

F 008(95) Rejection Appeal-I 202 072

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Divya Hospital-Jodh 750	

Divya Hospital-Jodh1750 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 14/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Kamlesh Sharma (drkamleshsharma5@gmail com)
- Dr Kheela Rautela (Nisharautela777@gmail com)
- Dr Jitendra Joshi (dilittlab @gmail com)

बैठक में **Divya Hospital-Jodh1750** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 58 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	15
2	Re-open & Query	0
3	Rightly Rejected	43

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 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	T1011184762352	2019/094278	19080003A - 00	5000	Sumitra Choukidar	hospital not provide annexure 3 hence rejected7		Reopen & Pay	AS PER PROVIDE DOCUMENTS PACKAGE IS JUSTIFIED
2	T2403182539651	2018/029608	29080001A - 00	24000	Munni	hospita not provide annexture2 ,hence rejected7	HAME IS BARE ME KOI BHI QUERY NHI DI GYI	Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
3	T2410184623391	2019/094289	29080001A - 00	24000	Maina	SUPPORTING INVESTIGATION REPORT NOT PROVIDED.HENCE,R EJECTED7		Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
4	T0611184742714	2019/094280	49040010A - 00	12000	Siru Devi	Hospital not provide three antenal checkup detail7		Reopen & Pay	KINDLY SETTLE THE PACKAGE ON THE NORMAL DELIVERY PACKAFGE PAYABLE AMOUNT IS 5000
5	T1204182707452	2018/029575	19100011A - 00	3000	Indra	As per RFP Live photo of patient at the time of admission and discharge not provided hence rejected 7	MARIJ KI STHITI GAMBHIR HONE E KARAN BIOMETRIC SE ADMISSION KARNA SAMBHAV NAHI THA	Rightly Rejected	ADMISSION PHOTO NOT PROVIDED BY THE HOSPITAL
6	T1404182719190	2018/029640	19100003A - 00	1500	Ram Kavri	as per RFP, live photo at the time of admission and/or discharge is not provided.hence rejected 7	MARIJ KI STHITI GAMBHIR HONE KE KARAN MARIJ KA LIVE PHOTO LENA SAMBHAV NAHI THA IS HETU HAMARE DWARA ANN 4 SALAGN KAR DIYA GAYA THA.	Rightly Rejected	LIVE PHOTO AT THE TIME OF ADMISSION AND DISCHARGE NOT PROVIDED
7	T1304182709203	2018/040190	19100011A - 00	3000	Surendra	annex 2 is not provided hence rejected7	We were not given any queries about this	Rightly Rejected	ANNEXURE 2 IS NOT PROVIDED BY THE 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
8	T3006183472839	2018/061444	19080003A - 00	5000	Mohani	ANX 2 NOT UPLOADED. HENCE REJECTED.7	hamare dwara sabhi documents upload kar diye gaye the query kuch or di jati hai or rejecton ka karan kuch or diya jata ha	Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
9	T1703182480815	2018/029540	29030022A - 00	12000	Ramdeen	annexure 4 not provided hence rejected7	HAME IS BARE KOI QUERY NAHI DI GAYI	Rightly Rejected	PRE AND POST X RAY NOT PROVIDED BY THE HOSPITAL
10	T0504182642740	2018/040188	29080001A - 00	24000	Fatma	AS PER RFP,LIVE PHOTO AT THE TIME OF ADMISSION IS NOT PROVIDED,HENCE REJECTED7	It was not possible to take a live photo because the situation of the child was serious	Reopen & Pay	KINDLY SETTLE THE PACKAGE ON THE 7000
11	T1403182450173	2018/029515	19030087A - 01	1000	Badaru	annexure 2 and Xray report not provided by hospital hence rejected 7	HAME IS BARE ME KOI QUERY NAHI DI GAYI	Rightly Rejected	AS PER MDP DOCUMENTS NOT PROVIDED HENCE THE CLAIM IS REJECTED
12	T2510184635880	2019/094287	29080001A - 00	24000	Eghrci	ABG and supportive investigation not provided by hospital7		Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
13	T1403182450173	2018/029514	19030087A - 00	1000	Badaru	annexure 2 and Xray report not provided by hospital hence rejected 7	HAME IS BARE ME KOI QUERY NAHI DI GAYI	Rightly Rejected	AS PER MDP DOCUMENTS NOT PROVIDED HENCE THE CLAIM IS REJECTED
14	T0212184983908	2019/094274	49040013A - 00	15000	Chotki	discrepancy on ot note provided after the query reply7		Reopen & Pay	AS PER PROVIDE OT NOTES AND DOCUMENTS KINDLY SETTLE THE PACKAGE ON CESSARIAN DELIVERY PACKAGE PAY 9000
15	T1403182452484	2018/029537	19010163A - 00	7000	Shyam Lal	hospital not provided Annexuer 2 in case of MOIC route admission hence rejected 7	HAME IS BARE KOI QUERY NAHI DI GAYI	Rightly Rejected	AS PER MDP DOCUMENTS NOT PROVIDED HENCE THE CLAIM IS 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
16	T2305183091694	2018/040336	19010169A - 00	7000	Modaram	tid generated throu moic route &annexure 2 not provided hence rejected7	All documents have been uploaded by us without reference to CLAIM for any query	Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
17	T1511184822770	2019/094276	19080003A - 00	5000	Saroj	hospital not provide annexture 3 hence rejected 7		Reopen & Pay	AS PER TREATMENT CHART AND DETAILS
18	T1905183051251	2018/040333	29080001A - 00	24000	Diyal	annex 3 , patient supporting investigation report not provided hence claim rejected.7	All documents have been uploaded by us without reference to CLAIM for any query	Rightly Rejected	ANNEXURE 3 IS NOT PROVIDED BY THE HOSPITAL
19	T1105182968286	2018/040204	19080003A - 00	5000	Surma	case is rejected hospital not provide ann 3 & nicu chart7	All the documents have been uploaded by us without any queries for the query were rejected.	Rightly Rejected	NOT PROVIDE ANY INVESTIGATION REPORT
20	T2305183091694	2018/040335	19010163A - 00	7000	Modaram	tid generated throu moic route &annexure 2 not provided hence rejected7	All documents have been uploaded by us without reference to CLAIM for any query	Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
21	T1404182719190	2018/029644	19100003A - 03	1500	Ram Kavri	as per RFP, live photo at the time of admission and/or discharge is not provided.hence rejected 7	MARIJ KI STHITI GAMBHIR HONE KE KARAN MARIJ KA LIVE PHOTO LENA SAMBHAV NAHI THA IS HETU HAMARE DWARA ANN 4 SALAGN KAR DIYA GAYA THA.	Rightly Rejected	LIVE PHOTO AT THE TIME OF ADMISSION AND DISCHARGE NOT PROVIDED
22	T0901182004026	2018/029558	19080003A - 00	5000	Mamata	HOSPITAL NOT PROVIDE ANNEXTURE 2,3 HENSE REJECTED 7	HAME IS BARE KOI QUERY NAHI DI GAYI	Reopen & Pay	AS PER ADMISSION PHOTO PROVIDE BY THE HOSPITAL AND ID PROOF OF THE MOTHER IS PROVIDE JUSTIFY THE PACKAGE

