

F 008(9) Rejection Appeal-I 202 0

26 08 202

2 Dr Ram Singh Surgical Hospital-Sawa 60

-

Dr Ram Singh Surgical Hospital-Sawa 60

0 202

Dr Ram Singh Surgical Hospital-Sawa 60

F 008(9) Rejection Appeal-I 202 0

26 08 202

-

2

- -



Dr Ram Singh Surgical Hospital-Sawa 60	

Dr Ram Singh Surgical Hospital-Sawa1160 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 Vinita Dotania (vinitadotania @gmail com)
- RSHAA (raj rshaa@gov in)
- exparty (rsmeena @gmail com)

बैठक में **Dr Ram Singh Surgical Hospital-Sawa1160** ने न्यू इंडिया एश्योरेंस कंपनी द्वारा गलत किए गए 36 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	5
2	Re-open & Query	0
3	Rightly Rejected	31

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।



(RSHAA)

Printed On : 19-09-2021 10:18:47 PM



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	T2005183055355	2018/066968	19010165A - 00	12000	Surgyan Meena	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID.& NOT PROVIDE OT NOTE Hence Rejected. 7	You did not ask any query, we any time tried patient finger	Rightly Rejected	as per MDP usg report, procedure notes not provided hence rightly rejected
2	T0206183192029	2018/037781	19010036A - 00	6500	monbati devi	there is discrepancy in name of the patient in all documents hence rejected7	Someone's document was accidentally sent, but we after query reply all document provided, please solve	Rightly Rejected	patient admission and discharge time photo not provided hence rejected
3	T2805196665571	2019/120907	19050031A - 00	10000	Dhanapal	As per enclosed OT notes URSL done. 7	Operation was done by URSL, and it was also written, please solve,	Reopen & Pay	as per MDP pkg justified hence reopen and pay
4	T1007183568957	2018/038436	29050009A - 00	24000	Madan Lal	As per provide Dr. prescription plan of PCNL & Dj stent rt side but as per OT note PCNL & DJ stent done Lt. side hence claim rejected 7	Writing to Dr. Sir was a mistake, You canceled the query without	Rightly Rejected	as per MDP detailed OT notes not provided hence rejected
5	T1007183568957	2018/038437	29050011A - 00	6000	Madan Lal	As per provide Dr. prescription plan of PCNL & Dj stent rt side but as per OT note PCNL & DJ stent done Lt. side and as per post X ray DJ stent done in rt. side hence claim rejected 7	Writing to Dr. Sir was a mistake, You canceled the query without	Rightly Rejected	as per MDP detailed OT notes not provided 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
6	T2905196687215	2019/121523	19100003A - 03	1500	Phulya	Rejection due to wrong package selection.7	The package choice is correct, the documents were just accidentally uploaded, you did not any query	Rightly Rejected	AS PER GIVEN documents pkg not justified hence rejected
7	T1007183568957	2018/038435	19050008A - 00	9000	Madan Lal	As per USG no stone show in bladder hence claim rejected7	Stone was found during operation, please solve	Rightly Rejected	as per MDP detailed OT notes not provided hence rejected
8	T1910184569377	2018/060317	19100003A - 00	1500	Manju	INCLUDED IN BLOOD PACKAGES7	we are not satisfied, please cheak again	Rightly Rejected	ICU pkg is not justified with provided documents hence rejected
9	T1910184569377	2018/060319	19100003A - 02	1500	Manju	INCLUDED IN BLOOD PACKAGES7	we are not satisfied, please cheak again	Rightly Rejected	ICU pkg is not justified with provided documents hence rejected
10	T0804196153320	2019/119582	19050061A - 00	3000	Gayatri Devi	As per provide document pre op. x-ray not provide by hospital hence Rejected 7	we have provided x-ray	Rightly Rejected	(MDP-RR) After query pre OP,X RAY provided by hospital has no name and date on X-RAY film as per MDP document _which is necessary for the booked package. Hence , Claim has been rightly rejected.
11	T0812185038517	2019/094296	19100002A - 01	750	Mamta Gurjar	discharge patient photo is late hence rejected7	We are not satisfied your remark of the case please cheak again	Rightly Rejected	admission time pre CBC report NOT provided for blood transfusion AS PER MDP hence rightly rejected
12	T0912185043019	2018/088849	29200002A - 00	2000	Sanjay Kumar Gurjar	as per RFP live photos at time of discharge is not provided hence rejected 7	Your technical issu,	Rightly Rejected	live discharge photo not provided hence rightly rejected
13	T1310184516538	2018/060286	19050037A - 00	20000	Nari	kindly provide USG report with pre post x ray7	We provided the documents you asked	Rightly Rejected	as per MDP detailed OT notrs provided 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	T0603195827939	2019/109618	29100019A - 00	25000	Ramnarayan Mali	ventilator chart not provided7	You did not do any queries, you canceled the claim without query	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document ICU chart, VENTILATOR chart, DAILY ABG report_which is necessary for the booked package. Hence , Claim has been rightly rejected.
15	T0812185038517	2019/094297	19100005A - 00	1350	Mamta Gurjar	discharge patient photo is late hence rejected7	We are not satisfied your remark of the case please cheak again	Rightly Rejected	admission time pre CBC report NOT provided for blood transfusion AS PER MDP hence rightly rejected
16	T1910184569377	2018/060318	19100003A - 01	1500	Manju	INCLUDED IN BLOOD PACKAGES7	we are not satisfied, please cheak again	Rightly Rejected	ICU pkg is not justified with provided documents hence rejected
17	T2701182109047	2018/028847	19050062A - 00	11500	Lohadkya	Front page of discharge summary not provided by hospital7	After submitted claim, no ask any query	Rightly Rejected	as per MDP discharge summary front page not provided hence rejected
18	T1404182724091	2018/037785	29200002A - 00	2000	Kishan Gopal Yadav	Counts of 3 Biometric identification and OTP attempts could not be seen in this TID. Hence Rejected. (Lack of essential documents)7	Your query reply annexure 2 provide, please check again	Rightly Rejected	haemodylis chart not provided hence rejected
19	T2302195729842	2019/109619	29010041A - 00	30000	Rijawan Khan	kindly provide anne 2,rejected7	We Verified the Patients's Father Name, Fully Verified the patient Identify with the patient poorf,Please solve this problem, We not justify of this query, and reason	Rightly Rejected	graft side photo not provided hence rejected
20	T2905196687215	2019/121520	19100003A - 00	1500	Phulya	Rejection due to wrong package selection.7	The package choice is correct, the documents were just accidentally uploaded, you did not any query	Rightly Rejected	AS PER GIVEN documents pkg 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
21	T2504182809775	2018/037784	29200004A - 00	3500	Suresh Chand Sharma	Not provide procedure detail and MHD chart7	We provide complete procedure detail and mhd chart please check in case	Reopen & Pay	as per MDP pkg justified hence reopen and pay
22	T0812185038517	2019/094295	19100002A - 00	750	Mamta Gurjar	discharge patient photo is late hence rejected7	We are not satisfied your remark of the case please cheak again	Rightly Rejected	admission time pre CBC report NOT provided for blood transfusion AS PER MDP hence rightly rejected
23	T0812185038517	2019/094298	19100005A - 01	1350	Mamta Gurjar	discharge patient photo is late hence rejected7	We are not satisfied your remark of the case please cheak again	Rightly Rejected	admission time pre CBC report NOT provided for blood transfusion AS PER MDP hence rightly rejected
24	T0512185014426	2019/096835	19030062A - 00	20000	Dholi Devi Gurjar	Detail OT note not provide hence rejected 7	No query was asked, please solve	Rightly Rejected	procedure notes are not clear/readable, post procedure X-RAY is not provided hence rejected
25	T1707183637636	2018/037761	29050009A - 00	24000	Mamta	pre and discharge photos are of two different person not same hence rejected7	We provide patient photo your query reply, we are not satisfied please solve	Rightly Rejected	after query provided discharge photo is uploaded, OT notes not provided hence rightly rejected
26	T0803195850405	2019/111018	29050011A - 00	6000	Hansraj	post opp. kub x-ray not provided by hospital hence rejected7	You did not query any from the hospital, we are not satisfied, please recheck	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document _post OP KUB X-RAY_ which is necessary for the booked package. Hence , Claim has been rightly rejected.
27	T2008197594575	2019/135245	19080012A - 00	12000	Sonu Kumar Saini	As per RFP Clauses 1.9.2 & 1.3.9 eligibility & identity of patient not done,thru BSBY Card Hence Rejected. 7	we are not satisfied please check again	Reopen & Pay	as per MDP pkg justified hence reopen and pay



