

F 8(95) Rejection Appeal-I 2 2 8

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2 KRISHAN KANHAIYA CARE HOSPITAL-Sike2695

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KRISHAN KANHAIYA CARE HOSPITAL-Sike2695 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 Rakesh Kumar Meena (jceo-rshaa@gov in)

- Sh Umesh choudhary (bsbynia@gmail com)

- ml kudi (krishan kanhaiya care2 9@gmail com)

बैठक में **KRISHAN KANHAIYA CARE HOSPITAL-Sike2695** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 60 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	0
2	Re-open & Query	0
3	Rightly Rejected	60

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।



(CEO 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	T0308197427667	2020/178461	19100002A - 00	750	Netik Kilaniya	as per document patient stay less than 24 hrs hence rejected7	96 R N	Rightly Rejected	Right rejection as per documents stay in hospital already paid
2	T0906196808201	2020/178247	19100003A - 02	1500	Gumani Devi	Delayed Query reply ,Query reply after 15 days Query raise hence rejected 7	Q R	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
3	T1506196879570	2020/178326	19100003A - 04	1500	Mohani Devi	Dlayed Query Reply Hence Case Rejected 7	Q R DR MAN J K MAR R JSTRATI N MADICA C NCIA	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
4	T2507197331904	2020/178145	19100003A - 03	1500	Ramsingh	Delayed query reply hence rejected 7	C C ATH G ST S A & SIGN Q R Q R C C ATH G ST S A & SIGN ?	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected



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	T1506196877532	2020/178110	19100003A - 03	1500	Ramdev Verma	delayed query reply,hence claim rejected 7	DISCR ANC IN TR ATING DR NAM & GIV N RMC N 010852	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
6	T2008197603371	2020/178330	19100003A - 01	1500	Rakesh Solera	N T R VID C M T IC CHART AND INV STIGATI N R [RT H NC R J CT D7	Q RR R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
7	T0810198169923	2020/178334	19010107A - 00	10000	Komal	Hospital not provide SG report,hence rejected7	08/10/19 DISCHARG Q RR 05/02/2020 R N	Rightly Rejected	Right rejection as per MD SG for booked package not provided & also t notes lack seal /RMC of surgeon
8	T0111198414043	2020/178324	19100009A - 00	15000	Champa Devi	AS per RF hospital not provide live photo at the time of discharge hence rejected7	DISCHARG IV H T GRA H R N	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded photo , A G & pre-prescription provided by hospital



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	T0511198461408	2020/178159	19100009A - 00	15000	Mohan al	N T R VID C M T A G R RTH NC R J CT D7	Q R R N	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded photo , A G & pre-prescription provided by hospital
10	T0606196773904	2020/178445	19030015A - 00	3500	Gothi Devi	clear pre & post op x-ray not provided hence claim rejected7	- RA R N	Rightly Rejected	Right rejection as post query clear pre & post op x-ray not provided hence claim rejected
11	T1209197879654	2020/178462	19100003A - 02	1500	Gajanand Verma	Complete treatment chart date wise not provide hence rejected 7	13/09/19 DISCHARG Q RR 05/02/2020 MD R N	Rightly Rejected	Right rejection as per MD document not provided by Hospital
12	T1511198571074	2020/178456	19100003A - 01	1500	Narmda Devi	N T R VID C M T IC CHART AND INV STIGATI N R [RTH NC R J CT D7	16/11/19 DISCHARG 06/02/2020 Q RR MD R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
13	T0609197811311	2020/178453	19100009A - 00	15000	chhitar mal	N T R VID C M T A G R RTH NC R J CT D7	10/09/19 DISCHARG Q RR 05/02/2020 MD R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected