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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
23	T2603182544422	2018/029544	19100003A - 00	1500	Pooja	annexure 4 not provided hence rejected7	HAME IS BARE KOI QUERY NAHI DI GAYI	Reopen & Pay	PACKAGE IS JUSTIFIED
24	T3012171953720	2018/029510	19080003A - 00	5000	Bhatiya	after reminder hospital not provide annexure 3,4 hence rejected 7	HAME IS BARE ME KOI BHI REMAINDER NAHI DIYA GAYA	Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
25	T3110184690498	2019/094283	29080001A - 00	24000	meera	hospital not provide date wise ABG report. cliam are rejcted 7		Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
26	T1011184762493	2019/094279	19080003A - 00	5000	Moraki	hospital not provide annexure 3 hence rejected7		Reopen & Pay	AS PER PROVIDE DOCUMENTS PACKAGE IS JUSTIFIED
27	T0302182160741	2018/029489	19100009A - 00	15000	Laxmi Devi	Annexure 3 for baby below 1 year of age not uploaded hence rejected 7	HAME IS BARE KOI QUERY NAHI DI GAYI.	Rightly Rejected	AS PER BLOCKED PROPER TREATMENT CHART , ABG CHART VITAL CHART NOT PROVIDED BY THE HOSPITAL
28	T1110184490075	2018/078727	19040036A - 00	3000	Kauahalya	HOSPITAL NOT PROVIDED ANNEXURE 6 SIGNED BY PATIENT HENCE REJECTED.7		Rightly Rejected	RIGHTLY REJECTED
29	T1003182412976	2018/029532	29080001A - 00	24000	Samta	hospital not provide annexure 4,ABG report7	HAME IS BARE KOI QUERY NAHI DI GAYI	Reopen & Pay	KINDLY SETTLE ON THE AMOUNT OF 5000 AS PER PROVIDED DOCUMENTS
30	T1511184822788	2019/094275	19080003A - 00	5000	Sima Devi	hospital not provide annexure 3 hence rejected 7		Rightly Rejected	PACKAGE NOT JUSTIFIED
31	T0204182612838	2018/040187	19100011A - 00	3000	Roshni	annex 2 is not provided hence rejected7	We were not given a query about this	Rightly Rejected	ANNEXURE 2 ,ANNEXURE 3NAND OTNOTES NOTE PROVIDED