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	T1409184236731	2018/088847	19050062A - 00	11500	Ramnath Mali	as per D/S DOD is 17.09.2018 and captured discharge photo at discharge time 18.09.2018 so as per RFP live patient photo not provided hence claim rejected 7	without query rejected, Wrong in writing, we are not satisfied.	Reopen & Pay	query is wrong hence open and pay
29	T1912171905873	2018/028836	19030053A - 00	18000	Ranjeet Jat	post op xray not given7	No ask query in this pkg for post op x-ray	Rightly Rejected	AS PER MDP procedure notes not provided , ann. 4 not given for uploaded admission photo ,diagnosis not written on prescription hence rejected
30	T1409184236731	2018/088846	19050013A - 00	8400	Ramnath Mali	as per D/S DOD is 17.09.2018 and captured discharge photo at discharge time 18.09.2018 so as per RFP live patient photo not provided hence claim rejected 7	without query rejected, Wrong in writing, we are not satisfied	Reopen & Pay	query is wrong hence open and pay
31	T1310184516538	2018/060287	29050011A - 00	6000	Nari	kindly provide USG report with prepost x ray7	We provided the documents you asked	Rightly Rejected	as per MDP detailed OT notrs provided hence rejected
32	T1707183637636	2018/037762	29050011A - 00	6000	Mamta	pre and discharge photos are of two different person not same hence rejected7	We provide patient photo your query reply, we are not satisfied please solve	Rightly Rejected	after query provided discharge photo is uploaded, OT notes not provided hence rightly rejected
33	T2701182112038	2018/028781	19050021A - 00	10500	Dropati Devi	AS PER Discharge Summary front page not available hence rejected7	You did not ask for query d/s front page, the query was sought for usg only	Rightly Rejected	(MDP-RR) After query, hospital has not provided the MDP document _front page of discharge summary__ which is necessary for the booked package. Hence , Claim has been rightly 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
34	T3011184960229	2019/095903	19010108A - 00	13000	Suman Saini	discrepancy of DOA IN DOCUMENTS & PORTAL HENCE REJECTED7	Did not warn, your query, only for usg query our ask.	Rightly Rejected	discrepancy in discharge summary document hence rejected
35	T2905196687215	2019/121521	19100003A - 01	1500	Phulya	Rejection due to wrong package selection.7	The package choice is correct, the documents were just accidentally uploaded, you did not any query	Rightly Rejected	AS PER GIVEN documents pkg not justified hence rejected
36	T2905196687215	2019/121522	19100003A - 02	1500	Phulya	Rejection due to wrong package selection.7	The package choice is correct, the documents were just accidentally uploaded, you did not any query	Rightly Rejected	AS PER GIVEN documents pkg not justified hence rejected

