T3008184074653	2020/177413	19070005A - 00	1350	Joravar	hospital not provided of notes for capsulotomy hence rejected.7	Capsulotomy	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
14	T2611198683703	2020/169971	19070005A - 01	1350	Ayub Khan	hospital not not provide D/S , investigation report with seal , sign. and RMC no. of doctor hence Rejected 7	Capsulotomy	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
15	T0208197417113	2019/137512	19070051A - 00	6000	Sayari Bai	after reminder the clear visible clinical photo and donor site conjunctival graft clinical photo not provided hence not payable 7	PTERIGIUM DONE, KINDLY RE OPEN AND GENERATE QUERY	Rightly Rejected	AS PER PROVIDE DOCUMENTS NO CLINICAL PHOTO PROVIDED BY THE HOSPITAL HENCE THE CLAIM CORRECT REJECTED
16	T2607197343110	2019/137534	19070051A - 00	6000	Dalji	after reminder the clear visible clinical photo and donor site conjunctival graft clinical photo with face of patient is not provided hence not payable 7	PTERIGIUM EXCISION WITH CONJUNCTIVAL AUTOGRAFT DONE, KINDLY RE OPEN AND QUERY	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED



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	T0609184152324	2020/177315	19070052A - 00	6000	Murli Lal	as per RFP live photo at time of admit and discharge is not provided hence rejected 7	dcr	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
18	T1107197166002	2019/131158	19070051A - 00	6000	Suman Bhattji	after reminder the clear visible clinical photo and donor site conjunctival graft clinical photo not provided hence not payable 7	now we have clinical photo of pt mr suman bhatt ji, kindly reopen nd pay	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
19	T2108183992500	2020/177449	19070023A - 00	6500	Kachra Makvana	supportive invest.report and ot note not provide hence rejected 7	Trabeculectomy	Reopen & Pay	PACKAGE IS JUSTIFIED
20	T2705196662582	2019/123189	19070051A - 00	6000	Huki Devi	clinical photo in support of blocked package hence rejected . 7	ptergium excision with conjunctival autograft in right eye done from hospital. pt complained eye irritation, burning problem	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
21	T2307197308721	2019/137513	19070051A - 00	6000	Vali	the block patient discharge summary not provided hence not payable 7	PTERIGIUM EXCISION WITH CONJUNCTIVAL AUTOGRAFT DONE, KINDLY RE OPEN AND GENERATE QUERY	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
22	T2705196662706	2019/123199	19070023A - 00	6500	Rupali Devi	after reminder the complete documented previous treatment detail not provided hence not payable 7	TRAB RE	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED



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	T1607197219638	2019/137511	19070051A - 00	6000	Lakshmi	after reminder the clear visible pre and post op clinical photo and donor site clinical photo of conjunctival graft with face of patient is not provided hence not payable 7	KINDLY RE OPEN AND GENERATE QUERY PLEASE	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
24	T2407197321311	2019/134166	19070023A - 00	6500	kalaki bai	After reminder the complete previous treatment history with documented proof is not provided hence not payable 7	Respected Sir/Madam, We had already provided you previous treatment history, kindly re open and pay us	Reopen & Pay	PACKAGE IS JUSTIFIED
25	T2607197343690	2019/137533	19070051A - 00	6000	Kesar	after reminder the clear visible clinical photo and donor site conjunctival graft clinical photo with face of patient is not provided hence not payable 7	PTERIGIUM EXCISION WITH CONJUNCTIVAL AUTOGRAFT DONE, KINDLY RE OPEN AND GENERATE QUERY	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
26	T1507197208672	2019/137541	19070051A - 00	6000	Vagat Singh	As per query hospital not provide the clear visible pre and post op clinical photo and donor site clinical photo of conjunctival graft with face of patient hence rejected . 7	WE HAD ALREDY PROVIDED YOU PRE AND POST OP CLINICAL PHOTOGRAPHS WITH PT.FACE BUT ITS WRONGLY REJECTED FROM YOUR SIDE, KINDLY CONSIDER THIS CLAIM	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED



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	T1107197166809	2019/137504	19070023A - 00	6500	Suka Dindor	After reminder the complete previous treatment history with documented proof is not provided hence not payable 7	KINDLY RE OPEN ANMD GENERATE QUERY	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
28	T2310198341116	2020/169966	19070051A - 00	6000	Dhuli Bai	delayed query reply ,hence case rejected7	Pterigium + Conjunctival Autograft	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
29	T0411198450403	2020/169974	19070049A - 00	350	Kalulal	Delayed Query Reply 7	syringing of lacrimal sac for both eyes	Reopen & Pay	AS PER PROVIDE DOCUMENTS THE PACKAGE IS JUSTIFIED
30	T1009184194400	2020/177399	19070051A - 00	6000	Muri Bai Patidar	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID, hence rejected 7	Pterigium + Conjunctival Autograft	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
31	T2611198683703	2020/169972	19070005A - 00	1350	Ayub Khan	hospital not not provide D/S , investigation report with seal , sign. and RMC no. of doctor hence Rejected 7	Capsulotomy	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
32	T0609184150314	2020/177406	19070005A - 00	1350	Heera Lal Gayari	As per RFP, live photo at the time of admission and discharge is not provided. Hence rejected. 7	Capsulotomy	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
33	T1610198265008	2020/169967	19070023A - 00	6500	kalaki meena	hospital not not provide D/S , investigation report with seal , sign. and RMC no. of doctor hence Rejected 7	Trabeculectomy	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED



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	T1511198572055	2019/150531	19070052A - 00	6000	Kuki Bai	As per query hospital not provide pre & post opp. clinical photo graph hence rejected . 7	Dacryocystectomy (DCY)	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED
35	T0811198499587	2019/150534	19070051A - 00	6000	Ambavi Bai Keer	As per query hospital not provide post op clinical photo and donor site clinical photo of conjunctival graft with face of patient hence rejected . 7	Pterigium + Conjunctival Autograft	Rightly Rejected	AS PER DOCUMENTS THE PACKAGE NOT JUSTIFIED