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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
32	T2011184869124	2018/086626	19080013A - 00	7000	Rajiya	3 counts are not seen of biometric attempts + biometric verified by person is not a family amember7		Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
33	T0212184983908	2019/094273	19040036A - 00	3000	Chotki	discrepancy on ot note provided after the query reply7		Rightly Rejected	AS PER DOCUMENTS PROCEDURE IS INCLUDED WITH CESSARIAN DELIVERY
34	T0204182612864	2018/029553	29080001A - 00	24000	Roshni	Case was rejected as patient was not verified by Bio-Metric 7	MARIJ KI STHITI GAMBHIR HONE KE KARAN BIOMETRIC DWARA ADMISSION KARNA SAMBHAV NAHI THA	Reopen & Pay	KINDLY SETTLE THE PACKAGE ON THE 1 DAY ICU ROUTINE WARD
35	T1404182719190	2018/029639	19100002A - 00	750	Ram Kavri	as per RFP, live photo at the time of admission and/or discharge is not provided.hence rejected 7	MARIJ KI STHITI GAMBHIR HONE KE KARAN MARIJ KA LIVE PHOTO LENA SAMBHAV NAHI THA IS HETU HAMARE DWARA ANN 4 SALAGN KAR DIYA GAYA THA.	Rightly Rejected	LIVE PHOTO AT THE TIME OF ADMISSION AND DISCHARGE NOT PROVIDED
36	T1403182452484	2018/029538	19010169A - 00	7000	Shyam Lal	hospital not provided Annexuer 2 in case of MOIC route admission hence rejected 7	HAME IS BARE KOI QUERY NAHI DI GAYI	Rightly Rejected	AS PER MDP DOCUMENTS NOT PROVIDED HENCE THE CLAIM IS REJECTED
37	T3010184682635	2019/094284	49040010A - 00	12000	Leela Devi	not provide anc report 7		Reopen & Pay	PACKAGE IS JUSTIFIED
38	T1403182448177	2018/029533	19080003A - 00	5000	Bhatu	after remnider hospital not provide annexure 3 hence rejected7	HAME IS BARE KOI QUERY NAHI DI GAYI	Rightly Rejected	ANNEXURE 2 ,ANNEXURE 3 AND TREATMENT CHART NOT PROVIDED BY THE 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
39	T1605183015139	2018/040327	19100011A - 00	3000	Guddi	rejection due to lack of Annexure 3 For The Newborn Below One Year Age 7	All documents have been uploaded by us without reference to CLAIM for any query	Rightly Rejected	PACKAGE NOT JUSTIFIED
40	T0904182678945	2018/029554	19100011A - 00	3000	Manju	Case was rejected as patient was not verified by Biometric 7	MARIJ KI STHITI GAMBHIR HONE KE KARAN BIOMETRIC DWARA ADMISSION KARNA SAMBHAV NAHI THA	Rightly Rejected	HOSPITAL NOT PROVIDED OT NOTES AND ANNEXURE 2
41	T2910184669391	2019/094285	49040013A - 00	15000	Nasim	not provide anc report 7		Reopen & Pay	PACKAGE IS JUSTIFIED
42	T0611184744982	2019/094281	19080003A - 00	5000	Hansli	vital chart is not provided hence rejected 7		Reopen & Pay	AS PER DISCHARGE SUMMARY AND PRESCRIPTION THE HOSPITAL PROVIDE ALL THE DOCUMENTS AND DETAILS OF THE BABY KINDLY APPROVE
43	T2410184623386	2019/094288	29080001A - 00	24000	Maina	NICU treatment and vital chart with supportive investigation with annexure 3 not provided by hospital 7		Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
44	T1304182715647	2018/029585	29210002A - 00	25000	Surendra	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. 7	MARIJ KI STHITI GAMBHIR HONE KE KARAN BIOMETRIC DWARA ADMISSION KARNA SAMBHAV NAHI THA ISKE LIYE HAMARE DWARA PRAPATRA 4 SALAGN KAR DIYA GAYA THA	Reopen & Pay	AS PER TREATMENT CHART THE CLIM IS SETTLED ON THE GENERAL WARD