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	T1510198252122	2020/178460	19100003A - 01	1500	ahadur	N T R VID C M T IC CHART AND INV STIGATI N R [RT H NC R J CT D7	16/10/19 DISCHARG Q RR 05/02/2020 IC R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
15	T0507197098517	2020/178471	19010063A - 00	7000	Amar Chand	SG R RT N T R VID D H NC R J CT D7	05/07/19 DISCHARG Q RR 05/02/2020 R N	Rightly Rejected	Right rejection as per uploaded documents DISCR ANC found in uploaded clinical photo , also diagnostic report supporting package not provided
16	T0310198122754	2020/178452	19100003A - 01	1500	Gyarsi Devi	annauxe 6 singed by patient not provided hence rejected7	04/10/19 DISCHARG Q RR 06/02/2020 ANN R -6 R N	Rightly Rejected	Right rejection as per MD document not provided by Hospital
17	T0811198499785	2020/178240	19100009A - 00	15000	Dadkhali Devi	N T R VID C M T AND C AR IC CHART AND TR ATM NT CHART H NC R J CT D7	11/11/19 DISCHARG Q R 06/02/2020 IC R N	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded photo , A G & pre-prescription provided by hospital
18	T1907197262139	2020/178160	19100003A - 01	1500	Sushila Devi	N T R VID C M T IC CHART AND INV STIGATI N R [RT H NC R J CT D7	C M T IC INV STIGATI N R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected



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	T1506196879263	2020/178325	19100003A - 05	1500	Rajendra	Delayed Query Reply Hence Case Rejected 7	Q R	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
20	T0806196799141	2020/178244	19100003A - 03	1500	Chhotu Ram	Delayed Query reply ,Query reply after 15 days Query raise hence rejected 7	Q R	Rightly Rejected	Right rejection as per uploaded documents DISCR ANC found & also patient referred by Hospital
21	T1207197171823	2020/178336	19100009A - 00	15000	alita Devi	rovided discharge summary is not complete and justified hence rejected 7	16/07/19 DISCHARG Q RR 13/02/2020 R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
22	T0809197826937	2020/178454	19100009A - 00	15000	Sagar Mal ijarniya	N T R VID C M T AND C AR IC CHART AND TR ATM NT CHART H NC R J CT D7	11/09/19 DISCHARG Q RR 05/02/2020 MD R N	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded photo , A G & pre-prescription provided by hospital
23	T1906196917422	2020/178339	19100003A - 03	1500	ekhraj	delayed query reply,hence claim rejected 7	Q R	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected



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
24	T0209197752983	2020/178451	19100009A - 00	15000	Mahendra Kumar	N T R VID C AR AND VISI IC CHART AND A G R RT H NC R J CT D7	06/09/19 DISCHARG Q RR 05/02/2020 R N	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded photo , A G & pre-prescription provided by hospital
25	T1106196830038	2020/178467	19100003A - 03	1500	Jhamri	Delayed Query Reply Hence Case Rejected 7	Q R DR MAN J K MAR R JSTRATI N MADICA C NCIA	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
26	T1506196877769	2020/178323	19100003A - 01	1500	Sanwar Mal	after query hospital not provide 15 days delay hence rejected7	Q R DR MAN J K MAR R JSTRATI N MADICA C NCIA	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
27	T1609197922905	2020/178335	19100003A - 01	1500	hagavani Devi	N T R VID C M T IC CHART AND INV STIGATI N R [RT H NC R J CT D7	17 S 2019 DISCHARG 05/02/2020 Q RR R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , 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
28	T2110198307969	2020/178447	19100009A - 00	15000	Shrawan Kumar alai	not provide daily progress sheet hence rejected 7	24/10/19 DISCHARG Q RR 05/02/2020 R N	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded photo & documents provided by hospital
29	T0807197130456	2020/178333	29130018A - 00	15000	Hansraj Kumawat	N T R VID C M T T N T S H NC R J CT D7	10/06/19 DISCHARG 05/02/2020 Q RR T N T R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
30	T1707197226573	2020/178455	19100003A - 01	1500	Jagdish	N T R VID C M T IC CHART AND INV STIGATI N R [RT H NC R J CT D7	17/07/19 DISCHARG Q RR 06/02/2020 MD R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
31	T0806196800346	2020/178470	19100003A - 02	1500	Rakesh Solera	not - rovide daily progressive notes with physician visit,duly sea (readable) & signed by treating dr,Re upload Refer card hence rejected 7	Q R	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded documents & final diagnosis not confirmatory provided by hospital

