

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

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T J MAYANI HOSPITAL AND RESEARCH	

T J MAYANI HOSPITAL AND RESEARCH CENTRE-Ajme2317 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 Rakesh Kumar Meena (jceo-rshaa@gov in)
- Sh Umesh choudhary (bsbynia@gmail com)
- Sh B Israni (mayanihospital@rediffmail com)

बैठक में **T J MAYANI HOSPITAL AND RESEARCH CENTRE-Ajme2317** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 19 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	13
2	Re-open & Query	0
3	Rightly Rejected	6

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 01/09/2021 तक अद्योहस्ताक्षरकर्ता को अवगत कराएं। यदि बीमा कंपनी द्वारा उक्त निर्णय की पालना इस आदेश के जारी होने से दिनांक 01/09/2021 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 01/09/2021 तक उपरोक्त निर्णयानुसार कार्यवाही संपादित नहीं की जाती है, तो अस्पताल को अद्योहस्ताक्षरकर्ता को तत्काल अवगत करावें ताकि अग्रिम कार्यवाही की जा सके।



(JCEO 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	T2101195418716	2019/105358	49040002A - 00	9000	Babita Thada	As per provide document clear valid ID of blocked patient not provide hence Rejected 7	Message of Rejection is not clear. Apart from this no such query was raised & claim has been directly rejected without raising query. However as we anticipate from the message, the reason seems to be "Not providing Valid ID of Patient" whereas valid ID has been submitted along with claim, This aspect we have again reconfirmed from our submitted claim.	Reopen & Pay	RE-OPEN & PAY as per protal recheck BSBY - BCHTPTR & adhaar no. - 914813945768 of same benecifiacry Babita
2	T1005196475290	2019/119379	49040010A - 00	12000	Deepa Sain	count of 3 bio metric identification and otp attempts could not be seen in this tid hence rejected 7	At the time of query only ANC chart was asked same was submitted. This point was not raised. However at our end 3 attempts for Biometric verification were made but 'NOT VERIFIED' message was appearing on computer screen. Hence case was generated through MOIC route & Annexure 2 was uploaded	Reopen & Pay	RE-OEPN & PAY as per MDP all documents provided by Hospital



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1	2	3	4	5	6	7	8	9	10
3	T1603195928809	2019/112270	19100002A - 03	750	Mamta	Patient stayed less than 24 hours in hospital hence rejected.7	Patient was admitted in Hospital on 12.3.19 at 3 P.M.; while she was discharged on 16.3.19 at 4:29 P.M. This makes total duration in the hospital as 4 days and 1:29 hour. Hence rejection of claim to be reviewed accordingly.	Reopen & Pay	RE-OEPN & PAY as per MDP all documents provided by Hospital
4	T2204196284878	2019/117383	49040013A - 00	15000	Mamta	as per documents hospital not provide clear readable all documents & detail of notes.hence case rejected7	All the documents including O.T. notes were clear & readable at the time of claim submission, Inspite of that query was raised mentioning "provide clear readable documents & O.T. notes". Subsequent to the query all documents including OT notes were rescanned and again sent. Even after these efforts claim has been rejected on the same reasons. Request reconsideration.	Reopen & Pay	RE-OEPN & PAY as per MDP all documents provided by Hospital



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1	2	3	4	5	6	7	8	9	10
5	T1912185132756	2019/098872	19100002A - 03	750	tilok	More than three times bio-metric attempts cannot be seen.. Hence rejected .7	3 attempts for Biometric verification were made but 'NOT VERIFIED' message was appearing on computer screen. Hence case was generated through MOIC route & Annexure 2 was uploaded	Rightly Rejected	Right rejection as per MDP count of 03 biomertric not taken from hospital end