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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
45	T2605183125094	2018/040337	29080001A - 00	24000	Basanti	Annex 3, birth certificate , datewise treatment,vital and ventilator chart not provided hence rejected7	All documents have been uploaded by us without reference to CLAIM for any query	Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
46	T1404182719190	2018/029643	19100003A - 02	1500	Ram Kavri	live photo at the time of admission and/or discharge is not provided.hence rejected 7	MARIJ KI STHITI GAMBHIR HONE KE KARAN MARIJ KA LIVE PHOTO LENA SAMBHAV NAHI THA IS HETU HAMARE DWARA ANN 4 SALAGN KAR DIYA GAYA THA.	Rightly Rejected	LIVE PHOTO AT THE TIME OF ADMISSION AND DISCHARGE NOT PROVIDED
47	T1905183051260	2018/040334	19080003A - 00	5000	Shobha	TID generated through MOIC route and Annexure-II not provided, hence rejected 7	All documents have been uploaded by us without reference to CLAIM for any query	Rightly Rejected	ANNEXURE 2 IS NOT PROVIDED BY THE HOSPITAL
48	T1802182263846	2018/029517	19080003A - 00	5000	Babli	ANN 3 NOT PROVIDED HENCE REJECTED7	HAME IS BARE KOI QUERY NAHI DI GAYI	Rightly Rejected	ANNEXURE 3 IS NOT PROVIDED BY THE HOSPITAL
49	T3110184696556	2019/094282	29080001A - 00	24000	Sugana	hospital not provide date wise ABG report. cliam are rejcted 7		Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
50	T0905182948880	2018/061409	19080003A - 00	5000	Guddi Kanvar	hospital not provide annexure 3 hence rejected7	HAME IS BARE ME KOI QUERY NAHI DI GAYI HAMARE DWARA DOCUMENTSA PAHLE HI UPLOAD KAR DIYE GAYE THE.	Rightly Rejected	COMPLETE DOCUMNTS ARE NOT PROVIDED BY THE 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
51	T2810184659239	2019/094286	29080001A - 00	24000	Apasana Bano	ABG report date wise, treatment chart and ventilator chart, annexure 3 not provided 7		Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
52	T0104182602548	2018/029550	49040010A - 00	12000	Roshni	Case was rejected as patient was not verified by Biometric7	MARIJ KI STHITI GAMBHIR HONE KE KARAN BIOMETRIC SE ADMISSION SAMBHAV NAHI HO PAYA. OR	Rightly Rejected	AS PER DOCUMENTS THE CORRECT REASON IN ANNEXURE 2 IS NOT PROVIDED BY THE HOSPITAL
53	T1011184770797	2019/094277	49040010A - 00	12000	Rekha Kanwar	hospital not provided ANC card delivery detail and supportive investigation 7		Rightly Rejected	AFTER QUERY HOSPITAL NOT RESPOND AND DO NOT PROVIDE REPLY OF THE QUERY
54	T2803182573706	2018/029546	19080013A - 00	7000	Kavita	hospital not provide anexure 2, id proof of patient7	HAME IS BARE KOI QUERY NAHI DI GAYI	Rightly Rejected	PACKAGE NOT JUSTIFIED AS PER DOCUMENTS
55	T1007183571768	2018/040350	29080001A - 00	24000	Surta	hospital not provided vital chart,nicu treatment chart,annexure 3 hence rejected.7	All documents have been uploaded by us without reference to CLAIM for any query	Reopen & Pay	KINDLY SETTLE ON THE AMOUNT OF 5000 AS PER PROVIDED DOCUMENTS
56	T1605183016719	2018/040329	29210002A - 00	25000	Guddi	annexure 4 and tlt detail not provided hence rejected7	All documents have been uploaded by us without reference to CLAIM for any query	Rightly Rejected	TREATMENT CHART IS NOT PROVIDED
57	T1805183039621	2018/040332	29210004A - 00	15000	Suraj	tid genreted through moic route and annex 2 not provide hence case reject7	All documents have been uploaded by us without reference to CLAIM for any query	Rightly Rejected	PATIENT IS NOT SELF VERIFIED

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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
58	T1404182719190	2018/029642	19100003A - 01	1500	Ram Kavri	as per RFP, live photo at the time of admission and/or discharge is not provided.hence rejected 7	MARIJ KI STHITI GAMBHIR HONE KE KARAN MARIJ KA LIVE PHOTO LENA SAMBHAV NAHI THA IS HETU HAMARE DWARA ANN 4 SALAGN KAR DIYA GAYA THA.	Rightly Rejected	LIVE PHOTO AT THE TIME OF ADMISSION AND DISCHARGE NOT PROVIDED

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