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1	2	3	4	5	6	7	8	9	10
32	T2809198070108	2020/178450	19100003A - 01	1500	irdi Chand Verma	deleyed query reply hence rejected7	29/09/19 DISCHARG 04/10/19 Q RR 12/10/19 Q RR 06/02/2020 R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
33	T2107197275468	2020/178241	19100009A - 00	15000	puran mal	Dlayed Query Reply Hence Case Rejected 7	Q R R N	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded photo & documents provided by hospital
34	T0111198413623	2020/178459	19100009A - 00	15000	Hira Ram	N T R VID A C A R A G R RT H NC R J CT D7	04/11/19 DISCHARG 06/02/2020 Q RR A G R N	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded photo , A G & pre-prescription provided by hospital
35	T1507197210821	2020/178458	19100009A - 00	15000	Santosh Devi	rovided discharge summary is not complete and justified hence rejected 7	18/07/19 DISCHARG 12/02/2020 Q RR MD R N	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded photo & documents provided by hospital



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
36	T1206196842174	2020/178242	19100002A - 04	750	hana Ram Vema	delayed query reply by hospital hence reject 7	Q R DR MAN J K MAR R JSTRATI N MADICA C NCIA S 2 97 A G	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
37	T1906196907991	2020/178463	19100003A - 05	1500	Kitab Devi	Delayed Query Reply Hence Case Rejected 7	MD Q RR R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
38	T0906196803271	2020/178243	19100003A - 03	1500	Harful	delayed query reply by hospital hence reject 7	Q R	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
39	T1110198204177	2020/178146	19100009A - 00	15000	Sawar Mal	hospital not provide discharge summary and other medical documents hence case rejected7	DF FI Q R R N	Rightly Rejected	Right rejection as per MD document not provided by Hospital
40	T0706196785537	2020/178342	19100003A - 03	1500	sohan lal	after query hospital not provide clear discharge summary and dr icu treatment chart hence case rejected7	Q R	Rightly Rejected	Right rejection as per MD after query hospital not provide clear discharge summary and dr icu treatment chart hence case rejected



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
41	T1907197262069	2020/178341	19100003A - 01	1500	Rajbala	N T R VID C M T IC CHART AND INV STIGATI N R [RT H NC R J CT D7	Q RR 19/07/19 DISCHARG 05/02/2020 R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
42	T2508197658680	2020/178468	19020037A - 00	1800	Anju Kanwar	provided nasal endoscopy not justify hence case rejected 7	27/08/19 DISCHARG 06/02/2020 Q RR nasal endoscopy S RG R INDICATI N R N	Rightly Rejected	Right rejection as per MD document not provided by Hospital
43	T2305196613668	2019/123006	19010165A - 00	12000	Mukesh Kumar ijarnia	As per discharge ticket procedure not done, also discrepancy in treating Dr name & given RMC no, Hence rejected 7	FT ING INA H RNIA R AIR D N , DR ANI CH DHAR RMC N 25522/12477 , W RK N CA G NRA S RG N IN K K C H H S ITA	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded documents provided by hospital
44	T0706196790243	2020/178449	19100002A - 03	750	Munni Kanwar	Delayed Query reply ,Query reply after 15 days Query raise hence rejected 7	Q R	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected



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
45	T1109197867191	2020/178448	19100002A - 02	750	Vijay al Meena	annexure 6 not provide with sign of patient hence rejected7	ANN R -6 11/09/19 DISCHARG Q RR 05/02/2020 R N	Rightly Rejected	Right rejection as per MD document not provided by Hospital
46	T1709197927716	2020/178466	19100003A - 02	1500	Mewa Ram	N T R VID C M T IC CHART AND INV STIGATI N R [RT H NC R J CT D7	17/09/19 DISCHARG 06/02/2020 Q RR MD R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
47	T1309197884372	2020/178322	19100003A - 02	1500	Sunil Kumar	hospital not provide complete D/S with D A hence Rejected 7	09 S 2019 13 S 2019 DISCHARG Q RR 13/02/2020 R N	Rightly Rejected	Right rejection as per MD document not provided by Hospital
48	T1906196908049	2020/178246	19100002A - 04	750	axmi Devi	discrepancy in admission and discharge dates on all documents hence rejected7	D C M NTS ADDMISSI N DAT 14/06/19 DISCHARG DAT 19/06/19 - R N	Rightly Rejected	Discrepancy in admission and discharge dates on all documents hence rejected as per MD