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1	2	3	4	5	6	7	8	9	10
6	T0405196418837	2019/119371	49040010A - 00	12000	Farjana Bano	discrepancy of DOA in discharge ticket & portal hence rejected7	This claim has been rejected on a/c of discrepancies of D.O.A. in discharge ticket & portal Our submission as under: 1. During the query stage this point was not raised, during query stage IPD Chart and OT notes were asked and they were submitted. 2. Our time of admission & Date of admission is 11:45 P.M. date 1.5.19 & same is entered on portal record, till the patient went to the ward approximately 20-25 minutes time was consumed. Patient reached at ward after duration of 25 minutes. Hence the ward sister entered the time of admission as 12:10 A.M. & date as 2/5/19. It is a clerical level discrepancy. In our view date and time of admission on the computer portal should be considered (while date & time of admission on Discharge ticket should be ignored) and claim should be passed.	Reopen & Pay	RE-OEPN & PAY as per MDP all documents 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	T1102195614525	2019/109390	19040036A - 00	3000	Kali Devi	As per rfp live photo at the time of Admission not provided hence rejected.7	At the time of admission photograph of the patient was taken at the BSBY desk. It was visible at that time. Letter on when it was sent to you only time and date were visible but photo was not visible. We do not know the reason? Your help line for biometric were approached and they were also surprised, they suggested that we should send bed side photo, accordingly same was sent (Undertaking: explaining above matter in totality was also submitted along with the claim & query). Subsequently at the query stage, above undertaking along with certificate for "Tubectomy operation" was asked and same was submitted in response to query. Now subsequently to our surprise, case has been rejected. Looking to the above situation we request you to Kindly review the reconsider the case.	Rightly Rejected	Right rejection as per MDP live photo not provided & also wrong package selection

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1	2	3	4	5	6	7	8	9	10
8	T0111198408974	2019/150530	49040006A - 00	5500	Pooja Kumari	after query dod not justify discharge ticket 7	Rejection reason “After query DOD not justify discharge Ticket” is not clear however from our side. Our submission is as under:- 1. Discharge date is clearly written on “Discharge Ticket” submitted with the claim”. In discharge ticket at right side of Title “Discharge sheet”. Again “Discharge Date & Time” is written for clarity purpose 2. Request for review of the case in light of above facts	Reopen & Pay	RE-OEPN & PAY as per MDP all 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
9	T2204196284878	2019/117382	19040036A - 00	3000	Mamta	as per documents hospital not provide clear readable all documents & detail of notes.hence case rejected 7	All the documents including O.T. notes were clear & readable at the time of claim submission, In spite of that query was raised mentioning "provide clear readable documents & O.T. notes". Subsequent to the query all documents including OT notes were rescanned and again sent. Even after these efforts claim has been rejected on the same reasons. Request reconsideration.	Reopen & Pay	RE-OEPN & PAY as per MDP all documents provided by Hospital
10	T1912185132756	2019/098869	19100002A - 00	750	tilok	More than three times bio-metric attempts cannot be seen.. Hence rejected .7	3 attempts for Biometric verification were made but 'NOT VERIFIED' message was appearing on computer screen. Hence case was generated through MOIC route & Annexure 2 was uploaded	Rightly Rejected	Right rejection as per MDP count of 03 biometric not taken from hospital end



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
11	T1912185132756	2019/098871	19100002A - 02	750	tilok	More than three times bio-metric attempts cannot be seen.. Hence rejected .7	3 attempts for Biometric verification were made but 'NOT VERIFIED' message was appearing on computer screen. Hence case was generated through MOIC route & Annexure 2 was uploaded	Rightly Rejected	Right rejection as per MDP count of 03 biomertric not taken from hospital end
12	T1912185132756	2019/098870	19100002A - 01	750	tilok	More than three times bio-metric attempts cannot be seen.. Hence rejected .7	3 attempts for Biometric verification were made but 'NOT VERIFIED' message was appearing on computer screen. Hence case was generated through MOIC route & Annexure 2 was uploaded	Rightly Rejected	Right rejection as per MDP count of 03 biomertric not taken from hospital end



