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OM HOSPITAL-Jaip2335	

OM HOSPITAL-Jaip2335 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 13/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Rakesh Kumar Meena (jceo-rshaa@gov in)
- Sh Umesh choudhary (bsbynia@gmail com)
- Dr OP kataria (omhospitalchomu@gmail com)

बैठक में **OM HOSPITAL-Jaip2335** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 30 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	29
2	Re-open & Query	0
3	Rightly Rejected	1

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 O 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	T0412198769146	2019/151990	19100003A - 09	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WHITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146
2	T0412198769146	2019/151984	19100003A - 03	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WHITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146

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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	T2009184288968	2018/060253	19100003A - 01	1500	Manju Jangir	As per RFP live photo at the time of admission not provided by hospital hence rejected. 7	as this is an EMERGENCY TID , admission done with live photo within 24 hours, as per rule it can be done in 72 hours.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital
4	T0412198769146	2019/151986	19100003A - 05	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146
5	T2009184288968	2018/060256	19100003A - 06	1500	Manju Jangir	As per RFP live photo at the time of admission not provided by hospital hence rejected. 7	as this is an EMERGENCY TID , admission done with live photo within 24 hours, as per rule it can be done in 72 hours.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital
6	T2009184288968	2018/060260	19100003A - 02	1500	Manju Jangir	As per RFP live photo at the time of admission not provided by hospital hence rejected. 7	as this is an EMERGENCY TID , admission done with live photo within 24 hours, as per rule it can be done in 72 hours.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital

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1	2	3	4	5	6	7	8	9	10
7	T0412198769146	2019/151985	19100003A - 04	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WHITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146
8	T2409198016734	2019/139947	29100019A - 00	25000	Mamta Devi	As per document age of baby is 30 days, neonatal pkg 29220013 should be blocked, this pkg is not payable for neonates, Hence claim rejected7	quairy was not raised not even in pre auth even after discharge and during claim processing, patient was 30 days old during admisson.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID

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1	2	3	4	5	6	7	8	9	10
9	T0412198769146	2019/151981	19100003A - 00	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146
10	T1307183605776	2018/088791	19080013A - 00	7000	Teenu Dhadi	discrepancy of DOD in discharge ticket & portal, hence rejected 7	CASE IS REJECTED WITHOUT RAISE OF QUERY AND CASE IS GENUINE AND MISTAKE WAS DONE BY SWASTHYA MARGDARSHAK OF WRITTEN SAME DATE TIME ON DISCHARGE TICKET, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital

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1	2	3	4	5	6	7	8	9	10
11	T0412198769146	2019/151983	19100003A - 02	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WHITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146
12	T0412198769146	2019/151989	19100003A - 08	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WHITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146



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	T2009184288968	2018/060257	19100003A - 05	1500	Manju Jangir	As per RFP live photo at the time of admission not provided by hospital hence rejected. 7	as this is an EMERGENCY TID , admission done with live photo within 24 hours, as per rule it can be done in 72 hours.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital
14	T0412198769146	2019/151982	19100003A - 01	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146

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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	T0412198769146	2019/151992	19100003A - 11	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WHITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146
16	T0412198769146	2019/151988	19100003A - 07	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WHITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146

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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	T0412198769146	2019/151993	19100003A - 12	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WHITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146
18	T2009184288968	2018/060255	19100003A - 07	1500	Manju Jangir	As per RFP live photo at the time of admission not provided by hospital hence rejected. 7	as this is an EMERGENCY TID , admission done with live photo whithin 24 hours, as per rule it can be done in 72 hours.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital

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1	2	3	4	5	6	7	8	9	10
19	T0412198769146	2019/151980	19100002A - 01	750	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WHITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146
20	T0412198769146	2019/151987	19100003A - 06	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WHITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146

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1	2	3	4	5	6	7	8	9	10
21	T2406183411978	2018/088790	29080001A - 00	24000	Kiran Devi Yadav	HOSPITAL NOT PROVIDE ABG REPORT DATE WISE REJECTED 7	ABG REPORT WAS NOT REQUIRED AND EVEN QUERY WAS ALSO NOT RAISED , KINDLY CONSIDER THIS CASE.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital
22	T2009184288968	2018/060258	19100003A - 04	1500	Manju Jangir	As per RFP live photo at the time of admission not provided by hospital hence rejected. 7	as this is an EMERGENCY TID , admission done with live photo within 24 hours, as per rule it can be done in 72 hours.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital
23	T0412198769146	2019/151994	19100003A - 13	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146

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1	2	3	4	5	6	7	8	9	10
24	T0412198769146	2019/151979	19100002A - 00	750	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WHITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146
25	T0412198769146	2019/151991	19100003A - 10	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WHITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146

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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	T2009184288968	2018/060254	19100003A - 08	1500	Manju Jangir	As per RFP live photo at the time of admission not provided by hospital hence rejected. 7	as this is an EMERGENCY TID , admission done with live photo within 24 hours, as per rule it can be done in 72 hours.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital
27	T0412198769146	2019/151995	19100003A - 14	1500	Sunita	Wrong Package selection.7	DEAR SIR MA'AM THIS PATIENT IS GENUINE AND WE TREATED THIS PATIENT VERY WELL, BY MISTAKE OF SOME TECHNICAL PROBLEM OF OUR LAPTOP THIS WAS DELAYED EVEN IN CLINICAL PHOTO IT SHOWS THAT IT WAS CAPTURED WITHIN AN HOUR, KINDLY CONSIDER.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital so settle claim for package of neonatal - 5000 rs for whole TID -T0412198769146
28	T2009184288968	2018/060259	19100003A - 03	1500	Manju Jangir	As per RFP live photo at the time of admission not provided by hospital hence rejected. 7	as this is an EMERGENCY TID , admission done with live photo within 24 hours, as per rule it can be done in 72 hours.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital
29	T1605183014866	2018/051026	19040033A - 00	4250	Manju Devi Yadav	as per rfp live photo not provide at the time of discharge hence rejected 7	it is live photo , even we cheked on tracker. kindly consider this case.	Rightly Rejected	Right rejection as per RFP live photo not provided & also wrong package selection by Hospital

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1	2	3	4	5	6	7	8	9	10
30	T2009184288968	2018/060252	19100003A - 00	1500	Manju Jangir	As per RFP live photo at the time of admission not provided by hospital hence rejected. 7	as this is an EMERGENCY TID , admission done with live photo within 24 hours, as per rule it can be done in 72 hours.	Reopen & Pay	RE-OPEN & PAY as per MDP all DOCUMENTS provided by Hospital

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