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
49	T2605196649691	2019/122061	19020017A - 00	11000	Kela Devi	As per discharge ticket procedure not done, also discrepancy in treating Dr & given RMC no, Hence rejected 7	In the query only the discharge ticket has been requested which we sent but the case has been rejected by you There is no mention in the query that send the RMC number on the discharge ticket and send the query that we sent to you	Rightly Rejected	Right rejection as per MD document not provided by Hospital
50	T0706196790079	2020/178328	19100003A - 03	1500	Shrawani	delayed query reply by hospital hence reject7	Q R	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded documents & final diagnosis not confirmatory provided by hospital
51	T1609197922909	2020/178245	19100003A - 01	1500	Shrawani	N T R VID C M T IC CHART AND INV STIGATI N R [RT H NC R J CT D7	17/09/19 DISCHARG Q R 05/02/2020 R N	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
52	T0309197770820	2020/178465	19100002A - 02	750	Manish Kumar aliwal	annaxure 6 singed by patient / attendant not provided7	03/09/19 DISCHARG 06/02/2020 Q RR R N	Rightly Rejected	Right rejection as per MD document not provided by Hospital
53	T0406196757371	2020/178457	19100003A - 02	1500	abu al	delayed Query replied hence case rejected 7	Q R	Rightly Rejected	Right rejection as per uploaded documents DISCR ANC found & also patient referred by Hospital



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
54	T0606196770704	2020/178444	19100003A - 02	1500	chhitar mal	after query hospital nor upload correct doa and dod date on discharge summary hence case rejected 7	Q RR D A D D DISCHARG TICK T R N	Rightly Rejected	Right rejection as after query hospital nor upload correct doa and dod date on discharge summary hence case rejected
55	T0310198115660	2020/178446	19100003A - 01	1500	Vijesh Kumar Verma	all investigation report supporting dengue positive not provided hence report7	03/10/19 DISCHARG Q RR 05/02/2020 R N	Rightly Rejected	Right rejection as per MD document not provided by Hospital
56	T0608197462933	2020/178109	19100003A - 01	1500	hooli Devi	annaxure 6 thumb impression not verified hence rejected 7	ANNA R 6	Rightly Rejected	Right rejection as RMC of treating Doctor - DIS T D & booked package not Justified , Hence Rejected
57	T2107197278717	2020/178464	19020040A - 00	14500	Meena Devi	provided nasal endoscopy not justify hence case rejected7	22/07/19 DISCHARG 05/02/2020 Q RR nasal endoscopy S RG R INDICATI N R N	Rightly Rejected	Right rejection as per MD document not provided by Hospital
58	T0806196797275	2020/178469	19100002A - 02	750	Mangi Devi	Not Justify admission of patient in case of diarrhea, clarify for overwriting over dates in t/t chart, rovide daily progressive note hence rejecte7	Q RR R N	Rightly Rejected	R - N & A for routine ward as per treatment given by hospital as per uploaded documents



4/07/ 0 1

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1	2	3	4	5	6	7	8	9	10
59	T0906196805313	2020/178329	19100003A - 01	1500	atasi Devi	not - rovide daily progressive notes with physician visit,duly sea (readable) & signed by treating dr,Re upload Refer card hence rejected 7	Q RR R N	Rightly Rejected	Right rejection as upcoding of package done as per prescription , pt reffered as per Doc , Discrepancy in uploaded documents
60	T2607197343500	2020/178327	19100009A - 00	15000	Nanu Ram Nayak	Dlayed Query Reply Hence Case Rejected 7	Q R	Rightly Rejected	Rightly rejected as per DISCR ANC in uploaded photo & documents provided by hospital

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