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1	2	3	4	5	6	7	8	9	10
13	T0405196418837	2019/119370	19040036A - 00	3000	Farjana Bano	discrepancy of DOA in discharge ticket & portal hence rejected7	This claim has been rejected on a/c of discrepancies of D.O.A. in discharge ticket & portal Our submission as under: 1. During the query stage this point was not raised, during query stage IPD Chart and OT notes were asked and they were submitted. 2. Our time of admission & Date of admission is 11:45 P.M. date 1.5.19 & same is entered on portal record, till the patient went to the ward approximately 20-25 minutes time was consumed. Patient reached at ward after duration of 25 minutes. Hence the ward sister entered the time of admission as 12:10 A.M. & date as 2/5/19. It is a clerical level discrepancy. In our view date and time of admission on the computer portal should be considered (while date & time of admission on Discharge ticket should be ignored) and claim should be passed.	Reopen & Pay	RE-OEPN & PAY as per MDP all documents provided by Hospital

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1	2	3	4	5	6	7	8	9	10
14	T2711198701207	2020/168460	19010185A - 00	7000	Mukesh	Inspite of the query pt. does not provide the o.t. notes with seal and sign hence rejected7	After query OT notes duly signed by Doctor with seal and his RMC no. were uploaded. Despite our complete response case has been rejected. Request review.	Reopen & Pay	RE-OEPN & PAY as per MDP all documents provided by Hospital
15	T1702195667089	2019/109398	49040010A - 00	12000	Shanu Devi	after query hospital not provide three antenatal checkup details . ,rejected7	25. Shanu We have maintained Antenatal Checkup record on the Prescription slips itself. This record was submitted at the time of submission of claim. Subsequently query was again raised for Antenatal checkup details again all the prescription slips (8Nos.),which consist of complete antenatal check up record were re-submitted. Unfortunately case has been rejected on this on the same ground. Request reconsideration of the case.	Reopen & Pay	RE-OEPN & PAY as per MDP all documents post query 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
16	T1103195877121	2019/112269	49040006A - 00	5500	Alka	after query,hospital not provide clear, readable & complete delivery notes. hence rejected7	Subsequent to the query delivery notes were highlighted with light yellow colour and notes were complete and clearly readable. We verified this aspect. In our view reason of rejection is not reasonable/justified. Hence we request you to reconsider the rejection.	Reopen & Pay	RE-OEPN & PAY as per MDP all 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
17	T1102195614525	2019/109391	49040010A - 00	12000	Kali Devi	As per rfp live photo at the time of Admission not provided hence rejected.7	At the time of admission photograph of the patient was taken at the BSBY desk. It was visible at that time. Letter on when it was sent to you only time and date were visible but photo was not visible. We do not know the reason? Your help line for biometric were approached and they were also surprised, they suggested that we should send bed side photo, accordingly same was sent (Undertaking: explaining above matter in totality was also submitted along with the claim & query). Subsequently at the query stage, above undertaking along with certificate for "Tubectomy operation" was asked and same was submitted in response to query. Now subsequently to our surprise, case has been rejected. Looking to the above situation we request you to Kindly review the reconsider the case.	Rightly Rejected	Right rejection as per MDP live photo not provided & also wrong package selection

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1	2	3	4	5	6	7	8	9	10
18	T1005196475290	2019/119378	19040036A - 00	3000	Deepa Sain	count of 3 bio metric identification and otp attempts could not be seen in this tid hence rejected 7	At the time of query only ANC chart was asked same was submitted. This point was not raised. However at our end 3 attempts for Biometric verification were made but 'NOT VERIFIED' message was appearing on computer screen. Hence case was generated through MOIC route & Annexure 2 was uploaded	Reopen & Pay	RE-OEPN & PAY as per MDP all documents provided by Hospital
19	T2711184927525	2019/099673	19040039A - 00	3000	Anju	incomplete USG report without sonologist seal and sign provided hence rejected.7	We have again reconfirmed our sonologist for checking the completeness of the sonography report. He has confirmed that report is complete one. Report submitted with claim is dully Signed with Seal (there is no shortcoming). Hence it is requested that reason of rejection is not valid one & claim should be reconsidered.	Reopen & Pay	RE-OEPN & PAY as per MDP all documents provided by Hospital

