

F 8(9) Rejection Appeal-I 2 2

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2 Kalpvriksha Hospital And R C Foundation-Jhun272

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Foundation-Jhun272

Kalpvriksha Hospital And R C

F 8(9) Rejection Appeal-I 2 2

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Kalpriksha Hospital And R C Foundation-Jhun272	

Kalpriksha Hospital And R C Foundation-Jhun2721 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 26/07/2021 को की गई, जिसमें निम्न व्यक्ति उपस्थित रहे:-

- Dr Rakesh Kumar Meena (jceo-rshaa@gov.in)
- Dr Sachin Gupta (sachingupta@bajoria.in)
- karan budania (Budania@gmail.com)

बैठक में **Kalpriksha Hospital And R C Foundation-Jhun2721** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 14 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	7
2	Re-open & Query	0
3	Rightly Rejected	7

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।



(JC 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	T0506196763539	2019/121831	29040002A - 00	12000	Sunita	as per RFP, live photo of patient at the time of admission and discharge not provided hence rejected 7	Our Hospital has started the BSBY from 1st June 2019. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven cases and submission of their respective claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as at the time of discharge. 3. For this patient we have performed surgery for both Secondary and Tertiary packages at the same time, submitted typed copies of Prescription, USG images and report, OT Notes and Discharge Summary. We have all the documents of the patient i.e. picture taken during surgery, documents of	Rightly Rejected	Right rejection as per RFP DOA live photo different on Portal & TID, Mutiple TID for same patient also taken , 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
							surgical procedure that proves that we have performed this surgery at our hospital. 4. We have contact number of the patient who can be contacted for cross verification. 5. This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr.Karan Beniwal		



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
2	T0206196730808	2019/121830	19030071A - 00	18000	Vinod Kumar	As per rfp pt. live photo of discharge not provide hence case rejected7	Our Hospital has started the BSBY from 1st June 2019.. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven Cases and submission of their claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as discharge. 3. For this patient we have performed surgery for both Secondary packages at the same time, typed copies of Prescription, OT Notes and Discharge Summary. We have all the documents of the patient i.e. picture taken during surgery, documents of surgical procedure, that proves that we have performed this surgery at our	Rightly Rejected	Right rejection as per RFP Discharge photo & Late claim submission uplodaded by Hospital after 7 Days, 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
							hospital. 4.We have contact numbers of the patient from whom cross verification can be done. 5.This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr,Karan Beniwal		



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	T1106196829426	2019/121836	19100002A - 01	750	Kavita Kumari	As per RFP live photo of the patient at the time of admission and discharge is not provided hence rejected 7	Our Hospital has started the BSBY from 1st June 2019. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven cases and submission of their respective claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as at the time of discharge. 3. For this patient we have submitted typed copies of Prescription, USG Images and its report ,daily progress sheet and Discharge Summary. We have all the records of this patient which proves that he was admitted at our hospital.. 4. We have contact number of the patient who can be contacted for cross verification.	Reopen & Pay	Reopen & pay as all documnmets 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
							5. This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr.Karan Beniwal		



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
4	T1106196834527	2019/121843	49040006A - 00	5500	Kavita Devi	As per RFP, live photo of patient at the time of discharge is not provided hence rejected 7	Our Hospital has started the BSBY from 1st June 2019. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven cases and submission of their respective claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as at the time of discharge. 3. For this patient we have submitted typed copies of Prescription, USG Images and its report, Haematology , serology reports, delivery notes and Discharge Summary. We have all the documents of the patient i.e. daily progress sheet and other related documents which proves that the patient was admitted	Reopen & Pay	Reopen & pay as all documnets provided by hospital for booked package



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
							under our care at our hospital for normal delivery. procedure that proves th 4. We have contact number of husband of the patient who can be contacted for cross verification. 5. This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr.Karan Beniwal		



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	T0506196763539	2019/121832	29040011A - 00	16000	Sunita	as per RFP, live photo of patient at the time of admission and discharge not provided hence rejected 7	Our Hospital has started the BSBY from 1st June 2019. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven cases and submission of their respective claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as at the time of discharge. 3. For this patient we have performed surgery for both Secondary and Tertiary packages at the same time, submitted typed copies of Prescription, USG images and report, OT Notes and Discharge Summary. We have all the documents of the patient i.e. picture taken during surgery, documents of	Rightly Rejected	Right rejection as per RFP DOA live photo different on Portal & TID, Mutiple TID for same patient also taken , 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
							surgical procedure that proves that we have performed this surgery at our hospital. 4. We have contact number of the patient who can be contacted for cross verification. 5. This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr.Karan Beniwal		



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
6	T1106196834527	2019/121842	29080001A - 00	24000	Kavita Devi	As per RFP, live photo of patient at the time of discharge is not provided hence rejected 7	Our Hospital has started the BSBY from 1st June 2019. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven cases and submission of their respective claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as at the time of discharge. 3. For this patient we had Tertiary packages of NICU and submitted typed copies of Prescription,Xray and Discharge Summary. We have all the documents of the patient i.e. picture taken during NICU admission ,daily progress sheet that proves that tehy child was in NICU at our hospital. 4. We have contact	Reopen & Pay	Reopen & pay -SETTLE for Specialised Package for Neo Natal Car19080013 as all documnmets provided by hospital for booked package



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
							number of the father of the child who can be contacted for cross verification. 5. This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr.Karan Beniwal		



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	T0206196730706	2019/121827	29030007A - 00	25000	raakesh sharma	as per RFP live photo at the time and date of admission & discharge is not provide. hence rejected7	Our Hospital has started the BSBY from 1st June 2019, this being our first case of BSBY. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven cases and submission of their respective claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as at the time of discharge. 3. For this patient we have performed surgery for both Secondary and Tertiary packages at the same time, submitted the serial number of the implant used, typed copies of Prescription, MRI report ,OT Notes and Discharge Summary. We have all the documents of the	Rightly Rejected	Right rejection as per RFP live photo & TID different in Portal & D/S uplodaded by Hospiotal, 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
							patient i.e. picture taken during surgery, documents of surgical procedure, that proves that we have performed this surgery at our hospital. 4. We have patient contact numbers from whom this can be cross verified. 5. This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error performed machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr.Karan Beniwal Director		



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	T1106196829426	2019/121835	19100002A - 00	750	Kavita Kumari	As per RFP live photo of the patient at the time of admission and discharge is not provided hence rejected 7	Our Hospital has started the BSBY from 1st June 2019. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven cases and submission of their respective claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as at the time of discharge. 3. For this patient we have submitted typed copies of Prescription, USG Images and its report ,daily progress sheet and Discharge Summary. We have all the records of this patient which proves that he was admitted at our hospital.. 4. We have contact number of the patient who can be contacted for cross verification.	Reopen & Pay	Reopen & pay as all documnmets 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
							5. This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr.Karan Beniwal		



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	T1106196829426	2019/121838	19100002A - 03	750	Kavita Kumari	As per RFP live photo of the patient at the time of admission and discharge is not provided hence rejected 7	Our Hospital has started the BSBY from 1st June 2019. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven cases and submission of their respective claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as at the time of discharge. 3. For this patient we have submitted typed copies of Prescription, USG Images and its report ,daily progress sheet and Discharge Summary. We have all the records of this patient which proves that he was admitted at our hospital.. 4. We have contact number of the patient who can be contacted for cross verification.	Reopen & Pay	Reopen & pay as all documnmets 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
							5. This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr.Karan Beniwal		



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
10	T0206196730808	2019/121829	19030023A - 00	7500	Vinod Kumar	As per rfp pt. live photo of discharge not provide hence case rejected7	Our Hospital has started the BSBY from 1st June 2019.. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven Cases and submission of their claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as discharge. 3. For this patient we have performed surgery for both Secondary packages at the same time, typed copies of Prescription, OT Notes and Discharge Summary. We have all the documents of the patient i.e. picture taken during surgery, documents of surgical procedure, that proves that we have performed this surgery at our	Rightly Rejected	Right rejection as per RFP Discharge photo & Late claim submission uplodaded by Hospital after 7 Days, 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
							hospital. 4.We have contact numbers of the patient from whom cross verification can be done. 5.This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks		



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	T0506196764050	2019/121834	19100003A - 00	1500	Suresh Singh	AS PER RFP LIVE PHOTO AT THE TIME OF ADMISSION AND DISCHARGE IS NOT PROVIDE HENCE CASE REJECTED 7	Our Hospital has started the BSBY from 1st June 2019. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven cases and submission of their respective claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as at the time of discharge. 3. For this patient we have e, submitted typed copies of Prescription, haematology, biochemistry ,ECG reports , daily progress reports and Discharge Summary. We have all the record of teh s of the patient that proves that this patient was in ICU for five days.. 4. We have contact number of the patient who can be	Rightly Rejected	Right rejection as per RFP live PHOTO of other BENEFICIARY uploaded by hospital, 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
							contacted for cross verification. 5. This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr.Karan Beniwal		



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	T0706196782314	2019/121833	19040023A - 00	9000	Sunita	pt admission and discharge time photo are not live hence case reejcted7	Our Hospital has started the BSBY from 1st June 2019. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven cases and submission of their respective claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as at the time of discharge. 3. For this patient we have performed surgery for both Secondary and Tertiary packages at the same time, submitted typed copies of Prescription, USG Images and its report OT Notes and Discharge Summary. We have all the documents of the patient i.e. picture taken during surgery, documents of	Rightly Rejected	Right rection as per RFP DOA live photo different on Portal & TID, Mutliple TID for same patient also taken , 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
							surgical procedure that proves that we have performed this surgery at our hospital. 4. We have contact number of the patient who can be contacted for cross verification. 5. This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr.Karan Beniwal		



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	T1106196829426	2019/121837	19100002A - 02	750	Kavita Kumari	As per RFP live photo of the patient at the time of admission and discharge is not provided hence rejected 7	Our Hospital has started the BSBY from 1st June 2019. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven cases and submission of their respective claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as at the time of discharge. 3. For this patient we have submitted typed copies of Prescription, USG Images and its report ,daily progress sheet and Discharge Summary. We have all the records of this patient which proves that he was admitted at our hospital.. 4. We have contact number of the patient who can be contacted for cross verification.	Reopen & Pay	Reopen & pay as all documnmets 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
							5. This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr.Karan Beniwal		



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	T1106196829426	2019/121839	19100002A - 04	750	Kavita Kumari	As per RFP live photo of the patient at the time of admission and discharge is not provided hence rejected 7	Our Hospital has started the BSBY from 1st June 2019. 1. We have come to know about the rejection of this claim after we have performed surgeries for seven cases and submission of their respective claims. 2. By mistake our Swasthya Marg Darshak has clicked "upload" icon after clicking the "capture" icon while taking live photo of the patient at the time of admission as well as at the time of discharge. 3. For this patient we have submitted typed copies of Prescription, USG Images and its report ,daily progress sheet and Discharge Summary. We have all the records of this patient which proves that he was admitted at our hospital.. 4. We have contact number of the patient who can be contacted for cross verification.	Reopen & Pay	Reopen & pay as all documnmets 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
							5. This mistake was not done intentionally but out of ignorance. Requested to please ignore the human error on the machine, reconsider it and reverse the rejected claim and approve the same as soon as possible. Thanks Dr.Karan Beniwal		

